



Welcome to Optum Care Network–Arizona

Optum Care Network–Arizona is an independent physician’s association with a local management team. This guide provides a quick look at the most important information you’ll need when working with Optum patients. You may also view the full Arizona provider administrative guide on our website at: professionals.optumcare.com/resources-clinicians.html

Referrals

A referral is not required by Optum Care Network from the patient’s PCP to see a specialist. While referrals are not required, it is encouraged that the PCP will still provide information for the referring specialist. This will ensure the specialist knows why the patient is coming to see them.

Prior authorization

Prior authorization is required for certain services based on the patient’s benefit plan. Specialists who are not contracted require prior authorization. For more details, please visit the Optum website: professionals.optumcare.com/resources-clinicians/library/prior-authorization.html

Urgent and routine prior authorization
Phone: 1-877-370-2845

Prescription prior authorization
For UnitedHealthcare patients:
Phone: 1-800-711-4555
Online: professionals.optumrx.com/

Transplant prior authorization
Phone: 1-888-936-7246

Submitting a claim

Providers should contact their clearinghouse for electronic billing, using payer ID: LIFE1

For paper submissions, use:
Attention: Optum Claims
P.O. Box 30539
Salt Lake City, UT 84130

Electronic funds transfer (EFT)

Optum will work exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:
Online: register.instamed.com/eraeft
Phone: 1-866-945-7990

Optum website

Use our website to sign in to the Optum provider portal, a tool giving you access to eligibility, prior authorization and claims information in real time. You’ll also find our referral lookup tool, important forms and many other resources online. Register for your account access at: professionals.optumcare.com/portal-login.html

Optum Center for Service Coordination

The Optum Center for Service Coordination (CSC) manages the Optum Care Network–Arizona patient population during care transitions when they are most vulnerable. We open doors to providing clinical expertise to our patients through our community programs, valuable resources and our clinical team. For more information, please contact the CSC by phone at 1-623-293-9775 or via email at: servicecoordination@optum.com

Provider quick reference guide: Maricopa/Pinal

Optum Service Centers

Advocates are available Monday through Saturday, 8 a.m. to 8 p.m.
Phone: 1-877-370-2845

Optum Community Centers

Phone: 1-623-707-2893
Online: optumcare.com/azcommunitycenters

Deer Valley

20414 N. 27th Ave., Suite 100,
Phoenix, AZ 85027

Goodyear

1981 N. Pebble Creek Pkwy., Suite 8,
Goodyear, AZ 85395

Chandler

985 W. Chandler Heights Rd., Suite 12,
Chandler, AZ 85248

Central Phoenix

1125 E. Glendale Ave.,
Phoenix, AZ 85020

East Mesa

6005 E. Southern Ave., Mesa, AZ 85206

Preferred providers

Laboratory services

LabCorp
Phone: 1-800-788-9743
Online: labcorp.com

Behavioral health

Optum Behavioral Health
Phone: 1-877-614-0484
Online: providerexpress.com

Infusion services

Coram
Phone: 1-800-871-6605
Fax: 1-480-505-0455

Nutritional supplies

Aveanna Medical Solutions (Formerly known as Epic)
Phone: 1-480-883-1188
Fax: 1-844-754-1345

Durable medical equipment

Preferred Homecare
Phone: 1-480-446-9010
Fax: 1-480-446-7695

Outpatient, physical, occupational, speech language therapy and covered chiropractic services

Optum Physical Health
Phone: 1-800-873-4575
Online: myoptumhealthphysicalhealth.com

Home health care

Assisted Home Health
(includes nursing, PT/OT/ST, social work, aide)
Phone: 1-480-860-2345
Fax: 1-805-413-7998

Radiology and imaging

Arizona Diagnostic Radiology Group

Phone: 1-480-455-1850

Online: arizonadiagnosticradiology.com

Banner Imaging Services

Phone: See website

Online: imaging.bannerhealth.com

Desert Valley Imaging

Online: dvrphx.com

SimonMed

Phone: 1-623-972-9669

Online: simonmed.com

Southwest Medical Imaging (SMIL)

Phone: 1-602-955-4734

Fax: 1-602-956-9729

Online: esmil.com

Sun Radiology

Phone: 1-623-815-8200

Online: sunradiology.com

Specialists and facilities

For information on additional Optum specialists and facilities, please contact our service center or use the provider lookup on the Optum Website: lookup.optumcare.com/arizona/find-doctors/

Eligibility

Optum currently has exclusive contracts with the participating plans listed below for patients in Maricopa County.

Patients can take advantage of what Optum Care Network-Arizona has to offer if they select a PCP from the Optum Network and have coverage through one of the listed participating Medicare Advantage plans.

Optum Clinical Diabetes Management Program (O-CDMP)

- Dedicated NP and MA care team
- This program offers face-to-face or telephonic visits with a nurse practitioner and medical assistant, 24-hours a day, 7-days a week
- Primary care physicians will be kept informed of the patient's progress while on this program
- Medication management and treatments which can improve patient's diabetic care
- This program is provided at no extra cost to Optum members

Referral form: professionals.optumcare.com/resources-clinicians/library/diabetes-management-referral.html or contact our care team directly at: 1-623-293-9998

* Only available in Maricopa County. Not available in Pinal County.

Participating plans

AARP | Medicare Advantage
from **UnitedHealthcare**

AARP® Medicare Advantage® insured through UnitedHealthcare®



UnitedHealthcare® Group Medicare Advantage

Maricopa

H0609-026 AARP® Medicare Advantage® Plan 1 HMO
H0609-027 AARP® Medicare Advantage® Plan 2 PSP
H0609-042 UnitedHealthcare® Chronic Complete

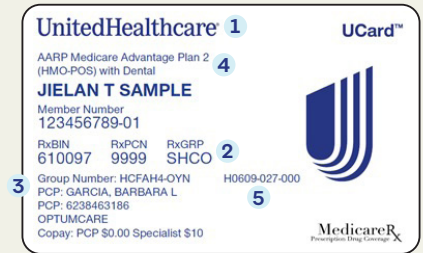
H0609-044 AARP Medicare Advantage Plan 3
H0609-046 AARP Medicare Advantage Plan 4
H0609-807 AARP® Medicare Advantage® Group Retiree GR
H0609-808 AAARP® Medicare Advantage® Group Retiree GR
H0609-809 AARP® Medicare Advantage® Group Retiree GR
H2228-095 AARP® Medicare Advantage® Patriot PPO (Rebate)
H2228-074 AARP® Medicare Advantage® Walgreens Plan 1 PPO
H2228-077 AARP® Medicare Advantage® Walgreens Plan 2 PPO (Rebate)
H2228-097 AARP® Medicare Advantage® Walgreens Plan 3 PPO

Pinal

H0609-026 AARP® Medicare Advantage® Plan 1
H0609-027 AARP® Medicare Advantage® Plan 2
H0609-042 UnitedHealthcare® Chronic Complete
H0609-044 AARP Medicare Advantage Plan 3
H0609-046 AARP Medicare Advantage Plan 4
H0609-807 AARP Medicare Advantage Group Retiree
H0609-808 AARP Medicare Advantage Group Retiree
H0609-809 AARP Medicare Advantage Group Retiree
H2228-074 AARP Medicare Advantage Walgreens Plan 1 PPO
H2228-077 AARP Medicare Advantage Walgreens Plan 2 PPO
H2228-097 AARP Medicare Advantage Walgreens Plan 3 PPO

Example ID card

1. Participating health plan logo
2. Payer ID
3. Network name
4. Plan name
5. CMS contract/ PBP
6. Medical claims address
7. Provider services toll-free number



Provider use only

Programs, systems, platforms, and tools are subject to change at any time. We will provide as much notice in advance of any changes.



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