

# Administrative updates for UnitedHealthcare Medicare Advantage members in New York



For dates of service beginning Jan. 1, 2024, Optum® IPA of New York, an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit prior authorization requests
- Notify us of hospital admissions
- Submit claims
- Submit claim reconsideration requests

The following benefit plans will be administered by Optum IPA of New York, effective Jan. 1, 2024:

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum IPA of New York	H3418	009	000	90886
Optum IPA of New York	H3418	009	000	90887
Optum IPA of New York	H3418	010	000	90888
Optum IPA of New York	H3418	010	000	90889
Optum IPA of New York	H3307	002	000	90169
Optum IPA of New York	H3307	002	000	90170
Optum IPA of New York	H3307	012	000	90171
Optum IPA of New York	H3307	012	000	90172
Optum IPA of New York	H3307	015	000	90173
Optum IPA of New York	H3307	015	000	90174
Optum IPA of New York	H3307	018	000	90175
Optum IPA of New York	H3307	018	000	90176
Optum IPA of New York	H3307	023	000	90177
Optum IPA of New York	H3307	023	000	90178

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum IPA of New York	H3379	001	000	90181
Optum IPA of New York	H3379	001	000	90182
Optum IPA of New York	H3379	039	000	90183
Optum IPA of New York	H3379	040	000	90184
Optum IPA of New York	H3379	041	000	90185
Optum IPA of New York	H3379	041	000	90186
Optum IPA of New York	H3379	043	000	41034
Optum IPA of New York	H3379	043	000	90187
Optum IPA of New York	H3379	045	000	90188
Optum IPA of New York	H3379	046	000	90189
Optum IPA of New York	H3379	046	000	90190
Optum IPA of New York	H3418	001	000	09000
Optum IPA of New York	H3418	001	000	09001
Optum IPA of New York	H3418	002	000	09117
Optum IPA of New York	H3418	002	000	09118
Optum IPA of New York	H3418	003	000	09002
Optum IPA of New York	H3418	003	000	09003
Optum IPA of New York	H3418	004	000	90316
Optum IPA of New York	H3418	005	000	90318
Optum IPA of New York	H3418	005	000	90319
Optum IPA of New York	H3418	006	000	90320
Optum IPA of New York	H3418	006	000	90321
Optum IPA of New York	H3418	007	000	90322
Optum IPA of New York	H3418	007	000	90323
Optum IPA of New York	H3418	008	000	90324
Optum IPA of New York	R5342	001	000	90142
Optum IPA of New York	R5342	001	000	90143
Optum IPA of New York	R5342	002	000	90144
Optum IPA of New York	R5342	002	000	90145
Optum IPA of New York	R5342	005	000	90146
Optum IPA of New York	R5342	005	000	90147
Optum IPA of New York	R5342	006	000	90148
Optum IPA of New York	R5342	006	000	90149

## Verifying member eligibility

You can verify member eligibility online, by phone or using electronic data interchange (EDI):

**Online:** Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

**By phone:** 877-842-3210

**EDI:** Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse

## Prior authorization

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage PPO.

Services that require prior authorization will be listed at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service:

**Online:** [Optum Pro portal](#)

**By phone:** 866-565-3468

You don't need to submit another prior authorization request if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2024, and after. Optum IPA of New York will reimburse services approved by UnitedHealthcare.

## Hospital admission notifications

Please notify Optum IPA of New York of hospital admissions no later than 1 business day after admission:

**Online:** [Optum Pro portal](#)

**By phone:** 866-565-3468

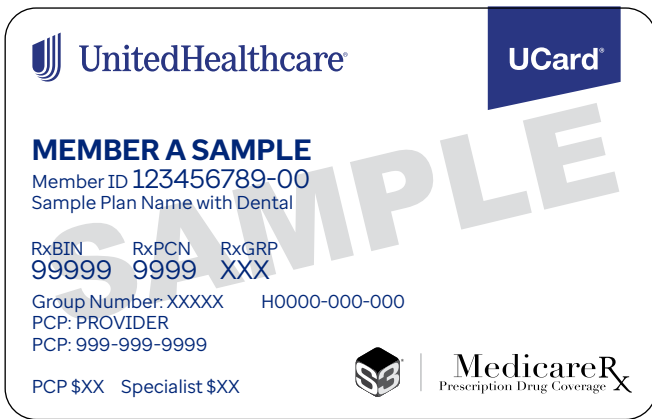
## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 and will have other applicable delegation-specific descriptors such as delegate name and delegate website listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

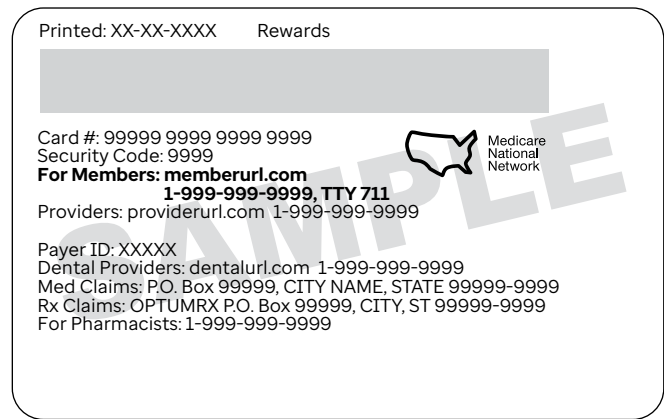
## 2024 UnitedHealthcare UCard

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services to members and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard includes an S3 number, security code and scannable barcode for in-store purchases or spending rewards – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member



front



back

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

## 2024 plan name changes

Providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names.

## Plan overviews

Plan overviews are available in the [2024 Medicare Advantage Plan Overview](#) > State > Interactive guide.

## Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](#) > Shop Medicare Plans > Enter ZIP code > Find plans > View 2024 plans > select Medicare Advantage plans or Medicare Special Needs plans tab > find plan and select View plan details > Plan Documents > select Summary of Benefits.

## UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Referrals are not required for members who travel outside their plan service area and access covered services using the National Network or their Passport benefit. For more information about National Network and Passport, visit [UHCprovider.com/plans](https://UHCprovider.com/plans) > Choose your state > Medicare > Choose plan > Tools & Resources.

### Claims

Submit claims using the following electronic Payer ID or mailing address:

**Payer ID:** LIFE1

**Mailing address:**

Optum Care Network Claims  
P.O. Box 30781  
Salt Lake City, UT 84130-0781

Submit claim reconsiderations:

**By mail:**

Optum Care Network Claims  
P.O. Box 30781  
Salt Lake City, UT 84130-0781

Check the status of your claim submission:

**Online:** [Optum Pro portal](#)

**By phone:** 866-565-3468



**Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.**



### Questions?

Chat with a live advocate 7 a.m.-7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.-5 p.m. CT, Monday-Friday.