UnitedHealthcare Compass offers members access to a network of care providers customized according to market needs and resources. A primary care physician (PCP) coordinates member care, focusing on specific patient needs and driving personalized care improvements. Compass includes Individual Exchange Benefit Plans and any required off-Exchange versions in certain markets. To identify Compass network service areas, go to UnitedHealthcareOnline.com > Tools & Resources > Products & Services > UnitedHealthcare Compass.

### Compass Plans Overview

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### Key Features
- Specific network care providers and service areas that are tailored to Exchange members
- PCPs manage care and referrals to network specialists within the Compass service area as listed in our online provider directory.
- Electronic referrals are required for most services provided by a network specialist
- Advance notifications are required for certain services, as described in the Administrative Guide: UnitedHealthcareOnline.com > Tools & Resources > Policies, Protocols and Guides
- Admission notifications are required – the admitting physician must have a referral

### Benefits

<table>
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<th>Plan Models, available in some Markets</th>
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<th>In-Network Without Referral</th>
<th>Out-of-network Provider</th>
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<td>In network benefits</td>
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<td>No coverage*</td>
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*Except for emergency services and related admissions.*

- Non-emergent services outside the Compass network service area are not covered.
- Verify your participation status for the Compass network when you check patient eligibility on Optum Cloud at UnitedHealthcareOnline.com
- Refer to the Administrative Guide for Access Standard requirements you must establish for UnitedHealthcare members.

### ID Cards

Compass products require notification and prior authorization for certain planned services to determine if those services are covered under the member’s benefit contract. Refer to the Administrative Guide for further information. Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., and UnitedHealthcare of Washington, Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc. or its affiliates.

Doc#: PCA15352_20150123
**Compass Plans Overview**

**Referrals**
Referrals must be submitted on our secure website prior to a member appointment or service with a specialist. Go to UnitedHealthcareOnline.com > Notifications/Prior Authorizations > Referral Submission > Login.

**Referral Submission Requirements:**
- Referrals can only be submitted by the member’s assigned PCP or a PCP within that same tax ID
- User profiles must include the submitter’s referral submission ‘role’ to input referrals
- Review the patient eligibility screen to confirm that the member’s Compass coverage is active
- Referrals are only required for services from a network specialist within the Compass network service area

**Eligible services that do not require a referral include:**
- Network obstetrician/gynecologist, urgent care center, or convenience clinic
- Routine refractive eye exam from a network provider
- Mental health disorder and substance abuse services from network behavioral health clinicians
- Services from physicians with the same tax ID number (TIN) as the member’s PCP
- Services from a pathologist, radiologist or anesthesiologist
- Services in any emergency room or emergency ambulance
- Physician services for emergency/unscheduled admissions
- Services from inpatient consulting physicians
- Other services for which applicable laws do not allow a referral requirement
- Any non-physician services, including
  - Outpatient lab, x-ray, or diagnostics,
  - Physical therapy, network rehabilitation services with the exception of manipulative treatment and vision therapy (e.g. physician services),
  - Durable medical equipment, home health, prosthetic devices and hearing aids

**Access Information Online**
- UnitedHealthcareOnline.com > Tools & Resources > Products & Services > UnitedHealthcare Compass
  - Compass product overview and frequently ask questions
  - Online tutorials, quick reference guides and reports
  - Referral requirements
  - Three-month grace period details for Individual Exchange members

- UnitedHealthcareOnline.com > Patient Eligibility & Benefits
  - Patient eligibility and benefits
  - Verify participation status for Compass network

- UnitedHealthcareOnline.com > Tools & Resources > Health Information Technology > Optum Cloud Dashboard
  - Owner and user registration
  - About Optum Cloud

- UnitedHealthcareOnline.com > Tools & Resources > Training & Education
  - UnitedHealthcareOnline Password Owner Training for multi-TIN set up Referral Submission and Status Training

**Contact**
If you have questions about UnitedHealthcareOnline.com, please call 866-842-3278 (866-UHC-FAST) and select option 2.

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