

# New member ID cards

## Quick reference guide

### Overview

UnitedHealthcare is continuing a phased rollout of a new claims processing system as part of a multi-year plan to simplify your benefits, claims, payments and referral experiences with us. Beginning in **October 2025**, member ID cards for fully insured SignatureValue® plans are changing as part of this process.



#### Action needed

To avoid claim delays and denials, always view and verify information on the member's ID card.



#### Key points: New member ID cards for fully insured plans

While these new member ID cards will look similar to the previous version, there are a few key differences that are important to check during each member appointment. The member ID card below is the updated version for SignatureValue plans.

UnitedHealthcare Optum Rx®

Member: First M Last-Name Jr.

Member ID: XXXXXXXXXXXX Group Number: XXXXXXXX

PCP Name: Mbr Group Name

First M Last-Name Sr.

ACO/MCO Name

Office: XX Spec: XX Payer ID 87726

ER: XX UrgCare: XX RxBIN : 610279

INN: Ded IND/FAM \$XXXX/\$XXXX OOPM IND/FAM \$XXXX/\$XXXX RxPCN : 9999

RxGrp : UNITEDRX

State Regulated DMHC Referrals Required

UnitedHealthcare SignatureValue Harmony Underwritten by UHC of California

Printed: XX/XX/XXXX

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.

Web: myuhc.com

Phone: 800-624-8822

Mental Health: 800-999-9585

Providers: 877-842-3210 or uhcprovider.com

Medical Claims: PO Box 31394 Salt Lake City, UT 84131

WEST UnitedHealthcare® Choice Plus Network

Pharmacists: 888-290-5416

Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540



#### Changes to the member ID cards:

- **Member ID and group numbers:** The numbers are changing on the new member ID cards. At member check-in, please ask for the member's ID card to verify this change and take action to update your records.
- **RxGrp code:** This code is changing from "UHC" on the current member ID cards to "UNITEDRX" on the new cards. Please verify this change by viewing the member's new ID card and take action to update your records.
- **Medical claims address:** The mailing address for medical claims is changing. Please use the address on the member's new ID card.



#### Questions? We're here to help.

If you have additional questions about the changes, please contact your provider advocate.