

# Administrative updates for UnitedHealthcare Medicare Advantage members in Washington



For dates of service beginning Jan. 1, 2026, Optum Health Networks, an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit and check referral status
- Submit hospital admission notifications
- Submit prior authorization requests
- Check claim status, submit claims and claim reconsiderations

The following benefit plans will be administered by Optum Health Networks, effective Jan. 1, 2026:

Contract number	PBP	Segment ID	Group number
H1278	028	000	90361
H1278	028	000	90738
H2001	137	000	90391
H2001	137	000	90393
H2406	042	000	90797*
H2406	044	000	06357**
H2406	044	000	90799**
H2406	070	000	90818*
H2406	070	000	90819*
H2406	073	000	90821*
H2406	112	000	90858**
H2406	112	000	92127**
H3805	001	000	92117*

Contract number	PBP	Segment ID	Group number
H3805	015	000	91647
H3805	015	000	92118
H3805	017	000	90890
H3805	017	000	91651
H3805	032	000	90409
H3805	032	000	90894
H3805	033	000	90153
H3805	033	000	90415
H3805	034	000	06391
H3805	034	000	90155
H3805	035	000	90156
H3805	037	000	90902
H3805	037	000	91656
H3805	039	001	90288*
H3805	039	001	90907*
H3805	039	002	90291*
H3805	039	002	90910*
H3805	041	000	90294*
H3805	044	000	90423
H3805	045	000	90427
H3805	806	000	Any employer groups associated with these H/PBPs
H4604	013	000	90911**
H4604	019	000	90912**
H4604	020	000	90432**
H4604	020	000	90913**

\*Group number for Oregon members who select a Washington primary care physician (PCP).

\*\*Group number for Idaho members who select a Washington primary care physician (PCP).

As of Jan. 1, 2026, the following plans are no longer administratively managed by Optum Health Networks. These plans will be managed by UnitedHealthcare.

State	Contract number	PBP	Segment ID
Washington	H1278	029	000
Washington	H1278	030	000
Washington	H1278	031	000
Washington	H1278	032	000
Washington	H2001	087	000
Washington	H2001	136	000

For more information, including group numbers, see the [2026 Medicare Advantage, CSNP & DSNP Quick Reference Guide](#).

### Verifying member eligibility

You can verify member eligibility:

**Online:** Sign in to the Optum Pro portal at [optumproportal.com](https://optumproportal.com)

### Referrals

For plans that require referrals, submit referral requests online at [optumproportal.com](https://optumproportal.com)

### Specialist services referrals

Starting **Jan. 1, 2026**, most members enrolled in UnitedHealthcare Medicare Advantage HMO and HMO-POS plans will be required to obtain a referral from their primary care provider (PCP) before accessing certain specialist services in outpatient, office or home settings.

### Applicable markets

This requirement will apply to UnitedHealthcare Medicare Advantage HMO and HMO-POS plan members delegated to Optum networks in the following markets. To see if a UnitedHealthcare Medicare Advantage plan member is delegated to your Optum network, check their member ID card. It will list **LIFE1** as the payer ID.

- Arizona
- Colorado
- Connecticut
- Georgia
- Idaho
- Indiana
- Kansas-Missouri
- Nevada\*
- New Jersey
- New Mexico\*\*
- New York
- Ohio
- Oregon
- South Carolina
- Tennessee
- Utah
- Virginia
- Washington
- Wisconsin

\*Nevada has referral requirements currently in place. Existing referral policies will not change, and referrals are required for all 2026 dates of service. For referral exclusions, requirements and details, please refer to the member's evidence of coverage.

\*\*New Mexico has referral requirements currently in place. The existing referral requirements will be replaced with this new referral policy that includes claim denial. Please see Key dates below for details regarding this update.

## What this change means

If you see patients covered by a UnitedHealthcare Medicare Advantage HMO or HMO-POS plan in one of the applicable markets, they must obtain a referral from their PCP before seeing a specialist. The PCP must submit the referral to Optum prior to the specialist visit.

Referral requirements **do not apply** to members enrolled in:

- Institutional SNP plans
- Erickson Advantage plans
- Michigan Integrated DSNP plan (H2247-005)

The new referral requirements will **not** apply to services provided by a(n):

- |                                 |                             |                           |
|---------------------------------|-----------------------------|---------------------------|
| • Audiologist                   | • Nuclear medicine          | • Podiatrist              |
| • Chiropractor                  | • Nutritionist              | • Primary care provider   |
| • Emergency medicine            | • Obstetrician/gynecologist | • Radiologist             |
| • Hematologist                  | • Oncologist                | • Therapeutic radiologist |
| • Infectious disease specialist | • Ophthalmologist           | • Urgent care             |
| • Mental health provider        | • Optician                  |                           |
| • Neonatology                   | • Optometrist               |                           |

In addition, a PCP referral is **not required** for:

- PT/OT/ST
- Cardiac or pulmonary rehabilitation services
- Provision of anesthesiology (pain management services rendered by an anesthesiologist do require a referral)
- Home health agency services
- Services performed in an observation setting
- Any services from a pathologist or inpatient consulting physician, including hospitalists
- Emergency room, ambulance or urgent care services
- Same-day or walk-in visits for evaluation and treatment for orthopedic urgent care with a diagnosis of acute fracture, sprain, strain, dislocation or other acute injury
- Telehealth services
- Medicare-covered preventive services, kidney disease education or diabetes self-management training
- Routine annual physical exams, routine vision exams or hearing exams
- Dialysis services
- Any lab services or radiological or non-radiological testing services, including preventive and diagnostic mammograms and colonoscopies
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies, Medicare Part B drugs or allergens
- Additional coverage that may be included by some Medicare Advantage plans but are not covered by Medicare, such as hearing aids, routine eyewear, dental care, fitness memberships or outpatient prescription drugs

Note, eligibility and benefit verification information and member materials, such as the Evidence of Coverage, may indicate referrals are required for additional benefit categories. However, PCPs are not required to submit referrals for the exclusions listed above, and Optum will not check for referrals for the above categories when paying claims.

Members with an active referral may see providers of the same specialty billing under the same TIN - including physicians, nurse practitioners, physician assistants or other healthcare professionals - without a separate referral.

## **Additional key information**

Claims denied due to missing referrals will be considered provider liability. Members must not be balance billed for services rendered without a valid referral.

Claims may still be denied even if a referral is on file if:

- The services are not covered under the member's benefit plan
- Required prior authorization was not obtained

## **Learn more**

Additional information about the upcoming referral requirement is posted at [UHCprovider.com/news](https://UHCprovider.com/news).

## **We're here for you**

If you have questions, please contact an Optum Health Networks team member. For technical assistance, contact the support team using the Contact us link in the portal.

## **Prior authorization**

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage PPO.

Services that require prior authorization will be listed at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > Advance Notification and Plan Requirement Resources. Submit your request at least 7 days before the planned date of service:

**Online:** [optumproportal.com](https://optumproportal.com)

**By phone:** 877-836-6806

You don't need to submit another prior authorization request if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2026, and after. Optum Health Networks will reimburse services approved by UnitedHealthcare.

## **Hospital admission notifications**

Please notify Optum Health Networks of hospital admissions no later than 1 business day after admission:

**Online:** [optumproportal.com](https://optumproportal.com)

**By phone:** 877-778-4108

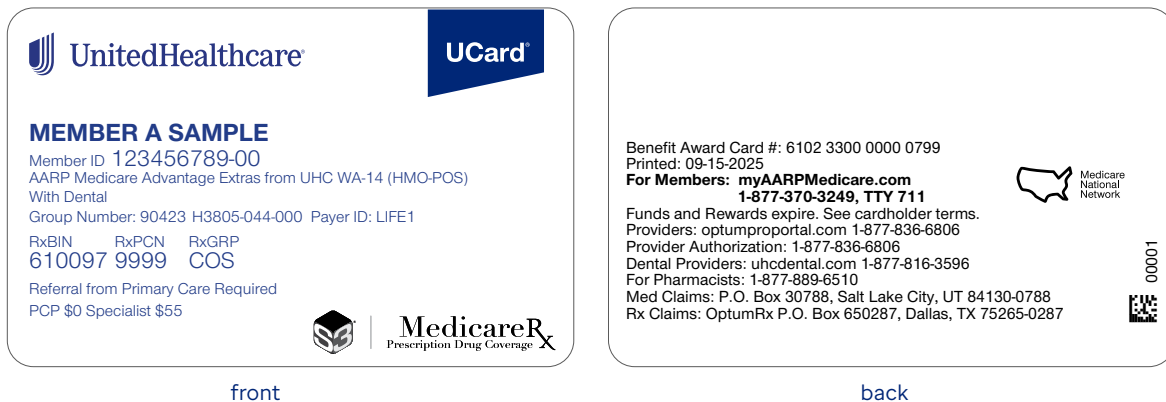
## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 and will have other applicable delegation-specific descriptors such as delegate name and delegate website listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

## UnitedHealthcare UCard

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services to members and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard includes a Benefit Award Card Number, security numbers, expiration dates and a magnetic stripe for in-store purchases or spending rewards – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- Payer ID is listed on the front of the member ID card
- PCP name and phone number displays on some referral plan ID cards



front

back

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

## 2026 plan names

Providers can refer to the [Medicare Advantage Benefit Plan Names](#) for state-specific plan names.

## Plan overviews

Plan overviews are available in the [2026 Medicare Advantage, CSNP & DSNP Plan Overview Course](#) > State > Interactive guide.

## Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](https://UHC.com/medicare) > Shop Medicare plans > Enter ZIP code > Find plans > View 2026 plans Medicare Advantage plans > Find plan and select view plan details > Plan documents > Summary of benefits.

## UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Some HMO and HMO-POS plans with referral requirements have access to the UnitedHealthcare Medicare National Network. For services requiring a referral, referrals are required to any participating network specialist nationwide, including specialists both inside and outside the member's home plan service area. For HMO and HMO-POS plans with referral requirements and the Passport benefit, a PCP referral is not required for Passport services. For more information about National Network and Passport, visit [UHCprovider.com/plans](https://UHCprovider.com/plans) > Choose your state > Medicare > Choose plan > Tools & Resources.

### Claims

Submit claims using the following electronic Payer ID or mailing address:

**Payer ID:** LIFE1

**Mailing address:**

Optum Care Claims  
P.O. Box 30788  
Salt Lake City, UT 84130-0788

Submit claim reconsiderations:

**Online:** [optumportal.com](https://optumportal.com)

Check the status of your claim submission:

**Online:** [optumportal.com](https://optumportal.com)



The delegate owns all reconsiderations and appeals when they process claims for a delegated member.



**Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.**



### Questions?

For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).