



# 2025 Network Quick Reference Guide

## Welcome to Optum Care Network of Washington

Optum Washington Network, LLC, d.b.a. Optum Care Network of Washington is an organization that is delegated to perform certain functions on behalf of health plans. OCN has a local management team.

Optum Care Network of Washington, works with practices in the network to improve 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.

This QRG provides an overview of information you will need when caring for members of this OCN WA.

## Eligibility

Optum Care Network of Washington serves the state of Washington. This Optum network serves Medicare Advantage members insured through specified plans in the following counties: Ada | Adams | Bannock | Bear Lake | Benewah | Benton | Bingham | Blaine | Boise | Bonner | Bonneville | Boundary | Camas | Canyon | Caribou | Cassia | Chelan | Clackamas | Clallam | Clark | Clearwater | Columbia | Cowlitz | Custer | Deschutes | Douglas | Elmore | Ferry | Franklin | Fremont | Garfield | Gem | Gooding | Grant | Hood River | Idaho | Island | Jackson | Jefferson | Jerome | Josephine | King | Kitsap | Kittitas | Kootenai | Lane | Latah | Lemhi | Lewis | Lincoln | Linn | Madison | Marion | Mason | Minidoka | Multnomah | Nez Perce | Okanogan | Oneida | Owyhee | Payette | Pend Oreille | Pierce | Polk | San Juan | Shoshone | Skagit | Skamania | Snohomish | Spokane | Teton | Thurston | Twin Falls | Valley | Wahkiakum | Walla Walla | Washington | Whatcom | Yakima | Yamhil

## Participating plans



## Optum Care Service Center

Eligibility, claims/authorization status, general billing questions, prior authorization intake

Phone: **877-836-6806**, 8 a.m.–5 p.m. PT, Monday–Friday

## Submitting a claim

For electronic submissions, use payer ID: **LIFE 1**

*Claims should be submitted electronically.*

Paper claims, though not preferred, can be mailed to:

Optum Claims

P.O. Box 30788,

Salt Lake City, UT 84130-0788

## Prior authorizations, admission notification and referrals

Prior authorization and admission notification are required for certain services based on the patient's benefit plan. Prior authorization requests should only be submitted electronically online unless online not available.

Online: [onehealthport.com](https://onehealthport.com)

Phone: **877-836-6806**, 8 a.m.–5 p.m. PT, Monday–Friday

Fax–New Auth (General): **855-402-1684**

Fax–Part B New Auth: **855-402-1684**

Fax–Clinical Submissions for New or Existing Auth: **855-402-1684**

## Member Services

*Please refer to member's ID card for member services contact information.*

Optum Physical Health (PT/OT/ST/Chiro)

Online: [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com)

Phone: **800-873-4575**

Optum Behavioral Health or substance abuse

Phone: **800-985-2596** TTY 711

Non-Emergency Transportation

Phone: **866-418-9812**


## Optum sample ID card

The cards below represent examples of Optum members' Medicare Advantage health plan ID card through UnitedHealthcare and Humana. You can confirm the UnitedHealthcare Medicare Advantage or Humana plans are managed by Optum by locating the Optum Care Network of Washington name on the front of the card and Payer ID: **LIFE1** on the back.


Plan name and type	CMS contract	Group #	Type
AARP® Medicare Advantage	H3805	90890	HMOPOS
	H3805	91651	
	H3805	91647	
	H3805	92118	
AARP® Medicare Advantage Patriot	H4604	90912	HMOPOS
AARP® Medicare Advantage Plan 1	H3805	90902	HMO
	H3805	91656	
AARP® Medicare Advantage Plan 2	H4604	90913	HMOPOS
	H4604	90432	
AARP® Medicare Walgreens	H3805	90894	HMOPOS
	H3805	90409	
Humana Gold Diabetes	H5619	076/832	HMO
Humana Gold Plus	H2486	076/549	HMO
	H2486	076/550	
Humana Gold Plus	H5619	076/570	HMO
	H5619	076/118	
	H5619	076/616	
	H5619	076/112	
	H5619	076/833	
	H5619	076/542	
	H5619	076/156	
	H5619	076/113	
	H5619	076/545	
	H5619	076/617	
	H5619	076/114	
	H5619	076/116	
	H5619	076/530	
	H5619	076/537	
	H5619	076/541	
	H5619	076/536	
Humana Gold Plus	H1036	076/662	HMO
	H1036	076/346	
	H1036	076/596	
UHC AARP® Medicare Advantage	90288	90291	HMO
UHC AARP® Medicare Advantage	H2001	90391	PPO
	H2001	90393	

	H2001	90376	
	H2001	90378	
	H2001	90389	
UHC AARP® Medicare Advantage	H2406	90799	PPO
	H2406	90858	
	H2406	92127	
	H2406	90797	
	H2406	90819	
	H2406	90818	
	H2406	90821	
	H2406	90797	
	H2406	90819	
	H2406	90818	
	H2406	90821	
UHC AARP® Medicare Advantage	H1278	90744	PPO
	H1278	90746	
UHC AARP® Medicare Advantage Choice	H1278	90738	PPO
	H1278	90361	
UHC AARP® Medicare Advantage Choice Plan 1	H1278	90742	PPO
	H1278	90740	
UHC AARP® Medicare Advantage Choice Plan 2	H1278	90750	PPO
	H1278	90369	
UHC AARP® Medicare Advantage Extras	H3805	90427	HMOPOS
	H3805	90294	
	H3805	90423	
UHC AARP® Medicare Advantage Patriot	H3805	90156	HMO
UHC AARP® Medicare Advantage Patriot	H1278	90748	PPO
UHC AARP® Medicare Advantage Plan 1	H3805	92117	HMOPOS
UHC AARP® Medicare Advantage Plan 1	H3805	90153	HMO
	H3805	90415	
UHC AARP® Medicare Advantage Plan 2	H3805	90155	HMO
UHC Medicare Advantage	H4604	90911	HMO
UHG Medicare Advantage Cement Masons	H3805	92149	HMO
UHG Medicare Advantage City of Seattle	H3805	92210	HMO
UHG Medicare Advantage Harrison Electrical	H3805	92133	HMO
UHG Medicare Advantage HMO UFCW Local 555	H3805	92204	HMO

UHG Medicare Advantage Machinist H&W Trust	H3805	92169	HMO
UHG Medicare Advantage Pacific Coast Shipyards	H3805	92176	HMO
UHG Medicare Advantage Retirees Welfare Trust Coordinated Care	H3805	92190	HMO



**MEMBER A SAMPLE**  
 Member ID 123456789-00  
 UHC Complete Care ID-001A (PPO C-SNP)  
 With Dental  
 RxBIN: 610097 RxPCN: 9999 RxGRP: COS  
 Group Number: 90305 H0271-043-000  
 PCP: PROVIDER  
 PCP: 555-555-5555  
 Optum Care Network - Idaho  
 PCP \$0 Spec 20%




Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567  
 Security Code: 1234  
**For Members: myAARPMedicare.com**  
**1-844-876-6176, TTY 711**  
 Providers: optumproportal.com 1-855-822-4340  
 Provider Authorization: 1-855-822-4340  
 Payer ID: LIFE1  
 Dental Providers: uhcdental.com 1-877-816-3596  
 Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539  
 Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287  
 For Pharmacists: 1-877-889-6510





X327029600340



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

**See Back for Dental** CARD ISSUED: 1/1/2025

**MEMBER A SAMPLE**  
**Member ID: H12345678**  
 Plan (80840) 9140461101  
 RxBIN: XXXXXX  
 RxPCN: XXXXXXXX  
 RxGRP: XXXXX

Set up your member account: **Humana.com/myaccount**  
 Member/Provider Service: 1-800-457-4708 (TTY:711)  
 Suicide and Crisis Lifeline: 988  
 Pharmacist/Physician Rx Inquiries: 1-800-865-8715  
 IPA/Center Name: XXXXXXXX-HMO  
 Primary Physician: XXXXXXXXXX

CLAIMS: PAYER ID LIFE1 PO BOX 30539 SALT LAKE CITY UT 84130  
 For Dental: **Humana.com/sb**  
 Additional Benefits: DENXXX VISXXX HERXXX  
 EyeMed Vision: 1-888-289-0595

Disclaimer: This quick reference guide is effective Jan. 1, 2025, for all providers currently participating in this Optum network in Washington. It is effective for all care providers who join our Optum network on or after Jan. 1 of 2025. This manual is subject to change. We frequently update content in our effort to support our health care providers.

This guide is not intended to be exhaustive nor contractually binding. In the event of a conflict or inconsistency between this quick reference guide and your network contractual agreement or applicable federal and state statutes and regulations, the terms of the contractual agreement along with federal and state statutes and regulations shall control.

Optum reserves the right to supplement this guide to ensure that the information, terms and conditions remain in compliance with all governing Center for Medicare Service (CMS) regulations and relevant federal and state laws.