

UnitedHealthcare Community Plan-Referral Reminder

April 26, 2022

Patients with certain UHC Community plans must obtain a **referral** from their PCP to see a specialist.

Prior authorizations and referrals are two different things. When coordinating with a PCP for specialty care, the request should always be made for a referral, not authorization.

- ⇒ Referrals are needed for a patient to see a specialist for an acute issue that will allow office visits, minor procedures, x-rays, etc. to be covered by the plan for a certain number of visits or a specified timeframe (3 months, 6 months, etc.). It is the responsibility of the PCP or referring specialist to initiate this process, not the patient or the provider the patient is being referred to.
- ⇒ If the patient has a high ticket DME purchase, needs high tech radiology (like an MRI), or surgery, that's where prior authorization may be required, and it is the responsibility of the specialist to obtain prior authorization, never the responsibility of the patient.

Note that if a referral is not obtained and a patient has already been seen by the practice, it is unlikely that the PCP or other referring provider will be able to obtain a retroactive referral. The referral should always be verified before a patient is seen. Failure to do so will prevent claims from getting paid where the patient cannot be balance billed if the provider/practice is participating with the UnitedHealthcare Community Plan. Unpaid balances will have to be written off.

You cannot bill the patient even when you have them sign a payment agreement.

In terms of ID cards, it can be very confusing to determine which plans require a referral. **Some plans (such as Medicare and state exchange plans) do not require referrals for providers but may require authorization. Checking eligibility for patients will determine which services require authorization.**

Please click on the following link from United Healthcare for more information ([NY-Specialty-Referral-FAQ.pdf \(uhcommunityplan.com\)](#))

UnitedHealthcare Community Plan-Referral Reminder

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The following plan types **require a referral** in order for specialist visits to be covered by the United Healthcare Community Plan:

NY Medicaid & Family Health Plus Card Sample

Medicaid only

UnitedHealthcare[®] | Community Plan
Health Plan (80840) 911-87726-04
Member ID: 001000002 Group Number: NYCDFHP
Member: REISSUE ENGLISH Payer ID: 87726
CIN#: 9999999222
PCP Name: DOUGLAS GETWELL
PCP Phone: (718)260-4600
OPTUMRx[™]
Rx Bin: 610494
Rx Grp: ACUNY
Rx PCN: 4800
0501 UnitedHealthcare Community Plan for Families Administered by UnitedHealthcare of New York, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 10/20/19

This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.

For Members:	800-493-4647	TTY 711
NurseLine:	877-597-7801	TTY 711

For Providers: UHCprovider.com 866-362-3368
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRx, PO Box 65033, Dallas, TX 75269-0334
For Pharmacists: 877-305-8952

Child Health Plus Card Sample

UnitedHealthcare[®] | Community Plan
Health Plan (80840) 911-87726-04
Member ID: 001000006 Group Number: NYCHP
Member: REISSUE A ENGLISH Payer ID: 87726
PCP Name: DOUGLAS GETWELL
PCP Phone: (718)787-1017
OPTUMRx[™]
Rx Bin: 610494
Rx Grp: ACUNY
Rx PCN: 4800
0501 UnitedHealthcare Community Plan for Kids Administered by UnitedHealthcare of New York, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 10/20/19

This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members:	800-493-4647	TTY 711
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For Providers: UHCprovider.com 866-362-3368
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRx, PO Box 65033, Dallas, TX 75269-0334
For Pharmacists: 877-305-8952

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The following plan types **require a referral** in order for specialist visits to be covered by the United Healthcare Community Plan:

HARP Card Sample

UnitedHealthcare[®] | Community Plan
Health Plan (80840) 911-87726-04
Member ID: 000000238 Group Number: NYWEL4ME
Member: REISSUE T ENGLISH
CIN#: 9999999238 Payer ID: 87726
PCP Name: DOUGLAS GETWELL
PCP Phone: (516) 827-5757
OPTUMRx[™]
Rx Bin: 610494
Rx Grp: ACUNY
Rx PCN: 9999
0501 UnitedHealthcare Community Plan - Wellness4Me
Administered by UnitedHealthcare of New York, Inc.

In an emergency go to nearest emergency room or call 911. Printed 06/16/15

This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.

For Members:	866-433-3413	TTY 711
NurseLine:	877-597-7801	TTY 711

For Providers: uhcommunityplan.com 866-362-3368
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRX, PO Box 65033, Dallas, TX 75269-0334
For Pharmacists: 877-305-8952

The following plan types **do not require a referral** in order for specialist visits to be covered by the United Healthcare Community Plan:

NY Health Insurance Marketplace (Essential Plan) Card Sample

UnitedHealthcare[®] | Community Plan
Health Plan (80840) 911-87726-04
Member ID: [REDACTED] Group Number: NYEPP
Member: [REDACTED] Payer ID: 87726
PCP Name: KELLIE REED
PCP Phone: (585)368-4500
OPTUMRx[™]
Rx Bin: 610494
Rx Grp: ACUNY
Rx PCN: 4800
Copay: OFFICE/SPEC/ER/UrgCare/Rdlyg
\$15/\$25/\$75/\$25/\$25
0501 UnitedHealthcare Community Plan Essential Plan 1
Administered by UnitedHealthcare of New York, Inc.

In an emergency go to nearest emergency room or call 911. Printed 06/07/19

This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members:	866-265-1893	TTY 711
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For Providers: UHCprovider.com 866-362-3368
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 877-305-8952

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The following plan types **require a referral** in order for specialist visits to be covered by the United Healthcare Community Plan:

Dual Complete Medicare Advantage Card Sample

 Health Plan (80840) 911-87726-04		Printed: 09/10/20	
Member ID: [REDACTED]	Group Number: NYCARE		
Member: [REDACTED]	Payer ID: 87726	Within 48 hours of any hospitalization , please contact 1-855-727-2428 (1-855-PCS-CHAT) to report the admission. Please be ready to provide the following information: Name of Member, Member Plan ID number, Date of Admission and Discharge (if applicable) and Name of Hospital.	
CIN#: [REDACTED]		For Customer Service: 800-514-4912	TTY 711
PCP Name: PARUL SAXENA	Rx Bin: 610097	Mental Health: 888-291-2506	TTY 711
PCP Phone: (585)922-0130	Rx Grp: MPDCSP	Transportation MAS: 844-666-6270	TTY 711
	Rx PCN: 9999	For Providers: UHCprovider.com 866-362-3368	
		Medical Claims: PO Box 5240, Kingston, NY, 12402-5240	
		For Dental Providers: UHCprovider.com 1-800-514-4912	
		Medicare Community Plan CP Renew Active 	
		Pharmacy Claims: OptumRX, PO Box 650287, Dallas, TX 75265-0287	
		For Pharmacists: 877-889-6510	
H3387-010	UnitedHealthcare Dual Complete (HMO D-SNP)		