

# UnitedHealthcare Compass plan of New York

Quick reference guide

## UnitedHealthcare® Compass is an Individual Exchange plan\* that focuses on patient-centered health.



### Key features

- Specifically designed for Individual Exchanges
- Customized, focused network of care providers
- Members must select a PCP to manage their health care needs or we'll assign one to them
- The PCP must submit electronic referrals for members to see network specialists
- Standard prior authorization and notification requirements apply



### Benefits

The Compass plan has a limited network service area in New York. There's no coverage outside of the service area, except for emergency and urgent services.

Plan model	Network physicians with required referral	Network physicians without required referral	Non-network physicians*
Compass	Network benefits	No coverage*	No coverage*
Compass Balanced	Network benefits	Lower-level benefits	No coverage*
Compass Plus	Network benefits	Lower-level benefits	Non-network benefits

\*Except for emergency services and related admissions

### Referrals

- The member's PCP or a PCP within the same tax ID number (TIN) can submit referrals
- Can have a backdate of up to 5 calendar days prior to the date of entry
- Aren't required for all services

Visit [Compass Frequently Asked Questions](#) for a full list of services that require referrals.

\*Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans

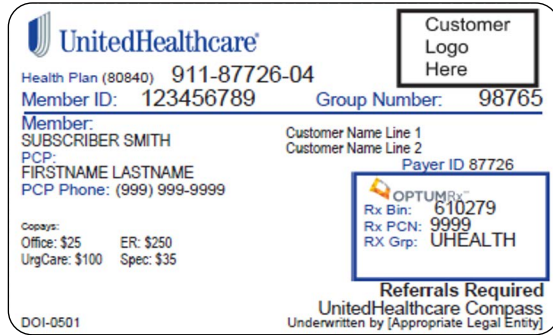


## Resources

- For more information about these plans, see **UnitedHealthcare Compass** on our New York Commercial Health Plans page at [UHCprovider.com/NY](https://UHCprovider.com/NY)
- For more information about prior authorization/notification, visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth)



## Sample member ID card



Member's assigned PCP name and phone

Referrals required

W500 icon indicating additional network benefits

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.



## Questions

- General: For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus)
- About your Participation Agreement: Contact your Network Management representative
  - Find your representative by visiting [UHCprovider.com/contactus](https://UHCprovider.com/contactus) > Network Contact
- About the W500 icon on the back of the member ID card: See **Chapter 6** of the UnitedHealthcare Administrative Guide

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