

Welcome to Optum Care Network of Washington

Optum Care Network of Washington is an Independent Physician Association with a local management team. This quick reference guide provides an overview of the key information you will need to care for Optum patients. You may also view the full Washington Provider Manual on our website at: optum.com/pnw.

Your practice advocate

Each practice in our network is supported by a dedicated practice advocate who is your go-to resource. Contact providersupport@optumpnw.com to get connected with your practice advocate.

Submitting a claim

For electronic submissions, use payer ID: LIFE1 via Optum 360 clearinghouse. You can view the status of claims on the Optum Care Provider Center, our online provider portal.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort.

For all other users, Optum Care Provider Center can be accessed via professionals.optumcare.com/portal-login

For paper submissions, send to the following:
Attention: Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Electronic funds transfer (EFT)

Optum Care Network works exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:

Online: Visit instamed.com/eraeft

Call: 1-866-945-7990

Website

Use our website to sign in to the Optum Care Provider Center, a tool that gives 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.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort.

For all other users, Optum Care Provider Center can be accessed via professionals.optumcare.com/portal-login

Specialists and facilities

For a complete directory of Optum Care Network specialists and facilities, please contact our service center or use the provider lookup tool on our website: optum.com/pnw

Optum Care Network Service Center

The customer service team is available to assist Monday-Friday, 8 a.m. - 5 p.m., PT. at 1-877-836-6806. You may also fax inquiries to 1-888-205-1128.

Referrals

Patients in a participating plan of Optum Care Network will need a referral from their Primary Care Provider (PCP) to see a specialist, except for the specialties listed below.

- Behavioral health
- Chiropractic
- Obstetrics and gynecology (OB/GYN)

Specialists who are **not contracted** with the Optum Care Network will require prior authorization. An authorization request form can be found on the Optum Care Provider Center and submitted online (via our website or OneHealthPort) or faxed to 1-855-402-1684.

Contact our Network Development team at networkdevelopment@optumpnw.com for any suggestions of specialists to add to our network.

Prior authorization

Prior authorization is required for certain services based on the patient's plan benefits. For more details, refer to the provider manual on the website at: optum.com/pnw

Urgent and routine prior authorization

Phone: 1-877-836-6806

Fax: 1-855-402-1684

Prior authorizations can also be submitted online through the Optum Care Provider Center (see **Website** section).

Please contact the patient's health plan directly for Part D prior authorizations. Part B prescription prior authorizations will follow the process above.

Medical management

Optum Care Network medical management programs provide high touch care coordination within hospitals, skilled nursing facilities (SNFs), and patients' homes. These programs work in collaboration with the patient, the family/support system, providers and key stakeholders to coordinate discharge, healthcare services, community resources and referrals to the appropriate next level of care.

Medical management request process

To refer patients to Optum Care Network medical management programs, call 1-253-627-4113 or complete a referral form and fax to 1-253-627-4708.

Medical management services

Patients may be enrolled into medical management programs through several pathways. Optum Care Network utilizes risk stratification algorithms to identify patients and may invite patients to enroll post-acute stay or after diagnoses of certain conditions. Providers may also request medical management services for their patients. Optum Care Network will coordinate closely with providers for any patients enrolled into medical management programs.

Case management (general and complex)

- Dedicated nurse case manager
- In-person and telephonic support
- Health goal development
- Disease management education and medication review
- Post-discharge follow-up
- Licensed social workers can assist patients with financial resources, housing, transportation, placement and meal assistance

Transition to home visits

- Short-term case management follow-up post-discharge
- Collaboration with health care providers
- Support safe discharge until patient can return to seeing PCP
- Coordination of transitional services and supports

Patient care resources

The following resources are available to support patient care for patients who are enrolled in a participating health plan. Contact your practice advocate for more information.

Remote patient monitoring

Vivify is a remote patient monitoring phone and device app that monitors patient symptoms and biometrics related to particular disease states or care processes. Patients enroll and are monitored by a centralized team of nurses. Patients are able to request immediate communication 24/7 with their nurse monitor via secure text, telephone or video chats.

Mobile urgent care visit

DispatchHealth is a mobile acute care service that offers same day appointments for patients with the goal of preventing unnecessary visits to the emergency room and reducing avoidable hospital admissions and readmissions. Consider DispatchHealth for patients with an acute, not immediately life-threatening medical need who:

- Are unwilling or unable to come in
- Have difficulty with transportation
- May not come in otherwise

Snohomish County Direct Line: 1-425-372-5441

Pierce County Direct Line: 1-253-666-9459

For more information: dispatchhealth.com

Optum outreach support

The Optum Outreach team supports practices in making outbound calls to schedule visits for Medicare Advantage patients who need to be seen. We offer concierge technical support for patients and robust reporting for providers.

Optum house calls

Optum offers virtual or in-home assessments to capture chronic conditions and quality care gaps. There is no cost to the patient or provider. These visits supplement the annual wellness visit and care by the provider.

PROVIDER USE ONLY



Participating plans

Example ID cards

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

PREMERA | **BLUE CROSS**
An Independent Licensee of the Blue Cross Blue Shield Association

Enrollee Name: **FIRST M LASTNAME JR** Plan: **<Name of specific plan>**
Enrollee ID: **-HXXXX XXX-** Medical Network: **Medicare Advantage**

Prefix: **PC** RZLN: **004336**
ZNP: **123456789** PC: **00** RXPCN: **MEDDADV**
Health Plan (80840): **<0000000000>** RXGR: **RX8718**
Group Number: **12345** RXID: **12345678900** Issued: **MM/YYYY**

<DENTAL, VISION, HEARING> **MEDICARE ADVANTAGE HMO** **MedicareR**
Prescription Drug Coverage

Members: www.premera.com/MA OCN EDI Payer ID: LIFE1

Premiera Blue Cross
An Independent Licensee of the Blue Cross Blue Shield Association

Customer Service: 888-850-8526
TTY/TDD: 711

Use of this card is subject to terms of applicable contracts, conditions and use agreements.

Providers outside of WA, local plan.

Mail Provider claims to:
Optum Care Network
PO Box 30788
Salt Lake City, UT 84130-0788

PCP Name: _____
Specialist name: _____
OCN: _____

Mental health/substance abuse treatment: 844-884-1855
Dental Inquiries: 888-850-8526
Vision/Hearing Inquiries: 888-850-8526
24/7 Toll-free: 855-339-8123
Medical Authorizations: 877-826-6866
Dental Provider Service: 855-612-7477
Pharmacist Call: 866-693-4628

Humana
HUMANA GOLD PLUS (HMO)
A Medicare Health Plan with Prescription Drug Coverage

Dental Included CARD ISSUED: MM/DD/YYYY

MEMBER NAME
Member ID: HXXXXXXXXX
Plan (80840) 9140461101

Copayments
OFFICE VISIT: \$XX
SPECIALIST: \$XX
HOSPITAL EMERGENCY: \$XX

MedicareR
Prescription Drug Coverage
CMS XXXXX XXX

AARP Medicare Advantage
 UnitedHealthcare

Health Plan (99999): **999-99999-99** Group Number: XXXXX
Member ID: 9999999-99 PLAN CODE: XXXX
Member: [UHC Dental Benefits]

Member Sample Payer ID: LIFE1

PCP Name: SAMPLE PROVIDER
PCP Phone: (999) 999-9999
Copay: PCP \$XX ER \$XX
Spec \$XX

MedicareR
Prescription Drug Coverage
RxBIN: XXXXX
RxPCN: XXXX
RxGrp: XXXX

H9999-999-999 MARKET PLAN NAME

Member/Provider Service: **1-800-457-4708**
If you use a TTY, call 711

Pharmacist/Physician Rx Inquiries: IPA/ 1-800-865-8715
Center Name: Optum Care Network
Primary Physician: XXXXXXXXXXXXX

Claims, Payer ID: LIFE1. Address: PO BOX 30788, SALT LAKE CITY, UT 84130.

Please visit us at **Humana.com** (For Dentists - **Humana.com/sb**)
Additional Benefits: DENXXX VISXXX HERXXX
EyeMed Vision: XXX-XXX-XXXX

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: exxxx/xxxx

For Members
Website: www.myAARPMedicare.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711
[Dental]: 1-999-999-9999 TTY 711

For Providers www.OptumCare.com 1-877-836-6806
Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788
Provider Authorization: 1-877-836-6806
[UHC Dental Providers: www.UHCDental.com 1-999-999-9999]

WEST **Renew Active** **OPTUM**

For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 999999 Healthcare, US 99999-9999