



Quick Reference Guide for UnitedHealthcare Oxford

Overview

As part of our continued efforts to serve you and our members better, we took initial steps in December 2017 to streamline your administrative experience with us. We expect to continue this effort over the next 24 to 36 months as employer groups covered under UnitedHealthcare Oxford commercial plans renew their employee health care benefit plans. In the meantime, some of the ways you do business with us may differ depending on whether the member's employer group has renewed their benefit plan and transitioned to our new administrative process.

We encourage you to keep this quick reference guide handy to help you determine the process to follow based on the member's ID card. If you have questions, please contact Provider Services at 800-666-1353.



Use the UnitedHealthcare Oxford Health Plan Member ID Card to Determine Process

Members with renewed coverage have a new 11-digit member ID number, and the Group Number is numeric only. Please be sure you update this member information in your records.

- Check the member's eligibility each time they visit your office.
- Include the member's new ID number on claim submissions or when requesting services that require authorization.
- Use the provider website listed on the back of the member's health plan ID card for secure transactions such as submitting prior authorization and checking claims status.



New UnitedHealthcare Oxford Health Plan ID Card Sample

11-digit member ID number and numeric Group Number

UnitedHealthcare
Oxford

Health Plan (80840): 911-06111-07
Member ID: 9999999900 Group Number: 1598482

Member:
John Smith

Payer ID 06111

OPTUMRx
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UNITEDRX

DOI-1701 Oxford Non-Gated PPO HSA (Freedom Network)
Underwritten by Oxford Health Insurance, Inc.

Printed: 05/30/2018

Members: Preauthorization is required for certain services, as described in your member documents. You may be penalized if you do not obtain a required preauthorization.

Web: myuhc.com Call anytime to speak with a nurse

Phone: 800-444-6222

Providers: 800-666-1353 or uhcprovider.com
Medical Claims: PO Box 29130, Hot Springs, AR 71903

shared savings MultiPlan NO Referral Required UnitedHealthcare Choice Plus Network available in some of our service areas and all other states except CT and NJ

Pharmacists: 888-290-5416
Pharmacy Claims: Optum Rx, PO Box 29044, Hot Springs, AR 71903



Existing UnitedHealthcare Oxford Health Plan ID Card Sample

Nine-digit member ID number and alpha-numeric Group Number



Checking Member Eligibility

You can check member eligibility by checking the provider website listed on the back of the member's ID card.

Members with new ID cards:

- Use the eligibilityLink tool on Link. To access Link, please go to UHCprovider.com and sign in by clicking the Link button in the top right corner. If the member's information is available through eligibilityLink, their policy has renewed.

Members without new ID cards:

- Use oxfordhealth.com, which will continue to have historical member eligibility and claims data.

If you're unable to use the web, please call Provider Services at 800-666-1353.



Prior Authorization Submissions

Members with new ID cards:

- **Online:** Use the Prior Authorization and Notification tool on Link. To access the tool, go to UHCprovider.com and sign in by clicking the Link button in the top right corner.

Members without new ID cards:

- **Online:** Use oxfordhealth.com > Providers or Facilities > Transactions > Submit > Precert Requests.

For alternate submission options and more information, please refer to the Oxford Commercial Supplement section in the UnitedHealthcare Care Provider Administrative at UHCprovider.com/guides.



What's Not Changing

The electronic remittance advice Payer ID number will remain **06111**.



Claims Editing Software Change

As employer groups renew their contract and transition to our new administrative process, the claims editing software product we currently use will change to Claims Editing Software (CES) which includes:

- CES Professional Editing Module
- CES Facility Editing Module

CES is owned by Optum, Inc., an affiliate of UnitedHealth Group.



Notification/Prior Authorization for Cardiology or Radiology/Advanced Outpatient Imaging Procedures

Please continue to submit or check the status online or by phone.

- **Online:** evicore.com
- **Phone:** 877-PREAUTH (877-773-2884), 7 a.m. to 7 p.m. Eastern Time, Monday through Friday

For more information about notification/prior authorization requirements for cardiology or radiology/advanced outpatient imaging procedures, go to UHCprovider.com/cardiology or UHCprovider.com/radiology.



Paper Claims and Appeals Submissions

Paper Claims:

UnitedHealthcare Oxford
P.O. Box 29130
Hot Springs, AR 71903

Appeals:

UnitedHealthcare Grievance Review Board
P.O. Box 29134
Hot Springs, AR 71903



We're Here to Help

If you have questions, please contact Provider Services at **800-666-1353**.

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

Oxford HMO products are underwritten by Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Administrative services provided by Oxford Health Plans LLC.

Doc#: PCA-1-013070-11192018_11202018

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