



# 2022 network quick reference guide

## Welcome to Optum Care Network–Utah

Optum Care Network–Utah is an organization that has a history of improving quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system. Optum has local provider support services and offers innovative value-based arrangements that align incentives with improved outcomes.

## Eligibility

Optum has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in northern Utah for the following counties:

Box Elder | Cache | Davis | Duchesne | Morgan | Salt Lake | Summit | Tooele | Utah | Wasatch | Weber

If a member has coverage through an AARP Medicare Advantage health plan, they are automatically a member in the network and can take advantage of what Optum Care Network–Utah has to offer.

## Participating plans



## Optum website for medical professionals

Go to [providers.optumcaremw.com](https://providers.optumcaremw.com) to log into the Optum Provider Portal, a tool giving you access to eligibility, referral creation and submission and the ability to view prior authorizations and claims information in real time. You'll also find our referral lookup tool, important forms, and many other resources online at [professionals.optumcare.com/resources-clinicians](https://professionals.optumcare.com/resources-clinicians).

## Prior authorizations, admission notification and referrals

Prior authorization and admission notification are required for certain services based on the patient's benefit plan.

For more details or to make a referral please visit the Optum Provider Portal: [providers.optumcaremw.com](https://providers.optumcaremw.com)

## Referrals

Refer to [lookup.optumcare.com/utah/find-doctors](https://lookup.optumcare.com/utah/find-doctors) for a complete provider directory with eligible specialists. The primary care physician is responsible for coordinating all referrals. No written referral is required. Refer to the front bottom right of the member's plan ID card for referral requirements.

## Submitting a claim

For electronic submissions, use payer ID: LIFE 1  
For paper submissions, use:  
Optum Claims  
P.O. Box 30539, Salt Lake City, UT 84130

## Requesting prior authorization

For urgent and routine prior authorization/referrals and admission notification, please use the listed resources below to request prior authorization:

Online (preferred): [providers.optumcaremw.com](https://providers.optumcaremw.com)  
Phone (only if online is not an option): **1-877-370-2845**,  
TTY 711

Rx prior authorization:  
For UnitedHealthcare patients:  
Online: [professionals.optumrx.com/prior-authorization](https://professionals.optumrx.com/prior-authorization)  
Phone: **1-800-711-4555**, TTY 711  
Fax: **1-800-527-0531**

## InstaMed (EFT/ERA)

Optum offers EFT through ePayment. This can drastically reduce expense, shorten the reimbursement cycle, and streamline workflow. We work with InstaMed to provide payer remittance data electronically. You can enroll with InstaMed at [instamed.com/eraeft](https://instamed.com/eraeft).

## Contact information

Below are numbers and websites you can use to contact Optum or find information on related services.

- **Optum Care Network–Utah address:**  
12921 S. Vista Station Boulevard, Draper, UT 84020  
Note: Do not submit claims to this address. Please use the address under “submitting a claim.”
- **Optum Service Center:**  
Our service advocates are available to answer questions on topics such as provider search, claims, prior authorizations, eligibility and more.  
Phone: **1-877-370-2845, TTY 711**  
Hours of operation: **Monday–Saturday, 8 a.m.–8 p.m.**  
Or, you can contact the Optum Service Center through secure email on the Optum Provider Portal. Log in at [providers.optumcaremw.com](http://providers.optumcaremw.com).
- **Optum Behavioral Health or substance abuse:**  
Phone: **1-800-579-5222, TTY 711**
- **OptumHealth Physical Health (PT/OT/ST/Chiro):**  
Online: [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com)  
Phone: **1-800-573-4575, TTY 711**
- **UnitedHealthcare member benefits:**  
Please direct members to UHC to answer all benefit, eligibility and PCP related questions.  
Phone: **1-800-643-4845, TTY 711**
- **UnitedHealthcare vision:**  
Online: [myuhcvision.com](http://myuhcvision.com)  
Phone: **1-866-644-3414, TTY 711**
- **OrthoNet (Medical record upload)**  
Phone: **1-833-685-0458, TTY 711**  
Online: [provider.orthonet-online.com](http://provider.orthonet-online.com)

## Credentialing and provider updates

### Provider request for credentialing

Providers requesting participation with Optum should complete the request for credentialing form found online at [professionals.optumcare.com/credentialing](http://professionals.optumcare.com/credentialing).

For credentialing related questions, please send an email to [mtwest\\_credentialing@optum.com](mailto:mtwest_credentialing@optum.com).

### Physician and provider updates

To make NPI, TIN or provider demographic updates,

providers will need to fill out and submit the appropriate forms located online at [professionals.optumcare.com/resources-clinicians/library/utah-update-forms](http://professionals.optumcare.com/resources-clinicians/library/utah-update-forms).

## Optum sample ID card

The card below represents one example of an Optum member’s Medicare Advantage health plan ID card through UnitedHealthcare. You can confirm the UnitedHealthcare Medicare Advantage plan is managed by Optum by locating the Optum logo on the ID card, as shown below.

Beginning January 1, 2021, Optum will not manage the care of UnitedHealthcare Medicare Advantage patients assigned to an Intermountain Health Care provider.

Here are the UnitedHealthcare Medicare Advantage plan numbers managed by Optum:

- H4604-003 Group # 42000 Plan 1-HMO
- H4604-005 = Group # 42004/Optum Patriot
- H4604-011 = Group # 42022/Optum PLAN 2 – HMO
- H4604-017 = Group # 90055/Optum C-SNP/ASSIST
- H4604-018 = Group # 42030/Optum Walgreens
- H0271-038 = Group # 90064/Optum DSNP Choice
- H0271-039 = Group # 90065/Optum DSNP Select
- H7404-021 = Group # 90034/Optum PPO

**AARP Medicare Advantage**  
UnitedHealthcare **PASSPORT**

Health Plan (80840): **911-87726-04**  
Member ID: 0000000000 Group Number: 42022

Member: **KENNETH B SAMPLE** UHC Dental Benefits

PCP Name: **BYBEE, P.A., ALAN N.** Payer ID: **LIFE1** **Medicare Rx**  
PCP Phone: (801) 829-3426 RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

Copay: PCP \$0 ER \$90  
Spec \$35 Referral Required

H4604-011-000 AARP Medicare Advantage Plan 2 (HMO)  
Optum Care Network

X95273797900001

Customer Service Hours: 24 hours a day, 7 days a week Printed: 09/27/2021

**For Members**  
Website: [www.myAARPMedicare.com](http://www.myAARPMedicare.com)  
Customer Service: 1-800-643-4845 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711  
Dental: 1-800-643-4845 TTY 711

**For Providers**  
www.OptumCare.com 1-877-370-2845  
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539  
Provider Authorizations: 1-877-370-2845 PCP to send electronic referrals  
UHC Dental Providers: [www.UHCDental.com](http://www.UHCDental.com) 1-877-816-3596

UHC Renew Active OPTUM

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

