



**Optum Washington Network, LLC,
d.b.a. Optum Care Network of Washington
Referral and Billing Process
Frequent Asked Questions**

Q: Does OCN have its own network of Primary Care Providers (“PCP”) and specialists?

A: OCN is a local, physician-led organization contracted with multiple Medicare Advantage payers and one Apple Health plan, delegated to perform certain administrative duties (example: claim processing, credentialing, utilization management, care management) for health plan members who have selected a PCP who is contracted with OCN. OCN is not a health plan or benefit plan. Members are selecting the health plan/benefit plan and its network of contracted providers- which gives them access to the health plan’s network of providers in addition to those contracted with OCN.

Q: What is the relationship between the health plan and OCN?

A: OCN holds contracts with certain health plans/benefit plans to administer benefits on their behalf for certain members. Currently includes the following health plans: UnitedHealthcare and Humana.

Q: Since OCN and UnitedHealthcare are part of UnitedHealth Group, will OCN still accept other health plans?

A: Yes. OCN operates independently from UnitedHealthcare and is contracted with a variety of health plans.

Q: What triggers OCN being listed on the back of a health plan ID card?

A: It is based on the PCP. When a member chooses a PCP who is contracted with OCN or who becomes contracted with OCN then the member health plan ID card will reflect “Life1”.

Q: Does a member inform the specialist’s office of their coverage and to submit claims to Optum?

A: Members have access to their health plan’s network. OCN administers the health plan contract to process claims for providers who are contracted with the health plan and not contracted with OCN directly. The member is unaware of OCN since it is not “coverage” or a benefit plan.

Q: Why does my insurance Medicare Advantage ID card have OCN on the back for medical claims when my coverage is through (Humana and UHC)?

A: OCN is administering some of your benefits on behalf of your health plan.

Q: My insurance is with (Humana and UHC). My doctor states his office does not bill OCN. How does the billing department confirm the member is properly covered?

A: OCN is not the health plan. The billing department should treat the member the same as though they would if they were dealing with the health plan directly, except that OCN does not require referrals for claim processing so there is one less step to take (Humana requires this). OCN is simply administering the benefits on behalf of the health plan.

Prior Authorizations:

OCN WA follows the health plans' network and prior authorization requirements. Prior authorization is not required for office visits to specialists who are contracted with the members health plan.

Q: When is prior authorization required?

A: Please refer to the members health plan prior authorization requirements.

Q: What happens when I am referred to a specialist that is not contracted with OCN?

A: You can still see the specialist that you were referred to as long as they are contracted with the health plan since they do not need to be directly contracted with OCN.

Q: What is the process for specialist referrals and prior authorizations not contracted in the OCN network?

A: OCN does not require referrals to be submitted to process a claim. Prior authorizations follow the same prior authorization list as the health plan.

Q: Does the list of what requires prior authorization differ for people that have a (Humana and UHC) PCP vs those that have an OCN PCP?

A: No, it does not differ.

Q: Do OCN members have access to the full Humana or UHC network?

A: Yes, they do.

Q: Can OCN members see specialists in the insurance carriers' network, (Humana and UHC) and OCN?

A: Yes, members can see either OCN or their health plan's contracted specialists.

Members:

For questions regarding claims, billing, referrals, or prior authorizations, members can call their health plan.

Providers:

For questions regarding claims, billing, referrals, or prior authorizations, providers can call 1-877-836-6806.

For claims disputes email: claimdispute@optum.com.

For escalated issues not resolved through the proper billing and claims processes by the member's health plan or OCN:

Email Growth and Retention Manager for OCN Optum Care Washington

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