

UHC issues new ID cards April 2023

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New ID Cards

According to United Healthcare (UHC), a new wave of members will be transitioned to their new commercial claims processing system. All transition members will receive a new ID card beginning April 1, 2023. The members will have a new group number, Rx group number, and mailing address for medical claims. UHC states that these changes will not impact the Provider Portal or the process of requesting prior auths, claim submissions, or benefit inquiries.

The April 2023 wave of patients transitioning includes:

- **States:** Alaska, Arkansas, Hawaii, Iowa, Idaho, Kansas, Louisiana, Massachusetts, Michigan, Missouri, Mississippi, Nebraska, Nevada, New York, Ohio, Pennsylvania, Rhode Island, Tennessee, Utah, Wisconsin, and Wyoming
- **Plans:** Charter, Choice, Choice Plus, Core, Core Essential, Heritage, Heritage Plus, Heritage Select, Heritage Select Advantage, Heritage Select Plus, Navigate, Navigate Plus, Nexus ACO OA, Nexus ACO OAP, Nexus ACO R, Nexus ACO RB, Nexus ACO RP, Non-Diff PPO, Options PPO, Select, and Select Plus

It will also include members with an All Savers health plan, which will also rebrand to UHC:

- **States:** Alaska, Arizona, Arkansas, California, Colorado, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Mexico, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, West Virginia, Wisconsin, and Wyoming
- **Plans:** Advanced, AHN (Indiana), Charter, Choice, Choice (100+), Choice Plus, Choice Plus (100+), Core, Core Essential, Doctors Plan, Flex Focus, Freedom (Oxford) (100+), Freedom Plus (Oxford) (100+), HRH (Indiana), Liberty Plus (Oxford) (100+), Metro (Oxford) (100+), Navigate, Primary Focus, Select and Select Plus

(Source: <https://www.uhcprovider.com/en/resource-library/news/2023/new-id-cards-commercial-plans.html?cid=em-provider-news-2023nnb3-Mar23>)
