

## Welcome to OptumCare® Network of Utah

OptumCare Network of 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. OptumCare has local provider support services and offers innovative value-based arrangements that align incentives with improved outcomes.

### Eligibility

OptumCare has a contract with AARP® Medicare Complete® insured through UnitedHealthcare® in northern Utah in the following counties:

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

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

### Participating plans



### Referrals

Refer to [lookup.optumcare.com/utah/find-doctors](http://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.

### 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 30539  
Salt Lake City, UT 84130

## Electronic Fund Transfer (EFT)

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 [www.instamed.com/eraeft](http://www.instamed.com/eraeft).

### Contact information

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

#### OptumCare address:

2525 Lake Park Boulevard, West Valley City, UT 84120

Note: Do not submit claims to this address. Please use the address under “submitting a claim.”

#### OptumCare website:

Go to [professionals.optumcare.com](http://professionals.optumcare.com) to log into the OptumCare Provider Portal - a tool giving you access to eligibility, submitting and viewing 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-provider](http://professionals.optumcare.com/resources-provider).

#### OptumCare Service Center:

Our OptumCare Service Advocates are available to answer questions on topics such as provider search, claims, prior authorizations, eligibility, and more.

**Phone:** 1-877-370-2845

**Hours of operation:** Monday-Saturday, 8 a.m.-8 p.m.

Or you can contact the OptumCare Service Center through secure e-mail on the OptumCare Provider Portal. Login at [professionals.optumcare.com](http://professionals.optumcare.com).

#### Behavioral Health:

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

## Prior authorizations / admission notification and referrals

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

Referrals are required for AARP MedicareComplete Plan 2 only.

For more details, please visit the OptumCare website: [professionals.optumcare.com/resources-providers](http://professionals.optumcare.com/resources-providers).

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

### Urgent and routine prior authorization / Referrals and admission notification:

**Phone:** 1-877-370-2845

**Fax:** 1-888-992-2809

**Online:**

[professionals.optumcare.com/resources-providers](http://professionals.optumcare.com/resources-providers)

## Rx prior authorization:

For UnitedHealthcare patients:

**Phone:** 1-800-711-4555

**Fax:** 1-800-527-0531

**Online:** [optumrx.com](http://optumrx.com) > [Health Care Professional > Prior Authorizations](#)

## UnitedHealthcare Plan ID Card

The below cards represent the plans OptumCare manages under UHC Medicare Advantage. You can confirm the plan is managed by OptumCare by identifying the UHC Medicare assigned H number on the bottom left-hand corner of the card.

1. Participating health plan logo
2. Payer ID
3. Network name
4. Plan name
5. Provider services toll-free number
6. Medical claims address (**Note:** The claims address on the card is not current. Refer to the address under [submitting a claim](#).)
7. UHC Medicare assigned H contract number
8. Referral Required Indicator

### Card #1

### Card #2 (Referrals required)

### Card #3

1 **AARP MedicareComplete** UnitedHealthcare **PASSPORT**

Health Plan (80840): **911-87726-04**

Member ID: QA00001-00 Group Number: [ ]

Member: **DONNA M INDIGO**

2 Payer ID: LIFE1

3 **MedicareRx** Prescription Drug Coverage

RxBin: 610097  
RxPCN: 9999  
RxGrp: COS

4 AARP MedicareComplete Plan 1 (HMO) OptumCare Network

5 1-877-370-2845

6 For Providers [www.optumcare.com](http://www.optumcare.com) Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

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8 OPTUM Care

1 **AARP MedicareComplete** UnitedHealthcare **PASSPORT**

Health Plan (80840): **911-87726-04**

Member ID: QA00001-00 Group Number: [ ]

Member: **SYLVIA INDIGO**

2 Payer ID: LIFE1

3 **MedicareRx** Prescription Drug Coverage

RxBin: 610097  
RxPCN: 9999  
RxGrp: COS

4 AARP MedicareComplete Plan 2 (HMO) OptumCare Network

5 1-877-370-2845

6 For Providers [www.optumcare.com](http://www.optumcare.com) Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

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8 OPTUM Care

1 **UnitedHealthcare** Medicare Solutions **PASSPORT**

Health Plan (80840): **911-87726-04**

Member ID: 999999999-99 Group Number: [ ]

Member: **SUBSCRIBER BROWN**

2 Payer ID: KENNECOTT RETIREE VEBA

3 **MedicareRx** Prescription Drug Coverage

RxBin: 610097  
RxPCN: 9999  
RxGrp: COS

4 UnitedHealthcare Group Medicare Advantage (HMO) OptumCare Network

5 1-877-370-2845

6 For Providers [www.optumcare.com](http://www.optumcare.com) Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

7 H4604 PBP# [ ]

8 UHC OPTUM Care