



Welcome to Optum Care Network of Oregon

Optum Care Network (OCN) of Oregon is an Independent Physician Association with a local management team administering certain United Healthcare (UHC) Medicare Advantage HMO/PPO services. This quick reference guide provides an overview of the key information you will need to care for Optum patients.

Your Practice Engagement Manager

Each practice in our network is supported by a dedicated Practice Engagement Manager who is your go-to resource. Contact office@portlandipa.com to get connected with your Practice Engagement Manager.

Optum Care Network Service Center

Our customer service team is available to assist you during our hours of operation:

Monday—Friday, 8:00 a.m.—5:00 p.m., Pacific Time

Phone Number: 1-866-565-3664

Email Address: optumcare-servicecenter_pnw@optum.com

Fax inquiries to: 1-855-402-1684

Online Resources

The **Optum Care Provider Center** is a tool that gives you access to eligibility, prior authorization, and claims information in real time.

- OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort.
- You can also log in to the **Optum Care Provider Center** through our **Oregon Resource Center** page at professionals.optumcare.com/resources-clinicians/oregon-clinician-resources.html

Visit the **Oregon Resource Center** page to access important forms and information such as:

- ⇒ Provider Manual
- ⇒ Prior Authorization Lists
- ⇒ Medical Management Forms
- ⇒ Claims Payment Vendor (Instamed) Information

Verifying Member Eligibility

Members will have the Payer ID LIFE1 and the Optum logo on their medical ID card (see examples on next page). Member eligibility can be verified at the time of service.

Online:

UHCprovider.com/eligibility

Professionals.optumcare.com/portal-login

Phone: 877-842-3210

Prior Authorization

Prior authorization is required for certain services based on the patient's plan benefits. Forms and Prior Authorization lists can be found online at professionals.optumcare.com/resources-clinicians/oregon-clinician-resources.html where you can also log in to the Optum Care Provider Center to submit prior authorizations online.

Urgent and Routine Prior Authorization

Phone: 1-866-565-3664

Fax: 1-855-402-1684

Prescription Prior Authorization

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

Claim Submission Information

Electronic Data Interchange (EDI)

Use Payer ID: LIFE1

Send Paper Submissions to:

Attention: Optum Care Network

P.O. Box 30788

Salt Lake City, UT 84130-0788

Claim Status:

Log in to Optum Care Provider Center, our Inline provider portal to view claim status: professionals.optumcare.com/portal-login

Electronic Funds Transfer (EFT)

Optum Care Network uses Instamed as its free provider payer payment solution.

Please Register for Free ERA/EFT:

Online: Visit instamed.com/eraeft

Call: 1-866-945-7990

Hospital Inpatient Notification

Notify Optum Care Network of hospital admissions no later than 24 business hours after admission or 24 business hours after discharge by phone or fax.

Phone: 253-627-4113

Phone: 877-836-6806

Fax: 253-627-4708

Specialists and Facilities

OCN of Oregon uses UHC's Specialist network for referrals. Please use the UHC support site to determine in network providers, or contact the **Optum Care Network Service Center** for assistance.

Medical Management

Optum Care Network medical management programs provide high touch telephonic 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, found at professionals.optumcare.com/resources-clinicians/oregon-clinician-resources.html 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

Example Optum Care Network of Oregon Insurance ID Cards

United Healthcare Medicare Advantage HMO

- 1 Participating Health Plan Logo
- 2 Payer ID
- 3 Plan Name
- 4 Provider Services Toll-Free Number
- 5 Medical Claims Address



United Healthcare Medicare Advantage PPO

- 1 Participating Health Plan Logo
- 2 Payer ID
- 3 Plan Name
- 4 Provider Services Toll-Free Number
- 5 Medical Claims Address

