Administrative changes for UnitedHealthcare Medicare Advantage members in Utah

Quick reference guide

Overview

On Jan. 1, 2021, UnitedHealthcare began administering services for members of UnitedHealthcare® Medicare Advantage benefit plans offered in Northern Utah, as outlined below. You can find more information about UnitedHealthcare Medicare Advantage plans at **UHCprovider.com**.

We created this guide to help you understand the changes to administrative processes, including:

- Member eligibility verification
- Prior authorization requests
- Hospital admission notifications
- Claims submission

Affected UnitedHealthcare Northern Utah Medicare Advantage plan members

This change applies to members of the following UnitedHealthcare Medicare Advantage plans who have chosen a primary care provider (PCP) who is an employed provider of Intermountain Healthcare. These members will now be participating in the Intermountain Healthcare Castell ACO administered by UnitedHealthcare:

- H4604-003 AARP® Medicare Advantage Plan 1 (HMO)
- H4604-005 AARP® Medicare Advantage Patriot (HMO)
- H4604-011 AARP® Medicare Advantage Plan 2 (HMO)
- H4604-017 UnitedHealthcare Medicare Advantage Assist (HMO C-SNP)
- H4604-018 AARP® Medicare Advantage Walgreens (HMO)
- H4604-801 UnitedHealthcare® Group Medicare Advantage (HMO)
- H0271-003 UnitedHealthcare® Medicare Advantage Assure (PPO)
- H7404-021 UnitedHealthcare® Group Medicare Advantage (PPO)

Affected members will have the Payer ID 87726 listed on their member ID card. There is no change for all other members in Northern Utah, which will continue to be administered by OptumCare Utah. Please continue following the OptumCare Utah processes for members with an ID card that displays the OptumCare logo.

For members who have selected an Intermountain Healthcare PCP, please follow the processes outlined in the Administrative Guide, available at **UHCprovider.com/guides**.

Verifying member eligibility

You can verify member eligibility at the time of service online or by phone:

- **Online**: Go to **UHCprovider.com/eligibilityLink**
- **Phone:** Call 877-842-3210

Requesting prior authorization

Prior authorization is required for certain services based on the patient's benefit plan. Please request prior authorization before the planned date of elective services in one of the following ways:

- **Online:** Go to **UHCprovider.com/paan**
- **Phone:** Call **877-842-3210**

Hospital inpatient notification

Please notify UnitedHealthcare of hospital admissions no later than 24 hours after admission and 24 hours post-discharge by calling 877-842-3210.

Submitting claims

Please submit claims for the Intermountain Healthcare PCP members as follows:

- **Electronic:** Use Payer ID 87726
- **Online:** Go to **UHCprovider.com/claims**
- **Mail:** Please refer to the claims address on the back of the member ID card

To check claims status, go to **UHCprovider.com/claims**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

Sample member ID cards

Members will get new ID cards that show the Payer ID 87726 and will list UnitedHealthcare when the member chooses an Intermountain Healthcare PCP.
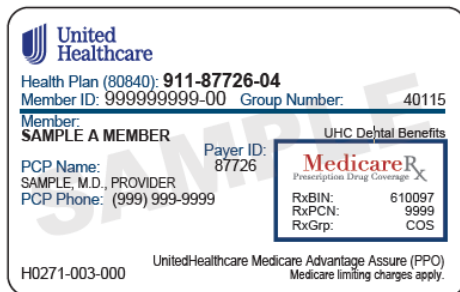
Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.

Questions?

If you have questions about these changes, please call UnitedHealthcare at 877-842-3210. Thank you.

United Healthcare