



# 2023 network quick reference guide

## Welcome to Optum Care Network–Utah

Optum Care Network–Utah improves the quality of care, clinical outcomes, and member experience through collaboration with the care delivery system. Optum has local provider support services and offers innovative value-based arrangements that align incentives with improved quality, outcomes, and experience.

## Eligibility

Optum has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in northern Utah for the following counties:

Box Elder | Cache | Davis | Duchesne | Morgan | Salt Lake | Summit | Tooele | Utah | Wasatch | Weber

## Participating plans



## Optum website for medical professionals

Log in to the Optum Provider Portal at [providers.optumcaremw.com](https://providers.optumcaremw.com) to access member eligibility, create and submit referrals and view prior authorizations and claims information in real time. The referral lookup tool, important forms, and many other resources are available at [professionals.optumcare.com/resources-clinicians](https://professionals.optumcare.com/resources-clinicians).

## Prior authorizations, admission notification and referrals

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

For more information, please visit the Optum Provider Portal: [providers.optumcaremw.com](https://providers.optumcaremw.com).

## Submitting a claim

For electronic submissions, use payer ID: LIFE 1

For paper submissions, use:

### Optum Claims

P.O. Box 30539,  
Salt Lake City, UT 84130

## Submitting a claim for reconsideration

1. Send secure email to [claimdispute@optum.com](mailto:claimdispute@optum.com)
2. Call the service center at: **1-877-370-2845**
3. Fill out the dispute resolution form and mail it to:

### Provider Dispute Resolution

P.O. Box 30539  
Salt Lake City, UT 84130

Provider dispute resolution forms are located at [professionals.optum.com](https://professionals.optum.com)

## Requesting prior authorization

For urgent and routine prior authorization and admission notification, please use the listed resources below to request prior authorization:

Online (preferred): [providers.optumcaremw.com](https://providers.optumcaremw.com)

Phone (only if online is not an option):

**1-877-370-2845, TTY 711**

### Rx prior authorization:

For UnitedHealthcare patients:

Online: [professionals.optumrx.com/prior-authorization](https://professionals.optumrx.com/prior-authorization)

Phone: **1-800-711-4555, TTY 711**

Fax: **1-844-403-1028**

## InstaMed (EFT/ERA)

Optum offers EFT through ePayment. This can drastically reduce expense, shorten the reimbursement cycle, and streamline workflow. We work with InstaMed to provide payer remittance data electronically. You can enroll with InstaMed at [instamed.com/eraeft](https://instamed.com/eraeft).

## Contact information

Below are numbers and websites you can use to contact Optum or find information on related services.

- **Optum Care Network–Utah address:**  
12921 S. Vista Station Boulevard, Draper, UT 84020  
Note: Do not submit claims to this address. Please use the address under “submitting a claim.”
- **Optum Service Center:**  
Our service advocates are available to answer questions on topics such as provider search, claims, prior authorizations, eligibility and more.  
Phone: **1-877-370-2845**, TTY **711**  
Hours of operation: **Monday–Saturday, 8 a.m.–8 p.m.**  
Or, you can contact the Optum Service Center through secure email on the Optum Provider Portal. Log in at **providers.optumcaremw.com**.
- Optum Behavioral Health or substance abuse:  
Phone: **1-800-579-5222**, TTY **711**
- OptumHealth Physical Health (PT/OT/ST/Chiro):  
Online: **myoptumhealthphysicalhealth.com**  
Phone: **1-800-573-4575**, TTY **711**
- UnitedHealthcare member benefits:  
Please direct members to UHC to answer all benefit, eligibility and PCP related questions.  
Phone: **1-800-643-4845**, TTY **711**
- **UnitedHealthcare vision:**  
Online: **myuhcvision.com**  
Phone: **1-866-644-3414**, TTY **711**
- **OrthoNet (Medical record upload)**  
Phone: **1-833-685-0458**, TTY **711**  
Online: **provider.orthonet-online.com**
- **UnitedHealthcare vision:**  
Online: **myuhcvision.com**  
Phone: **1-866-644-3414**, TTY **711**

## Contract, credentialing and provider updates

### Provider request for credentialing

Providers requesting participation with Optum should send an email to **lcdcontractutah@optum.com**.

For credentialing related questions, please send an email to **mtwest\_credentialing@optum.com**.



## Physician and provider updates

To make NPI, TIN or provider demographic updates, providers will need to fill out and submit an updated roster. Please reach out to your network manager for all roster inquiries.

## Optum sample ID card

The card below represents one example of an Optum member’s Medicare Advantage health plan ID card through UnitedHealthcare. You can confirm the UnitedHealthcare Medicare Advantage plan is managed by Optum by locating the Optum Care Network–Utah name on the front of the card and Payer ID: LIFE1 on the back.

Here are the UnitedHealthcare Medicare Advantage plan numbers managed by Optum:

- H4604-003 = Group # 42000/Optum plan 1 - HMO
- H4604-005 = Group # 42004/Optum Patriot
- H4604-011 = Group # 42022/Optum plan 2 - HMO
- H4604-017 = Group # 90055/Optum C-SNP/ASSIST
- H4604-018 = Group # 42030/Optum Walgreens
- H0271-038 = Group # 90064/Optum DSNP Choice
- H0271-039 = Group # 90065/Optum DSNP Select
- H7404-021 = Group # 90034/Optum PPO
- H7404-024 = Group # 92101 and 92102

