



Provider quick reference guide: Tucson Metro Area

Welcome to Optum Care Network–Arizona

Optum Care Network–Arizona is an independent physician’s association with a local management team. This quick reference guide provides a quick look at the most important information you’ll need when working with Optum patients. You may also view the full Arizona provider administrative guide on our website at: professionals.optumcare.com/resources-clinicians.html

Referrals

A referral is not required by Optum Care Network from the patient’s PCP to see a specialist. While referrals are not required, it is encouraged that the PCP will still provide information for the referring specialist. This will ensure the specialist knows why the patient is coming to see them.

Prior authorization

Prior authorization is required for certain services based on the patient’s benefit plan. For more details, please visit the Optum website: professionals.optumcare.com/

Urgent and routine prior authorization

Phone: 1-877-370-2845

Prescription prior authorization

For UnitedHealthcare patients:

Phone: 1-800-711-4555

Online: professionals.optumcare.com/

Transplant prior authorization

Phone: 1-888-936-7246

Submitting a claim

Providers, should contact their clearinghouse for electronic billing, using payer ID: LIFE1

For paper submissions, use:

Attention: Optum Claims

P.O. Box 30539,

Salt Lake City, UT 84130

Electronic funds transfer (EFT)

Optum will work exclusively with InstaMed as our free payer payments solution for providers. Please register for free ERA/EFT:

Online: register.instamed.com/eraeft

Phone: 1-866-945-7990

Optum website

Use our website to sign in to the Optum Provider Portal, a tool giving 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 online. Register for your account access at: professionals.optumcare.com/portal-login.html

Optum Community Centers

For more information on classes and events at Optum Community Centers, visit our patient website.

Phone: 1-877-901-4436

Online: optumcare.com/azcommunitycenters

Tucson Community Center

4780 E. Grant Rd., Tucson, AZ 85712

Optum Service Center

Advocates are available to answer questions. Monday–Saturday, 8 a.m.–8 p.m.

Phone: 1-877-370-2845

Optum Behavioral Health

Phone: 1-877-614-0484

Online: providerexpress.com

Durable medical equipment

Preferred Homecare

Phone: 1-520-888-4002

Fax: 1-520-888-7340

Infusion services–Coram

Phone: 1-800-871-6605

Fax: 1-480-505-0455

Online: coramhc.com

Laboratory services–LabCorp

Phone: 1-800-788-9743

Online: labcorp.com

Sonora Quest Laboratories

Phone: 1-855-367-2778

Online: sonoraquest.com

Physical, occupational, speech language therapy, and covered chiropractic services

Optum Physical Health

Phone: 1-800-873-4575

Online:

myoptumhealthphysicalhealth.com

Radiology and imaging services

Radiology Ltd

Phone: 1-520-901-6777

Online: radltd.com

SimonMed Imaging

Phone: 1-866-614-8555

Online: simonmed.com

Specialists and facilities

For information on additional Optum specialists and facilities, please contact our service center or use the provider lookup on the Optum website: lookup.optumcare.com/arizona/find-doctors/

Participating plans

AARP Medicare Advantage
from **UnitedHealthcare**

AARP® MedicareComplete® insured through UnitedHealthcare®



UnitedHealthcare® Group Medicare Advantage

H0609-025 AARP® Medicare Advantage® HMO

H0609-043 UnitedHealthcare®

Chronic Complete

H0609-045 AARP Medicare Advantage Plan 2

H0609-807 AARP® Medicare Advantage® Group Retiree GR

H0609-808 AARP® Medicare Advantage® Group Retiree GR

H0609-809 AARP® Medicare Advantage® Group Retiree GR

H2228-075 AARP® Medicare Advantage® Walgreens Plan 1 PPO

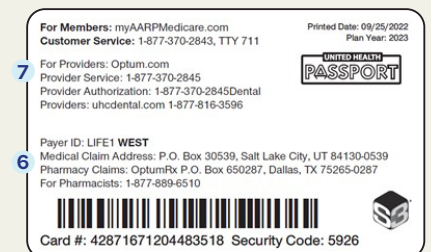
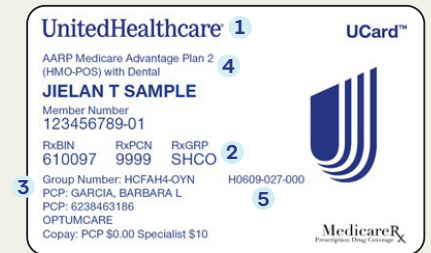
H2228-095 AARP® Medicare Advantage® Patriot PPO (Rebate)

H2228-096 AARP® Medicare Advantage® Walgreens Plan 2 PPO

H5253-035 AARP® Medicare Advantage® Plus HMO POS HMO POS

Example ID card

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



Eligibility

Optum currently has exclusive contracts with the participating plans listed here for patients in Pima County. Patients can take advantage of what Optum Care Network-Arizona has to offer if they select a primary care physician from the Optum Network, and they have coverage through one of the listed participating Medicare Advantage plans.

Medical management and center for service coordination

Optum Medical Management programs provide high-touch care coordination within hospitals, skilled nursing facilities (SNFs) and members' homes. These programs work in collaboration with the member, the family/support system, providers and key stakeholders to coordinate discharge, health care services, community resources and referrals to the appropriate next level of care. These services are reviewed and processed by the center for service coordination (CSC) team.

Medical management request process

To refer members to Optum Medical Management programs, submit a completed Optum request form secure via email to the CSC at servicecoordination@optum.com or fax to **1-888-405-2734**. This form can be found as a writable, savable PDF on the Optum website under provider resources: [professionals.optumcare.com/resources-clinicians/library/patient-programs-request.html](https://www.optum.com/resources-clinicians/library/patient-programs-request.html)

For more information, or if you have questions regarding any of these programs, please contact the CSC by phone at **1-623-293-9775**.

Medical management services

Case management (general and complex):

- Dedicated RN case manager
- In-person and telephonic support
- Health goal development
- Coordinate access to community resources and services
- Disease management education and medication review
- Post-discharge follow-up

Diabetes management:

- Dedicated diabetes RN case manager
- In-person and telephonic support
- Coordinate access to community resources and services
- Reduce or eliminate health risk factors
- Disease education (diet, medication management, complications, exercise and self-management techniques)
- Facilitate diabetic wound care

Social work case management:

- Dedicated licensed master social workers (LMSWs)
- In-person and telephonic support
- Coordination of community resources to address social determinants of health
- Provide education with advance directives and living will documents
- Support members through the emotional adjustments to life changes
- Support with financial resources, housing, transportation, placement and meal assistance

Palliative care:

- Chronic symptom management
- In-home interdisciplinary care team (provider, RN, social worker and volunteers)
- Disease education
- Collaboration with health care providers
- End-of-life planning discussions
- 24/7 nurse support

Transition to home visits:

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

COPD intensive management:

- Dedicated clinical pharmacist
- COPD treatment assessment
- Telephonic and/or virtual support
- Medication administration coaching
- Coordination with PCP and Pulmonologist
- Self-monitoring and interventions follow-up

End-stage renal disease management:

- Dedicated RN case manager
- Diagnoses of end-stage renal disease on chronic dialysis, or chronic kidney disease (stage 5) transitioning to dialysis
- In-person and telephonic support
- Dialysis coordination: focus on reduction of infections, anemia, fluid and electrolyte imbalances Management of co-morbid conditions and education related to individual disease progression
- Timely referral for transplant consideration

Healthy Mindsets!

Members may not always get the full care they need. This could be due to many factors like limited time or cost. To help, Optum partners with Healthy Mindsets!® to provide an extra level of care. This self-help program is confidential, easy-to-use and offered at no extra cost.

It can help members learn:

- Ways to reduce stress
- Skills to improve mental health
- Tips for creating healthy habits

Healthy Mindsets! focuses on the following areas of medical care:

- Emotional stress: conditions like depression and anger
- Conditions related to stress: sleep problems, pain and more
- Building resilience: how to recover from a health-related setback
- Wellness and prevention: creating healthy habits like eating well and limiting stress

Members determine how much they want to participate. The program was created for efficiency, offering them the help they need in as little time as possible.

To get started, visit healthy-mindsets.com. Use the wellness code OCAZPC to sign in and start using the tools and trainings today.

Provider use only

