UnitedHealthcare Community Plan
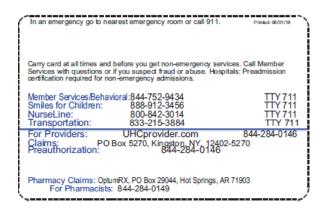Community Plan

OPTUMRx

UnitedHealthcare Community Plan of Virginia
Important Coverage Information

UnitedHealthcare Community Plan manages pharmacy benefits for Virginia Medallion 4.0, Commonwealth Coordinated Care Plus, and Medicaid Expansion members and OptumRx, our pharmacy benefits manager, handles the claims processing. Members receive UnitedHealthcare Community Plan Member ID cards as shown in these examples.
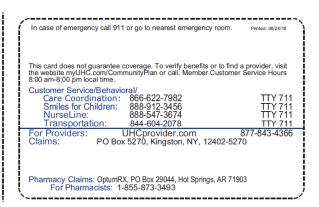
Please review the following information regarding pharmacy benefits for these members so you can correctly process pharmacy claims.

Member ID Card Examples

Card 1 (front):

UnitedHealthcare® | Community Plan

Health Plan (80840) 911-87726-04

Member ID: 001500006   Group Number: VAMDN

Member:
REISSUE M ENGLISH
Medicaid ID: 9999999996
PCP Name:
DOUGLAS   GETWELL
PCP Phone: (717)851-6816

Payer ID: 87726

OPTUMRx
Rx Bin: 610494
Rx GRP: ACUVA
Rx PCN: 4900

Date of Birth: 06/15/2013   Effective Date: 08/26/2013

0501

UnitedHealthcare Community Plan of Virginia - Medicaid
Administered by UnitedHealthcare of the Mid-Atlantic, Inc.

Card 1 (back):

In an emergency go to nearest emergency room or call 911.   Printed: 06/01/18

Carry card at all times and before you get non-emergency services. Call Member Services with questions or if you suspect fraud or abuse. Hospitals: Preadmission certification required for non-emergency admissions.

Member Services/Behavioral: 844-752-9434   TTY 711
Smiles for Children: 888-912-3456   TTY 711
NurseLine: 800-842-3014   TTY 711
Transportation: 833-215-3884   TTY 711
For Providers: UHCprovider.com   844-284-0146
Claims: PO Box 5270, Kingston, NY, 12402-5270
Preauthorization: 844-284-0146

Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 844-284-0149

Card 2 (front):

UnitedHealthcare | Community Plan

Plus
Commonwealth Coordinated Care Plus

Health Plan (80840) 911-87726-04

Member ID: 001500002   Group Number: VACCCP

Member:
REISSUE M ENGLISH
Medicaid ID: 9999999992
PCP Name:
DOUGLAS   GETWELL
PCP Phone: (717)851-6816

Payer ID: 87726

OPTUMRx
Rx Bin: 610494
Rx GRP: ACUVA
Rx PCN: 4900

0501

UnitedHealthcare Community Plan
Administered by UnitedHealthcare Insurance Company

Card 2 (back):

In case of emergency call 911 or go to nearest emergency room.   Printed: 08/24/18

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan or call. Member Customer Service Hours 8:00 am-8:00 pm local time.
Customer Service/Behavioral/
Care Coordination: 866-622-7982   TTY 711
Smiles for Children: 888-912-3456   TTY 711
NurseLine: 888-547-3674   TTY 711
Transportation: 844-604-2078   TTY 711
For Providers: UHCprovider.com   877-843-4366
Claims: PO Box 5270, Kingston, NY, 12402-5270

Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 1-855-873-3493

Claims Processing Information
Please submit claims using the following information.

Name of Processor:	OptumRx
Bank Identification Number:	610494
Processor Control Number:	4900
Submitted Group:	ACUVA

Dispensing Three-Day Supply Emergency Prescriptions

If the medication is needed immediately and prior authorization is not available, you may dispense medications as an emergency three-day supply by following these policies:

- Dispense only one three-day supply per member, per drug
- For medications that cannot be dispensed as an exact three-day supply, such as metered dose inhalers, nasal sprays, topical preparations and powders for reconstitution, dispense the minimum quantity as a three-day supply
- Complete the claim form fields as follows:
    - "Prior Authorization Type code" (Field 461-EU) = 8
    - "Prior Authorization Number Submitted" (Field 462-EV) = 3
    - "Day Supply" in the claim segment of the billing transaction (Field 405-D5) = 3

To help reduce processing errors, please confirm the information on each member's ID card before submitting prescriptions. If you have questions, please call the OptumRx Help Desk 24/7 at the number for pharmacists found on the back of the member's ID card.

If a member has not received their member ID card, please call the OptumRx Help Desk 24/7:

- Medallion 4.0 - **844-284-0149**
- CCC Plus – **855-873-3493**