



Optum Care–Arizona referral policy

Effective January 1, 2023

Due to a 2023 benefit change by UHC Medicare Complete, Optum Care–Arizona will no longer require a referral from their primary care provider to see a contracted specialist. This means Optum Care–Arizona will no longer require an Optum generated referral. While referrals are no longer required, it is encouraged that you still provide information for the referring specialist so the specialist knows why your patient is coming to see them.

Why are referrals important?

Referrals help ensure that PCPs are aware of their patients' ongoing needs as part of managing their overall health and wellness. While it is not required, if you choose, you can continue to utilize the Optum online referral tool to complete a referral to the specialist.

How do I look up Optum available specialists?

Our online portal makes it quick and easy. To see if a specialist is contracted with Optum Care–Arizona, please go to **Online Provider Center** providers.optumcaremw.com. You will still have the capability to complete Optum referrals through this tool.

You can also search for Optum contracted specialists using the online provider lookup tool on the Optum Care website at **Arizona Provider Lookup Tool** optum.com/business/hcp-resources/page.hub.provider-lookup.html

This change does not impact current prior authorization requirements.

Certain services/treatments/equipment may require prior authorization. You can view those requirements on the prior authorization grid found at **Arizona Prior Authorization List** optum.com/business/hcp-resources/page.hub.prior-authorization-list-arizona.html. Specialists who are not contracted will continue to require prior authorization.



If you have any questions, please call the Optum service center at:
1-877-370-2845, TTY 711.

For provider use only. Policy is subject to change.
Dental Services are not a covered benefit of Optum and is managed on a separate plan.