



March 2019

Dear Optum Provider:

Optum manages the behavioral health benefits for KelseyCare Advantage, a Medicare Advantage plan in the Greater Houston area. The purpose of this communication is to remind you that your participation in the Optum Medicare network allows you to provide services to members covered under KelseyCare Advantage. Attached for reference are sample ID cards under KelseyCare Advantage.

It is also important to add, as a participating provider, you should be adhering to the specific access standards which are outlined within the Optum *National Network Manual* and are defined as follows:

- Respond within 24 hours to a Member request for routine outpatient care
- An initial MH/SUD appointment must be offered within 10 business days of the request
- An initial EAP appointment must be offered within three (3) business days
- Urgent appointments must be offered within required timeframes (MH/SUD - 48hours, EAP - 24 hours)
- Non-life-threatening emergencies must be offered within six (6) hours
- An immediate appointment must be offered for any life-threatening emergencies
- An MH/SUD outpatient appointment must be offered within seven (7) days of an acute inpatient discharge

If at any time, you are unable to adhere to these standards, you are asked to notify Network Management of your lack of availability for new referrals so you can be placed on unavailable status. Additionally, if you have opted-out of Medicare with CMS and no longer have a Medicare number, please also notify Network Management. Finally, if you are a group practice, please remember to steer any KelseyCare Advantage referrals to a Medicare eligible provider in your practice (not LPC's, for example).

Thank you for your continued participation in our network. If you have any questions about this communication, please contact Network Management via e-mail at: txbns@optum.com.

Sincerely,

Jon Severson
Director of Provider Relations, Central Region

KelseyCare Advantage

Sample ID Cards

City of Houston

 <p>Medicare Advantage Plan</p> <p>Name JOHN Q 811PREF/COH/</p> <p>ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332</p> <p>PCP \$0, Spec \$15 ER \$50, Urgent Care \$50</p>	<p><i>Preferred</i> HMO</p>  <p>RxBin: 015789 RxPCN: 05900000 RXID: 123450000</p> <p>Sample</p> <p>H0332 <811>_COHPREFID18</p>	<p>Member Services: 1-866-535-8405 1-866-302-9336 TTY/TDD</p> <p>Prescription Benefit provided by Optum RX: 1-866-589-5222</p> <p>VSP Member Services: 1-800-877-7195</p> <p>UBH Mental Health: 1-800-817-4808</p> <p>UMMedical Authorization: 1-888-684-5283</p> <p>www.kelseycareadvantage.com/coh</p>	<p>Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584</p> <p>Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757</p>
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Coastal Water Authority

 <p>Medicare Advantage Plan</p> <p>Name JOHN Q 810PRRX/CWA/</p> <p>ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332</p> <p>PCP \$0, Spec \$15 ER \$50, Urgent Care \$50</p>	<p><i>Preferred Rx</i> HMO</p> <p>RxBin: 015789 RxPCN: 05900000 RXID: 123450000</p> <p>Sample</p> <p>H0332 <810>_CWAPRRX18</p>	<p>Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD</p> <p>Prescription Benefit provided by Optum RX: 1-866-589-5222</p> <p>VSP Member Services: 1-800-877-7195</p> <p>UBH Mental Health: 1-800-817-4808</p> <p>UMMedical Authorization: 1-888-684-5283</p> <p>www.kelseycareadvantage.com/cwa</p>	<p>Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584</p> <p>Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757</p>
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Episcopal Diocese of Houston

 <p>Medicare Advantage Plan</p> <p>Name JOHN Q 810PRCH/EPDI/</p> <p>ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332</p> <p>PCP \$0, Specialist \$15 ER \$50, Urgent Care \$50</p>	<p><i>Preferred Rx+Choice</i> HMOPOS</p> <p>RxBin: 015789 RxPCN: 05900000 RXID: 123450000</p> <p>Sample</p> <p>H0332 <810>_EPDIPRCHID18</p>	<p>Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD</p> <p>Prescription Benefit provided by Optum RX: 1-866-589-5222</p> <p>VSP Member Services: 1-800-877-7195</p> <p>UBH Mental Health: 1-800-817-4808</p> <p>UMMedical Authorization: 1-888-684-5283</p> <p>www.kelseycareadvantage.com/diocese</p>	<p>Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584</p> <p>Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757</p>
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Employee Retirement System of Texas (ERS)

 <p>Medicare Advantage Plan</p> <p>Name JOHN Q 806HMO/ERS/</p> <p>ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332</p> <p>PCP \$0, Spec \$0 ER \$0, Urgent Care \$0</p>	<p>HMO</p> <p>RxBin: 015789 RxPCN: 05900001 (Part B coverage only)</p> <p>ERS EMPLOYEE RETIREMENT SYSTEM OF TEXAS</p> <p>H0332 <806>_ERSMOID18</p>	<p>Member Services: 1-877-853-9075 1-866-302-9336 TTY/TDD</p> <p>Part B drugs provided by Optum RX: 1-866-589-5222</p> <p>VSP Member Services: 1-800-877-7195</p> <p>UBH Mental Health: 1-800-817-4808</p> <p>UMMedical Authorization: 1-888-684-5283</p> <p>www.kelseycareadvantage.com/ers</p>	<p>Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584</p> <p>Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757</p> <p>After Hours Nurse Line: 1-713-442-0000</p>
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Metropolitan Transit Authority (Metro)

Preferred

		Preferred HMO	
Medicare Advantage Plan			
Name JOHN Q 807PREF/METRO/		RxBin: 015789 RxPCN: 05900000 RXID: 123450000	
ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332			
PCP \$0, Specialist \$15 ER \$50, Urgent Care \$50		H0332 <807>_METROPREFID18	
Sample		Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD	
		Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584	
		Prescription Benefit provided by OptumRX: 1-866-589-5222	
		VSP Member Services: 1-800-877-7195	
		Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757	
		UBH Mental Health: 1-800-817-4808	
		UMMedical Authorization: 1-888-684-5283	
		www.kelseycareadvantage.com/metro	

Preferred + Choice

		Preferred + Choice HMOPOS	
Medicare Advantage Plan			
Policy # H0332 Issuer (80840) 9210567898 ID 123450000		RxBin 015789 RxPCN 05900000 RxID 123450000	
Name JOHN Q 807PRCH/METRO/ PCP: Kelsey-Seybold Clinic \$0 PCP, \$15 Specialist HMOPOS			
Sample		H0332 <807>	
		Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584 Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD www.kelseycareadvantage.com/metro	
		Send Mental Health & Substance abuse claims to: P.O. Box 30757 Salt Lake City, UT 84130-0757 1-800-817-4808	
		For vision authorization call VSP Member Services at 1-800-877-7195	
		Prescription Benefit Provided by OptumRx 1-866-589-5222	
		H0332_METROPRCHID18	
<small>Certain medical services require pre-certification as detailed in your Evidence of Coverage. Contact KelseyCare Advantage Utilization Management at 1-888-684-5283 for approval of these services.</small>			

Preferred Rx

		Preferred Rx HMO	
Medicare Advantage Plan			
Name JOHN Q 810PRRX/METRO/		RxBin: 015789 RxPCN: 05900000 RXID: 123450000	
ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332			
PCP \$0, Specialist \$15 ER \$50, Urgent Care \$50		H0332 <810>_METROPRRXID18	
Sample		Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD	
		Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584	
		Prescription Benefit provided by Optum RX: 1-866-589-5222	
		VSP Member Services: 1-800-877-7195	
		Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757	
		UBH Mental Health: 1-800-817-4808	
		UMMedical Authorization: 1-888-684-5283	
		www.kelseycareadvantage.com/metro	

Transport Workers Union (TWU) Health & Welfare Trust (HWT)

		Preferred Rx HMO	
Medicare Advantage Plan			
Name JOHN Q 810PRRX/TWU/		RxBin: 015789 RxPCN: 05900000 RXID: 123450000	
ID Number - 123450000 Issuer (80840) 9210567898 Policy # H0332			
\$5 PCP, \$5 Spec ER \$50, Urgent Care \$5		H0332 <810>_TWUID19	
Sample		Member Services: 1-866-534-0554 1-866-302-9336 TTY/TDD	
		Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77584	
		Prescription Benefit provided by Optum RX: 1-866-589-5222	
		VSP Member Services: 1-800-877-7195	
		Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757	
		UBH Mental Health: 1-800-817-4808	
		UMMedical Authorization: 1-888-684-5283	
		www.kelseycareadvantage.com/twu	

KelseyCare Plans

KCA – Rx HMO

		<i>Rx</i> HMO	Member Services: 1-866-535-8343 1-866-302-9336 TTY/TDD	Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77564
Medicare Advantage Plan			Prescription Benefit provided by Optum RX: 1-866-588-5222	Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757
Name JOHN Q 002//	RxBin: 015789 RxPCN: 05900000 RXID: 123450000		VSP Member Services: 1-800-877-7195	
ID Number - 123450000 Issuer (80840) 9210567888 Policy # H0332	SAMPLE		UBH Mental Health: 1-800-817-4808	www.kelseycareadvantage.com
PCP \$5, Specialist \$35 ER \$75, Urgent Care \$50			UMMedical Authorization: 1-888-884-5283	
		H0332 <002>_RXID18		

KCA – Rx + Choice HMOPOS

		<i>Rx + Choice</i> HMOPOS	Member Services: 1-866-535-8343 1-866-302-9336 TTY/TDD	Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77564
Medicare Advantage Plan			Prescription Benefit provided by Optum RX: 1-866-588-5222	Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757
Name JOHN Q 004//	RxBin: 015789 RxPCN: 05900000 RXID: 123450000		VSP Member Services: 1-800-877-7195	
ID Number - 123450000 Issuer (80840) 9210567888 Policy # H0332	SAMPLE		UBH Mental Health: 1-800-817-4808	www.kelseycareadvantage.com
PCP \$5, Specialist \$35 ER \$75, Urgent Care \$50			UMMedical Authorization: 1-888-884-5283	
		H0332 <004>_RXCHID18		

KCA – Essential HMO

		<i>Essential</i> HMO	Member Services: 1-866-535-8343 1-866-302-9336 TTY/TDD	Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77564
Medicare Advantage Plan			Part B drugs provided by Optum RX: 1-866-588-5222	Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757
Name JOHN Q 001//	RxBin: 015789 RxPCN: 05900001 (Part B coverage only)		VSP Member Services: 1-800-877-7195	
ID Number - 123450000 Issuer (80840) 9210567888 Policy # H0332	SAMPLE		UBH Mental Health: 1-800-817-4808	www.kelseycareadvantage.com
PCP \$5, Specialist \$20 ER \$75, Urgent Care \$50			UMMedical Authorization: 1-888-884-5283	
		H0332 <001>_EDI18		

KCA – Essential + Choice HMOPOS

		<i>Essential + Choice</i> HMOPOS	Member Services: 1-866-535-8343 1-866-302-9336 TTY/TDD	Submit Medical Claims to: P.O. Box 841649 Pearland, TX 77564
Medicare Advantage Plan			Part B drugs provided by Optum RX: 1-866-588-5222	Submit Mental Health & Substance Abuse Claims to: UBH P.O. Box 30757 Salt Lake City, UT 84130-0757
Name JOHN Q 003//	RxBin: 015789 RxPCN: 05900001 (Part B coverage only)		VSP Member Services: 1-800-877-7195	
ID Number - 123450000 Issuer (80840) 9210567888 Policy # H0332	SAMPLE		UBH Mental Health: 1-800-817-4808	www.kelseycareadvantage.com
PCP \$5, Specialist \$20 ER \$75, Urgent Care \$50			UMMedical Authorization: 1-888-884-5283	
		H0332 <003>_ECHID18		