

Optum Care Network–Ohio

Welcome to Optum Care Network

Optum Care Network of Ohio (OCN-OH) is an independent physician association (IPA) that partners with local provider groups to improve quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system.

This Quick Reference Guide provides an overview of key information you will need when treating your OCN-OH patients.

Submitting a claim

- For electronic submissions, use payer ID: LIFE1
- For paper submissions, use:
Optum Care Claims
P.O. Box 30781
Salt Lake City, UT 84130-0781

Electronic Fund Transfer (EFT)

Optum Pay is our free payer payments method for providers. To get your Optum payments electronically, please sign up for free EFT through Optum Pay.

Enrollment

Phone: 1-877-620-6194 (Mon.–Fri., 7 a.m.–6 p.m. CT)

1-888-477-0256 (Mon.–Fri., 7 a.m.–7 p.m. CT)

Online: optum.com/enroll

Payment support

Phone: 1-888-477-0256 (Mon.–Fri., 7 a.m.–7 p.m. CT)

Optum Pay provider portal: optum.com/optumpay

Your provider account manager

Each practice in our network is supported by a dedicated provider account manager who is your go-to resource. To connect with your account manager, login through optumproportal.com/home

Optum Care service center

Hours of operation:

Monday–Saturday: 8:00am–8:00pm ET

Phone: 1-866-566-4715

Website: Login through

optumproportal.com/home

Prior Authorizations

Prior authorization and admission notification are required for certain services based on the patient's benefit plan.

Requesting prior authorization:

Prior authorizations should be submitted electronically online.

Online: Login through optumproportal.com/home

Only if online is not an option:

Phone: 1-866-566-4715

Fax:

New Auth (General): 1-855-248-4063

Part B New Auth: 1-855-244-8503

Clinical Submissions for New or Existing Auth: 1-877-940-3604

Hospital admission notification

Notify Optum Care Network of hospital admissions no later than 24 hours after admission and 24 hours post discharge. Notifications should be submitted electronically online.

Online: Login through optumproportal.com/home

Only if online is not an option:

Phone: 1-866-566-4715

Fax for inpatient notification and clinical submissions: 1-844-700-5131

Member eligibility

Optum has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in Ohio.

Online: uhcprovider.com/eligibility

Credentialing and provider updates

Provider request for credentialing

Providers requesting participation with Optum Care Network should contact their local network manager. Please ensure that your provider CAQH account is up to date to prevent delays in credentialing.

Physician and provider updates

To make NPI, TIN, or provider demographic updates, providers will need to contact the health plans they are contracted with to fill out and submit the appropriate form(s).

Please see sample ID cards on the following pages.

Optum Care Network–Ohio

UnitedHealthcare plan ID Cards

The cards represent the plans Optum manages under UHC Medicare Advantage. You can confirm the plan is managed by Optum by identifying the UHC Medicare assigned H number on the bottom left-hand corner of the card.

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

AARP Medicare Advantage UnitedHealthcare

UnitedHealthcare
UCard™

AARP Medicare Advantage Choice Flex (PPO)
with Dental

John A Sample



Member Number
123456789-00

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 90049 H8768-007-000

PCP: Dr. Jane Sample
PCP: 555-555-5555

Optum Care Network
Copay: PCP \$XX Specialist \$XX

UnitedHealthcare
UCard™

AARP Medicare Advantage Choice Flex (HMO-POS)
with Dental

John A Sample



Member Number
123456789-00

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 90007 H5253-050-000

PCP: Dr. Jane Sample
PCP: 555-555-5555

Optum Care Network
Copay: PCP \$XX Specialist \$XX


For Members: myAARPMedicare.com

Printed Date: 99/99/20XX

Customer Service: 1-888-8888-8888, TTY 711



Plan Year: 20XX

For Providers: Optum.com
Provider Service: 1-866-566-4715
Provider Authorization: 1-866-566-4715
Dental Providers: uhcdental.com 1-888-888-8888
Medicare limiting charges apply.



Medicare
National
Network

Payer ID: LIFE1
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
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


For Members: myAARPMedicare.com

Printed Date: 99/99/20XX

Customer Service: 1-888-8888-8888, TTY 711



Plan Year: 20XX

For Providers: Optum.com
Provider Service: 1-866-566-4715
Provider Authorization: 1-866-566-4715
Dental Providers: uhcdental.com 1-888-888-8888



Medicare
National
Network

Payer ID: LIFE1
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
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