

Optum Care Network–Indiana

Welcome to Optum Care Network

Optum Care Network of Indiana (OCN-IN) 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-IN 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 Care Network works exclusively with InstaMed as our free payer payments solution for providers. Please register for free ERA/EFT at instamed.com/eraeft.

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 optumcare.com/sign-in/optum-care-professionals.html.

Optum Care service center

Hours of operation:

Monday–Saturday: 8:00am–9:00pm ET

Phone: 1-865-566-3361

Website: Login through optumcare.com/sign-in/optum-care-professionals.html.

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 optumcare.com/sign-in/optum-care-professionals.html

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 optumcare.com/sign-in/optum-care-professionals.html

Only if online is not an option:

Phone: 1-866-566-4715

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

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).

Member eligibility

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

Online: uhcprovider.com/eligibility

UHC Member Benefits

Please direct members to UHC to answer all benefit related questions.

Phone: 1-800-866-1086 TTY 711

UHC Vision

Online: myuhcvision.com

Phone: 1-866-644-3414

Optum Physical Health (PT/OT/ST/Chiro)

Online: myoptumhealthphysicalhealth.com

Phone: 1-800-573-4575

Optum Behavioral Health or substance abuse

Phone: 1-800-985-2596 TTY 7

Non-emergency transportation for the following plans ONLY

Phone: 1-866-418-9812

- HMO 2802-010 Central
- HMO 2802-012 Evansville
- HMO 2802-018 Northwest
- HMO 2802-007 Ft Wayne Profile

Please see sample ID cards on the following pages.

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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 Plan 1 (PPO)
with Dental



John A Sample

Member Number
123456789-00

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 67026 **H2228-021-000**

PCP: Dr. Jane Sample
PCP: 555-555-5555
Optum Care Network
Copay: PCP \$XX Specialist \$XX



SAMPLE

For Members: myAARPMedicare.com
Customer Service: 1-888-8888-8888, TTY 711

Printed Date: 99/99/20XX
Plan Year: 20XX

For Providers: Optum.com
Provider Service: 1-866-565-3361
Provider Authorization: 1-866-565-3361
Dental Providers: uhcdental.com 1-888-888-8888
Medicare limiting charges apply.

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



Medicare National Network



Card #: 9999 9999 9999 99999 Security Code: 9999

SAMPLE