

Welcome to Optum Care Network of Washington

Optum Care Network of Washington is an Independent Physician Association with a local management team. This quick reference guide provides an overview of the key information you will need to care for Optum patients. You may also view the full Washington Provider Manual on our website at: optum.com/pnw.

Your Practice Engagement Manager

Each practice in our network is supported by a dedicated practice engagement manager who is your go-to resource. Contact providersupport@optumpnw.com to get connected with your practice advocate.

Submitting a Claim

For electronic submissions, use payer ID: LIFE1 via Optum 360 clearinghouse. You can view the status of claims on the Optum Care Provider Center, our online provider portal.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort via <https://onehealthport.com>.

For all other users, Optum Care Provider Center can be accessed via professionals.optumcare.com/portal-login

For paper submissions, send to the following:
Attention: Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Electronic Funds Transfer (EFT)

Optum Care Network works exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:

Online: Visit instamed.com/eraeft

Call: 1-866-945-7990

Website

Use our website to sign in to the Optum Care Provider Center, a tool that gives you access to eligibility, prior authorization, and claims information in real time. You'll also find our referral lookup tool, important forms and many other resources.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort.

For all other users, Optum Care Provider Center can be accessed via professionals.optumcare.com/portal-login

Specialists and Facilities

For a complete directory of Optum Care Network specialists and facilities, please contact our service center or use the provider lookup tool on our website: optum.com/pnw

Optum Care Network Service Center

The customer service team is available to assist Monday-Friday, 8 a.m. - 5 p.m., PT. at 1-877-836-6806 or optumcare-servicecenter_pnw@optum.com. You may also fax inquiries to 1-888-205-1128.

Referrals

Patients in a participating plan of Optum Care Network will need a referral from their Primary Care Provider (PCP) to see a specialist, except for the specialties listed below.

- Behavioral health
- Chiropractic
- Obstetrics and gynecology (OB/GYN)

Specialists who are **not contracted** with the Optum Care Network will require prior authorization. An authorization request form can be found on the Optum Care Provider Center and submitted online (via our website or OneHealthPort) or faxed to 1-855-402-1684.

Prior Authorization

Prior authorization is required for certain services based on the patient's plan benefits. For more details, refer to the provider manual on the website at: optum.com/pnw

Urgent and routine prior authorization

Phone: 1-877-836-6806

Fax: 1-855-402-1684

Prior authorizations can also be submitted online through the Optum Care Provider Center (see **Website** section).

Please contact the patient's health plan directly for Part D prior authorizations. Part B prescription prior authorizations will follow the process above.

Medical Management

Optum Care Network medical management programs provide high touch telephonic care coordination within hospitals, skilled nursing facilities (SNFs), and patients' homes. These programs work in collaboration with the patient, the family/support system, providers and key stakeholders to coordinate discharge, healthcare services, community resources and referrals to the appropriate next level of care.

Medical Management Request Process

To refer patients to Optum Care Network medical management programs, call 1-253-627-4113 or complete a referral form, attached, and fax to 1-253-627-4708.

Medical Management Services

Patients may be enrolled into medical management programs through several pathways. Optum Care Network utilizes risk stratification algorithms to identify patients and may invite patients to enroll post-acute stay or after diagnoses of certain conditions. Providers may also request medical management services for their patients. Optum Care Network will coordinate closely with providers for any patients enrolled into medical management programs.

Case Management (General and Complex)

- Dedicated nurse case manager
- In-person and telephonic support
- Health goal development
- Disease management education and medication review
- Post-discharge follow-up
- Licensed social workers can assist patients with financial resources, housing, transportation, placement and meal assistance

Transition to Home Visits

- Short-term case management follow-up post-discharge
- Collaboration with health care providers
- Support safe discharge until patient can return to seeing PCP
- Coordination of transitional services and supports

Patient Care Resources

The following resources are available to support patient care for patients who are enrolled in a participating health plan. Contact your practice advocate for more information.

Remote Patient Monitoring

Vivify is a remote patient monitoring phone and device app that monitors patient symptoms and biometrics related to particular disease states or care processes. Patients enroll and are monitored by a centralized team of nurses. Patients are able to request immediate communication 24/7 with their nurse monitor via secure text, telephone or video chats.

Mobile Urgent Care Visit

DispatchHealth is a mobile acute care service that offers same day appointments for patients with the goal of preventing unnecessary visits to the emergency room and reducing avoidable hospital admissions and readmissions. Consider DispatchHealth for patients with an acute, not immediately life-threatening medical need who:

- Are unwilling or unable to come in
- Have difficulty with transportation
- May not come in otherwise

Snohomish County Direct Line: 1-425-372-5441 Pierce County

Direct Line: 1-253-666-9459

For more information: dispatchhealth.com

Optum Outreach Support

The Optum Outreach team supports practices in making outbound calls to schedule visits for Medicare Advantage patients who need to be seen. We offer concierge technical support for patients and robust reporting for providers.

Optum House Calls

Optum offers virtual or in-home assessments to capture chronic conditions and quality care gaps. There is no cost to the patient or provider. These visits supplement the annual wellness visit and care by the provider.

Participating Plans

Example ID cards

1. Participating health plan logo
2. Payer ID
3. Network name
4. Plan name
5. Provider services toll-free number
6. Medical claims address

PROVIDER USE ONLY

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1 **AARP Medicare Advantage** **3** **UnitedHealthcare** **Medicare National Network**

Health Plan (99999): **999-99999-99**
 Member ID: 999999999-00 Group Number: XXXXX

Member: **SAMPLE A MEMBER** **2** Payer ID: LIFE1 **4** **UHC Dental Benefits**

PCP Name: **SAMPLE, M.D., PROVIDER**
 PCP Phone: (999) 999-9999

Copy: **PCP \$XX Spec \$XX** ER **\$XX**

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

HXXXX-XXX-XXX **4** **AARP Medicare Advantage Choice (PPO)**
 Medicare limiting charges apply.

Customer Service Hours: 24 hours a day, 7 days a week Printed: xxxxxxxx

For Members
 Website: www.memberurl.com
 Customer Service: 1-999-999-9999 TTY 711
 NurseLine: 1-999-999-9999 TTY 711
 Behavioral Health: 1-999-999-9999 TTY 711
 Dental: 1-999-999-9999 TTY 711

For Providers **5**
 www.OptumCare.com 1-877-836-6806
 Medical Claims Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Provider Authorizations: 1-877-836-6806
 UHC Dental Providers: www.dentalurl.com 1-999-999-9999

For Pharmacists 1-999-999-9999
 Pharmacy Claims OptumRx P.O. Box 999999, Healthcare, US 99999-9999

1 **PREMERA** **3** **BLUE CROSS** **4** **Medicare**

Enrollee Name: **FIRST M LASTNAME JR** Plan: <Name of specific plan> <XXXX-XXX>

Enrollee ID: **ZNP 123456789** PC **00** **Medical Network Medicare Advantage**

Health Plan (80840): **123456789** **00** RxBIN: 094336
 RxCN: MEDDADV
 RxCN: KXN718
 RxCN: 123456789000
 Group Number: **12345** **MM/YYYY**

<DENTAL, VISION, HEARING> **Medicare HMO** **MedicareRx**

Member: www.premera.com/MA **OCN EDI Payer ID: LIFE1** **2**

Printed: xxxxxxxx

For Members
 Website: www.memberurl.com
 Customer Service: 1-999-999-9999 TTY 711
 NurseLine: 1-999-999-9999 TTY 711
 Behavioral Health: 1-999-999-9999 TTY 711
 Dental: 1-999-999-9999 TTY 711

For Providers **5**
 www.OptumCare.com 1-877-836-6806
 Medical Claims Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Provider Authorizations: 1-877-836-6806
 UHC Dental Providers: www.dentalurl.com 1-999-999-9999

For Pharmacists 1-999-999-9999
 Pharmacy Claims OptumRx P.O. Box 999999, Healthcare, US 99999-9999

1 **Humana** **4**

HUMANA GOLD PLUS (HMO)

A Medicare Health Plan with Prescription Drug Coverage

Dental Included CARD ISSUED: MM/DD/YYYY

MEMBER NAME
 Member ID: HXXXXXXXXX

Plan (80840) 9140461101
 RxBIN: XXXXXX
 RxPCN: XXXXXXXX
 RxGRP: XXXXX

Copyments
 OFFICE VISIT: \$XX
 SPECIALIST: \$XX
 HOSPITAL EMERGENCY: \$XX

MedicareRx
 Prescription Drug Coverage
 CMS XXXXX XXX

1 **AARP Medicare Advantage** **3** **UnitedHealthcare**

Health Plan (99999): **999-99999-99**
 Member ID: 9999999-99 Group Number: XXXXX

Member: **Member Sample** **2** Payer ID: LIFE1 **4** **UHC Dental Benefits**

PCP Name: **SAMPLE, PROVIDER**
 PCP Phone: (999) 999-9999

Copy: **PCP \$XX Spec \$XX** ER **\$XX**

RxBIN: XXXXX
 RxPCN: XXXX
 RxGrp: XXXX

H9999-999-999 **4** **MARKET PLAN NAME**

1 **Humana** **4**

Member/Provider Service: **1-800-457-4708** **5**
 If you use a TTY, call 711

Pharmacist/Physician Rx Inquiries: IPA/Center Name: **1-800-865-8715** **3**
 Optum Care Network
 XXXXXXXXXXXXX

Primary Physician: **2**

Claims, Payer ID: LIFE1, Address: PO Box 30788, SALT LAKE CITY, UT 84130.

Please visit us at **Humana.com** (For Dentists - **Humana.com/sb**)
 Additional Benefits: DENXXX VISXXX HERXXX
 EyeMed Vision: XXX-XXX-XXXX

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxxxxxxx

For Members
 Website: www.myAARPMedicare.com
 Customer Service: 1-999-999-9999 TTY 711
 NurseLine: 1-999-999-9999 TTY 711
 Behavioral Health: 1-999-999-9999 TTY 711
 Dental: 1-999-999-9999 TTY 711

For Providers **5**
 www.OptumCare.com 1-877-836-6806
 Medical Claims Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Provider Authorizations: 1-877-836-6806
 UHC Dental Providers: www.UHCdental.com 1-999-999-9999

For Pharmacists 1-999-999-9999
 Pharmacy Claims OptumRx P.O. Box 999999 Healthcare, US 99999-9999

1 **UnitedHealthcare** **4** **Washington Apple Health**

Health Plan (80840) **OCN WAHLOP**

Member ID: 000200078 Group Number: **OCN WAHLOP**

Member: **REISSUE ENGLISH** **2** Payer ID: LIFE1

State ID: 9999999946

PCP Name: **NE WASHINGTON HEALTH PROGRAMS**
 PCP Phone: (509)258-4234

Rx Bin: 610494
 Rx GRP: ACUWA
 Rx PCN: 4600

OPTUMRx
 Prescription Drug Coverage

5601 **IMC - Apple Health**
 Administered by UnitedHealthcare of Washington, Inc. **3**

In an emergency go to nearest emergency room or call 911. Printed: 01/20/21

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.

For Members: 877-542-8997 TTY 711
 NurseLine: 877-543-3409 TTY 711
 Behavioral Health Crisis Line: 800-123-4567

For Providers: www.optumcare.com 877-836-6806
 Medical Claims: OCN, PO Box 30788, Salt Lake City, UT 84130-0788 Behavioral Claims: PO Box 31361, Salt Lake City, UT 84131-0361

Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334
 For Pharmacists: 877-305-8952