

Welcome to OptumCare Network of Arizona.

OptumCare Network of 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 OptumCare® patients. You may also view the full Arizona Provider Administrative Guide on our website at: <https://professionals.optumcare.com/resources-clinicians.html>

Referrals

OptumCare Network of Arizona members will need a referral from their Primary Care Provider (PCP) to see any specialist. No referral is necessary for these specialties: behavioral health (Optum Behavioral Health), chiropractic, PT, OT, ST (Optum Physical Health), obstetrics and gynecology (OB/GYN), podiatry (PPMA) and vision care providers (Superior Vision). The PCP is responsible for coordinating all referrals.

Prior authorization

Prior authorization is required for certain services based on the patient's benefit plan. For more details, please visit the OptumCare website: <https://professionals.optumcare.com/resources-clinicians/authorization-arizona.html>

Urgent and routine prior authorization

Phone: 1-877-370-2845

Prescription prior authorization

For UnitedHealthcare patients:

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

Online: <https://professionals.optumrx.com/prior-authorization.html>

Transplant prior authorization

Phone: 1-888-936-7246

Submitting a claim

Our online portal makes it quick and easy.

Visit optumcare.com/provider-login.

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 will work exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:

Online: Visit instamed.com/eraeft

Call: 1-866-945-7990

OptumCare website

Use our website to sign in to 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

<https://professionals.optumcare.com/portal-login.html>

OptumCare Center for Service Coordination

The Optum Center for Service Coordination (CSC) manages the OptumCare Network of Arizona 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 CSC by phone at 1-623-293-9775 or via email at servicecoordination@optum.com.

OptumCare service centers

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

OptumCare community centers

Phone: 1-623-707-2893. For more information on classes and events at OptumCare community centers, visit our patient website.

Online: optumcare.com/AZcommunitycenter

Deer Valley

20414 N. 27th Ave., Suite 100, Phoenix, AZ 85027

Goodyear

1981 N. Pebble Creek Pkwy., Suite 8, Goodyear, AZ 85395

Chandler

985 W. Chandler Heights Rd., Suite 12, Chandler, AZ 85248

Laboratory

Laboratory Corporation of America (LabCorp)

Phone: 1-800-788-9743

Online: labcorp.com

Behavioral health

Optum Behavioral Health

Phone: 1-800-579-5222

Dispatch Health

Mobile urgent care. Check below website for service areas.

Phone: 1-480-493-3444

Online: dispatchhealth.com

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)

Assisted Home Health

Phone: 1-480-860-2345

Fax: 1-480-860-2340

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

<https://professionals.optumcare.com/resources-clinicians.html>

Woundtech

Provides comprehensive wound care. Service area is Maricopa county. *Not a home health care provider, only manages wound/s.

Phone: 1-832-293-3731

Fax: 1-844-388-7690

Online: <https://regusa.woundtech.net/>

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. Please direct all patient referrals within these specialties to the groups listed below.

Nephrology

Arizona Kidney Disease and Hypertension Centers (AKDHC)

Phone: 1-602-997-0484

Online: AKDHC.com

Desert Kidney

Phone: 1-480-834-9039

Fax: 1-480-964-7802

Online: desertkidney.com

Podiatry

Podiatric Physicians Management of Arizona (PPMA)

Phone: 1-480-505-0720

Vision

Superior Vision

Phone: 1-800-879-6901

Online: superiorvision.com

Radiology and imaging

Southwest Diagnostic Imaging (SDI)

Phone: 1-602-955-4734

Fax: 1-602-956-9729

Online: sdil.net

SimonMed

Phone: 1-623-972-9669

Fax: Varies on location

Online: simonmed.com

Aztech Imaging

Phone and fax vary by location. See website.

Online: aztechradiology.com

PROVIDER USE ONLY



Additional specialists and facilities

For information on additional OptumCare specialists and facilities, please contact our service center or use the provider lookup on the OptumCare website:

lookup.optumcare.com/arizona/find-doctors/

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 of 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: H0609-807, H0609-808, H0609-809

UnitedHealthcare plan ID card

Example ID card (Plan 1 and Plan 2)

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

Plan 1 example:

1 - **AARP MedicareComplete** insured through UnitedHealthcare **UNITED HEALTHCARE PASSPORT**

Health Plan (80840): Member ID: Group Number: HCFAD7 PLAN CODE: R8S

Member: Payer ID: LIFE1

PCP Name: OPTUMCARE

2 RxBIN: 610097
RxCN: 9999
RxCPCN: SHCO

3 PCP Phone: OPTUMCARE
Copay: PCP \$10 Spec \$45 ER \$90

4 AARP MedicareComplete Plan 1 (HMO)

H0609 PBP# 026

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/18/2018

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.OptumCare.com 1-877-370-2845
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130

WEST Renew Active OPTUMCare

For Pharmacists 1-877-889-6510
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

Plan 2 example:

1 - **AARP MedicareComplete** insured through UnitedHealthcare **UNITED HEALTHCARE PASSPORT**

Health Plan (80840): **911-87726-04** Member ID: Group Number: HCFAH4 PLAN CODE: R3W

Member: Payer ID: LIFE1

3 PCP Name: OPTUMCARE

2 RxBIN: 610097
RxCN: 9999
RxCPCN: SHCO

4 AARP MedicareComplete Plan 2 (HMO)

H0609 PBP# 027

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/05/2018

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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