



Optum Care Network of Washington – Quick Reference Guide

Optum Care Network of Washington (OCN WA) is an organization with a local management team delegated to perform certain functions on behalf of certain health plans. This quick reference guide provides an overview of the key information you will need to care for your OCN WA patients. You may also view the full Washington Provider Manual on our website at: [WA Provider Manual - Medicare](#)

Network Engagement Team (For PCP groups only)

The Network Engagement team, together with their network medical director partner, work to help you succeed in 5-Star quality, patient experience, risk adjustment, care management, affordability, and growth.

Contact us at engagementteam@optumpnw.com

Provider Relations and Contracting Team

The Provider Relations and Contracting Team is here to assist your practice with contracting, new provider orientation and onboarding activities as well as local operational support.

Contact us at ocnwacontracting@optum.com

Submitting a Claim

For electronic submissions, use payer ID: **LIFE1** via clearinghouse of your choice. You can view the status of claims on the Optum Care Provider Center, our online provider portal.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort via [Optum Care Provider Center](#).

For paper submissions, send to:

Attention: Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Electronic Funds Transfer (EFT)

OCN WA processes payments electronically through Optum Financial.

Please register for ERA/EFT:

Online: www.optum.com/enroll

Call: 877-620-6194

Online Resources

Visit [Optum Care Provider Center](#) to access eligibility, prior authorization, and claims information in real time. You'll also find our referral lookup tool, important forms, and many other resources. OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort (Recommended pathway for WA users).

Optum Care Network Service Center

For questions regarding claims, billing, referrals, or prior authorizations, call 1-877-836-6806, Monday - Friday 8am-5pm PT.

For claims disputes, download the [Provider Dispute Resolution Request](#) form (found on www.optumcare.com) and send via one of the methods below:

- Email form to claimdispute@optum.com
- Send a secure message via the Optum Provider Center Portal, through [Optum Care Provider Center](#)
- Mail form to:
Optum Care Network
Attn: Provider Dispute Resolutions
PO Box 30788
Salt Lake City, UT 84130-0788

If satisfactory resolution has not been achieved via the standard escalation process (including two reconsideration requests), please email the Research and Escalation Team at opshelp@optum.com

Referrals and Prior Authorizations

Written referrals **are not** required for office visits when referring to a specialist or facility directly contracted with OCN **or** the patient's health plan.

If your patient requires a specialist or facility not within the OCN Network or the patient's health plan, then prior authorization is required. An authorization request form can be found on the Optum Care Provider Center and submitted online (via [Optum Care Provider Center](#)) or faxed to 1-855-402-1684.

- **Contracted OCN and/or Health Plan Providers:** Follow Health Plan Prior Authorization requirements for services/CPT codes requiring a Prior Authorization.
- **Non-contracted Providers:** Prior Authorization is required for all services, excluding emergencies, dialysis, and urgently needed services when the network is not available.

Credentialing and Changes to Your Practice/Facility

All changes to your practice or facility should be provided to OCN in accordance with the terms of your Participation Agreement or as soon as reasonably possible. This includes, but is not limited to change in address, change in ownership, change in TIN, and provider **additions**, **deletions**, and **terminations**. (Additional info can be found in the OCN Provider Manual)

All changes should be sent to credentialing@optumpnw.com for processing, accompanied by a completed "Provider Change Form", located here: [Optum WA Provider Change Form](#). OCN credentialing will notify health plans monthly for those plans which OCN has a delegated credentialing agreement in place.

Medical Management

OCN medical management programs provide high touch telephonic care coordination within hospitals, skilled nursing facilities (SNFs), and patients' homes. These programs work in collaboration with the patient, the family/support system, and providers to coordinate discharge, healthcare services, community resources and referrals to the appropriate next level of care.

Patients may be enrolled into medical management programs through several pathways. OCN utilizes risk stratification algorithms to identify patients and may invite patients to enroll in post-acute stay or after diagnoses of certain conditions. Providers may also request medical management services for their patients. To refer patients to OCN medical management programs, call 1-253-627-4113 or complete a referral form via [Care Management Referral Form](#) and fax to 1-253-627-4708.

Care Management (General and Complex)

OCN's Care Management has oversight of transition management, complex care management (medical/behavioral), disease management/condition support, ED reduction program, behavioral health, LSWs to assist with health equity to include financial resources, housing, transportation, and meals. The team consists of registered nurses, licensed mental health counselors, social workers, and LPN care coordinators. Primary care offices can refer patients with complex care needs by referral.

To refer patients to Care Management, call 1-253-627-4113 or complete a referral form via [Care Management Referral Form](#) and fax to 1-253-627-4708.

Mobile Urgent Care Visit

DispatchHealth is a mobile acute care service that offers same-day appointments for patients with the goal of preventing unnecessary visits to the emergency room and reducing avoidable hospital admissions and readmissions. Consider DispatchHealth for patients with an acute, not immediately life-threatening medical need who are unwilling to come into the office or participate in an e-visit, or have difficulty with transportation,

- Seattle direct contact: 425-553-4740
- Olympia direct contact: 360-200-8247
- Spokane direct contact: 509-408-2108
- Tacoma direct contact: 253-652-0065

For more information, visit: dispatchhealth.com

Optum Outreach Support

The Optum Outreach team supports practices in making outbound calls to schedule visits for Medicare Advantage patients who need to be seen. We offer concierge technical support for patients and robust reporting for providers. For more information and to initiate this program, please contact the Network Engagement Team at: engagementteam@optumpnw.com

Participating Plans: Example Member ID Cards

UnitedHealthcare UCard™
 AARP Medicare Advantage Plan 1 (HMO) with Dental
John A Sample
 Member Number: 123456789-00
 RxBIN: 610097 RxCN: 9999 RxGRP: SHOR
 Group Number: HCPA00-DWS H3855-061-000
 PCP: Dr. Jane Sample
 PCP: 555-555-5555
 Copy: PCP SXX Specialist SXX

For Members: myAARP Medicare.com
 Customer Service: 1-877-376-3246, TTY 711
 Printed Date: 09/09/200X
 Plan Year: 200X
 For Providers: Optum.com
 Provider Service: 1-877-836-6806
 Provider Authorization: 1-877-836-6806
 Dental Provider: uhdental.com 1-888-888-8888
 Payer ID: LIFE1 WEST
 Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999
 For Pharmacists: 1-888-888-8888

 Card #: 9999 9999 9999 99999 Security Code: 9999

UnitedHealthcare UCard™
 AARP Medicare Advantage Plan 1 (HMO) with Dental
John A Sample
 Member Number: 123456789-00
 RxBIN: 610097 RxCN: 9999 RxGRP: COS
 Group Number: 90153 H3895-033-000
 PCP: Dr. Jane Sample
 PCP: 555-555-5555
 Copy: PCP SXX Specialist SXX

For Members: myAARP Medicare.com
 Customer Service: 1-877-376-3246, TTY 711
 Printed Date: 09/09/200X
 Plan Year: 200X
 For Providers: Optum.com
 Provider Service: 1-877-836-6806
 Provider Authorization: 1-877-836-6806
 Dental Provider: uhdental.com 1-888-888-8888
 Payer ID: LIFE1
 Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999
 For Pharmacists: 1-888-888-8888

 Card #: 9999 9999 9999 99999 Security Code: 9999

UnitedHealthcare UCard™
 AARP Medicare Advantage Choice (PPO) with Dental
John A Sample
 Member Number: 123456789-00
 RxBIN: 610097 RxCN: 9999 RxGRP: COS
 Group Number: 90011 H2225-029-000
 PCP: Dr. Jane Sample
 PCP: 555-555-5555
 Copy: PCP SXX Specialist SXX

For Members: myAARP Medicare.com
 Customer Service: 1-877-376-3246, TTY 711
 Printed Date: 09/09/200X
 Plan Year: 200X
 For Providers: Optum.com
 Provider Service: 1-877-836-6806
 Provider Authorization: 1-877-836-6806
 Dental Provider: uhdental.com 1-888-888-8888
 Payer ID: LIFE1
 Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
 Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999
 For Pharmacists: 1-888-888-8888

 Card #: 9999 9999 9999 99999 Security Code: 9999

United Healthcare Community Plan Apple Health OCN
 Health Plan (80840)
 Member ID: ... Group Number: WAHLOP
 Member: BABY BOY
 State ID: ...
 PCP Name: LING TAN
 PCP Phone: (425)255-0055
 Payer ID: LIFE1
 Rx Bin: 610494
 Rx GRP: ACUWA
 Rx PCN: 4600
 Administered by UnitedHealthcare of Washington, Inc.

In an emergency go to nearest emergency room or call 911.

 This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.
 For Members: 877-542-8997 Behavioral Health 877-543-3409 Crisis Line: 866-427-4747 TTY 711
 For Providers: www.optumcare.com 877-836-6806
 Medical Claims: OCN, PO Box 30788, Salt Lake City, UT 84130-0788
 Behavioral Claims: PO Box 31361, Salt Lake City, UT 84131-0361
 Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
 For Pharmacists: 877-305-8952

Humana
 <PLAN NAME>
 A Medicare Health Plan with Prescription Drug Coverage
 See Back for Dental CARD ISSUED: MM/DD/YYYY
MEMBER NAME
 Member ID: HXXXXXXXXX
 Plan (80840) 9140461101
 RxBIN: XXXXXX
 RxCN: XXXXXXXX
 RxGRP: XXXXXX

Set up your member account: Humana.com/myaccount
 Member/Provider Service: 1-800-457-4708 (TTY: 711)
 Pharmacist/Physician Rx Inquiries: 1-800-865-8715
 IPA/Center Name: OPTUM CARE NETWORK
 Primary Physician: PCP NAME
 CLAIMS: PAYER ID LIFE1, PO BOX 30788, SALT LAKE CITY UT 84130
 For Dental: Humana.com/sb
 Additional Benefits: DEN337 VIS735 HER940
 EyeMed Vision: 1-888-289-0595

PREMERA BLUE CROSS
 An Independent Licensee of the Blue Cross Blue Shield Association
 Name of specific plan: Plan 81745 XXX
 Member Name: FIRST M LASTNAME JR
 Member ID: ZNP888888888
 Health Plan (80840) 800000000
 Group Number: 12345
 Medical Network: Medicare Advantage
 RxBIN: 99456
 RxCN: MEDADV
 RxGRP: K3044
 Network: MM/YYYY

Members: www.premera.com/MA OCN ED Payer ID: LIFE1

 Premera Blue Cross
 An Independent Licensee of the Blue Cross Blue Shield Association
 Use of this card is subject to terms of applicable contracts, conditions and wait periods.
 Providers outside of WA, local plan.
 Mail Provider claims to:
 Optum Care Network
 PO Box 30788
 Salt Lake City, UT 84130-0788
 P.O. Name: "United States"
 ZIP: 84130
 Customer Service: 888-850-8526 TTY/TDD: 711
 Mail of health/beneficiary status inquiries: 888-850-8526
 Benefit inquiries: 888-850-8526
 Your Hearing Inquiries: 888-850-8526
 24/7 Hearingline: 877-338-8232
 Medical Authorization: 877-526-0394
 Dental Provider Service: 888-413-7471
 Pharmacist Call: 888-475-8028