

### Welcome to OptumCare® Network of Nevada

OptumCare Network of Nevada is an Independent Physician's Association with a local management team. This document provides a quick look at the most important information you'll need when working with OptumCare patients.

### Eligibility

OptumCare currently has exclusive contracts with the participating plans listed below for patients in Northern Nevada, Lyon, Mineral and Washoe counties.

Patients can take advantage of what OptumCare Network of Nevada has to offer if they select a primary care physician from the OptumCare network, and they have coverage through one of the listed participating Medicare Advantage plans.

### Participating plans

 **AARP MedicareComplete**  
insured through **UnitedHealthcare**

UnitedHealthcare AARP® MedicareComplete® (HMO)

### Referrals

As of January 1, 2019 OptumCare Network of Nevada members need a referral from their Primary Care Physician or Contracted Specialist to see any other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities or home healthcare agencies.

### Submitting a claim

For electronic submissions, use payer ID: LIFE1

For paper submissions, use  
Attention: OptumCare Claims  
P.O. Box 30539  
Salt Lake City, UT 84130

### Electronic funds transfer (EFT)

OptumCare works exclusively with InstaMed as our free payer payments solution for providers.

To continue receiving your OptumCare payments electronically, please register for free ERA/EFT through InstaMed.

**Phone:** 1-866-945-7990

**Online:** [instamed.com/eraeft](https://instamed.com/eraeft)

### OptumCare Provider Portal

Use the OptumCare Provider Portal, to access eligibility, prior authorization and claims information in real time and the referral lookup tool. Register for your account access at:

**Online:** [secure.optumcare.com/Provider/Account/register](https://secure.optumcare.com/Provider/Account/register)

### Provider Data Changes & OptumCare Website

To submit changes to provider data, utilize the Provider Data Changes form on the OptumCare website. You'll also find other important forms and many other resources online.

**Online:** <https://professionals.optumcare.com/>

### OptumCare service centers

**Phone:** 855-893-2297. Advocates are available to answer questions Monday–Saturday, 8 a.m.–8 p.m.

### Laboratory – Quest Diagnostics

**Phone:** 866-697-8378

**Online:** [Questdiagnostics.com](https://questdiagnostics.com)

### Behavioral health – Optum Behavioral Health

**Phone:** 1-800-579-5222

**Online:** [liveandworkwell.com](https://liveandworkwell.com)

### Durable Medical Equipment – Northern NV

Preferred Home Care DME

**Phone:** 775-825-8644

Bennet DME

**Phone:** 775-329-0799

### Infusion & Injectable Medications – Northern NV

Walgreens Home Infusion

**Phone:** 775-828-8200

### Home health care – Professional Healthcare Network (PHCN)

(includes nursing, PT/OT/ST, social work, aide)

**Phone:** 602-395-5100

**Fax:** 480-359-3834

**Note:** Referral forms for home health services can be found on the OptumCare website:

**Online:** <https://secure.optumcare.com/Provider/Account/LogOn>

### Resource Coordination Center

The OptumCare Resource Coordination Center manages OptumCare Network of Nevada patient population during care transitions when they are most vulnerable. We open doors to providing clinical expertise to our patients through our community programs, valuable resources and our clinical team. For more information, please contact the RCC.

**Phone:** 1-877-512-9339

### Prior Authorizations

Prior authorization is required for certain services based on the patient's benefit plan. For more details, please login to the OptumCare portal:

**Online:** <https://secure.optumcare.com/Provider/Account/LogOn>

### Urgent and routine prior authorization

The portal is the expected method for submitting prior authorizations. For technical difficulties and additional assistance, please contact a customer service advocate at 1-855-893-2297.

### Prescription prior authorization

For UnitedHealthCare patients:

**Phone:** 1-800-711-4555 | **Fax:** 1-800-527-0531

**Online:** [optumrx.com>health\\_care\\_professional>prior\\_authorizations](https://optumrx.com/health_care_professional/prior_authorizations)

### Transplant prior authorization

**Phone:** 800-773-2710

### Additional specialists and facilities

For information on additional OptumCare specialists and facilities, please contact our service center or login to the provider portal.

**Online:** <https://secure.optumcare.com/Provider/Account/LogOn/>

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