

Welcome to OptumCare Network in Arizona

OptumCare Network in Arizona is an Independent Physician's Association with a local management team. We offer a full range of services to assist physicians and other providers in their managed care and business operations.

This Quick Reference Guide 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 Maricopa county.

Patients can take advantage of what OptumCare Network in Arizona 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®
Plan Name: AARP® MedicareComplete® Plan 1
CMS Contract: H0609-026

AARP® MedicareComplete® insured through UnitedHealthcare®
Plan Name: AARP® MedicareComplete® Plan 2
CMS Contract: H0609-027



UnitedHealthcare® Group Medicare Advantage
Plan Name: UnitedHealthcare® Group Medicare Advantage (HMO)
CMS Contract: H0303-801, H0303-804, H0303-805

Referrals

Refer to optummedicalnetwork.com/arizona/providers for a complete provider directory with eligible specialists. The primary care physician is responsible for coordinating all referrals. No written referral is required for in-network providers.

Submitting a Claim

Follow these guidelines when submitting a claim through OptumCare.

For electronic submissions, use payer ID: LIFE1

For paper submissions, use
OptumCare Claims
PO Box 46770
Las Vegas, NV 89114

Corrected claims can be submitted electronically by following the guidelines below:

Professional Claims

1. On the CMS-1500 form, enter frequency code "7" in the Medicaid Resubmission field (box 22). The provider can enter the claim number in the Original Ref No. field, which is also in box 22.
2. In the Additional Claim Information field (box 19), add a note indicating the reason for the resubmission (i.e. changed CPT code, added a modifier, corrected EOB was received, etc.).

Facility Claims

1. On the CMS-1450 form, in the Type of Bill field (box 4), enter frequency code "7." This will indicate the claim is a corrected claim.

Electronic Fund Transfer (EFT)

Optum offers EFT through ePayment. This can drastically reduce expense, shorten the reimbursement cycle and streamline workflow.

We work with Emdeon to provide payer remittance data electronically. You may call Emdeon at 1-866-506-2830 and select option 1 or sign up online by visiting emdeon.com/eft.

Contact Information

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

OptumCare Website:

Use our website to log into the OptumCare 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 secure.optummedicalnetwork.com/provider/account/register

OptumCare Service Center:

Phone: 1-877-370-2845. Advocates are available to answer questions Monday - Saturday, 8 a.m. - 8 p.m.

OptumCare Community Center:

Phone: 1-623-707-0800. For more information on classes and events at the OptumCare Community Center, visit our patient website:
Online: optummedicalnetwork.com/arizona/patients/community-center/

Laboratory:

The exclusive participating laboratory for OptumCare patients is the Laboratory Corporation of America (LabCorp).

Phone: 1-800-788-9743

Online: labcorp.com

Mental Health:

Optum Behavioral Health
Phone: 1-800-579-5222

Durable Medical Equipment and Infusion Services:

Preferred Homecare
Phone: 1-480-446-9010

Physical, Occupational, Speech Language Therapy, and covered Chiropractic Services:

Optum® Physical Health
Phone: 1-800-873-4575

Home Health Care
(includes Nursing, PT/ OT/ ST, Social Work, Aide):
Professional Healthcare Network (PHCN)
Phone: 1-602-395-5100

Note: Referral forms for Home Health Services can be found on the Optum Medical Network website:
optummedicalnetwork.com > [providers](#) > [provider resources](#).

Prior Authorizations

Prior authorization is required for certain services based on the patient's benefit plan.

For more details, please visit the OptumCare website:
optummedicalnetwork.com > [provider resources](#) > [prior authorizations](#)

Listed below are numbers you may need to call to request prior authorization:

Urgent & Routine:
Phone: 1-877-370-2845

Rx Prior Authorization:
For UnitedHealthcare Patients:
Phone: 1-800-711-4555 | Fax: 1-800-527-0531
Online: optumrx.com > [health care professional](#) > [prior authorizations](#)

Transplant Prior Authorization:
Phone: 1-888-936-7246

Preferred Specialty Groups

To help provide our patients with the highest level of service, OptumCare has established preferred or exclusive arrangements with certain specialty groups. Preferred and exclusive specialists were chosen based on quality, performance metrics, geographic location and availability of clinical services. Please direct all patient referrals within these specialties to the groups listed below.

Nephrology Referrals:
Arizona Kidney Disease and Hypertension Centers (AKDHC)
Phone: 1-602-997-0484
Online: AKDHC.com

Radiology & Imaging Services:
Southwest Diagnostic Imaging (SDI)
Phone: 1-602-955-4734 | Fax: 1-602-956-9729
Online: sdiil.net

Additional Specialists & Facilities:
For information on additional OptumCare specialists and facilities, please contact our Service Center or use the provider lookup on the OptumCare website.
optummedicalnetwork.com > [providers](#) > [referral Lookup](#)

UnitedHealthcare Plan ID Card

Example ID Card (Plan 1 & Plan 2)

1 AARP MedicareComplete <small>insured through UnitedHealthcare</small>		UNITED HEALTHCARE PASSPORT
Health Plan (80840): 911-87726-04		
Member ID: 0000000-01	Group Number: HCFAD7	
Member: SUBSCRIBER A BROWN	PLAN CODE: RR3	
PCP Name: PROVIDER BROWN	Dental Benefits Included	
PCP Phone: (000) 000-0000	2 Payer ID: LIFE1	
OPTUM MED NETWORK-LIFEPRINT	3 MedicareRx Prescription Drug Coverage	
Copay: PCP \$10	RxBin: 610097	
Spec \$45	RxPCN: 9999	
ER \$75	RxGrp: SHCO	
AARP MedicareComplete Plan 1 (HMO) w/Dental Platinum		
H0609 PBP# 026		

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week

For Members

Website: www.myAARPMedicare.com
Customer Service: 1-877-370-2843 TTY 711
NurseLine: 1-877-365-7949 TTY 711
Behavioral Health: 1-800-579-5222 TTY 711

6 For Providers	www.optummedicalnetwork.com	877-370-2845	5
Medical Claim Address:	Lifeprint, P.O. Box 46770 Las Vegas, NV 89114-6770		
Dental Providers:	www.dbp.com	1-877-816-3596	
Medicare Solutions			
For Pharmacists 1-877-889-6510			
Pharmacy Claims OptumRx PO Box 29045, Hot Springs AR 71903			

1 AARP MedicareComplete <small>insured through UnitedHealthcare</small>		UNITED HEALTHCARE PASSPORT
Health Plan (80840): 911-87726-04		
Member ID: 9999999-99	Group Number: HCFAH4	
Member: SUBSCRIBER BROWN	PLAN CODE: R9Q	
PCP Name: PROVIDER BROWN	2 Payer ID: LIFE1	
PCP Phone: (999) 999-9999	3 MedicareRx Prescription Drug Coverage	
MEDICAL NETWORK NAME	RxBin: 610097	
Copay: PCP \$0	RxPCN: 9999	
Spec \$25	RxGrp: SHCO	
ER \$75	4 AARP MedicareComplete Plan 2 (HMO)	
H0609 PBP# 027		

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week

For Members

Website: www.myAARPMedicare.com
Customer Service: 1-800-950-9355 TTY 711
NurseLine: 1-877-365-7949 TTY 711
Behavioral Health: 1-888-777-2735 TTY 711

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For Pharmacists 1-877-889-6510			
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1. Participating health plan logo
2. Payer ID
3. Network name
4. Plan name
5. Provider services toll free number
6. Medical claims address