



UnitedHealthcare Community Plan Essential Plan Information Sheet

Overview

On Jan. 1, 2016, UnitedHealthcare Community Plan introduced the Essential Plan for New Yorkers. The Essential Plan is offered on the Exchange as an individual plan for lower-income people who do not qualify for Medicaid or Child Health Plus.

Essential Plan members are enrolled in tier levels based on Federal Poverty Level criteria. There are four different tiered plans and two Plus Plans comprising the six basic plans. The Plus Plans include dental and vision coverage. Members pay an additional premium to receive coverage for those services.

Members may have a copayment that differs depending on their tier level. For more details about tier levels and copayments, go to nystateofhealth.ny.gov > Resources > Materials > Essential Plan Information > Essential Plan Benefits and Cost Sharing. Native Americans are exempt from co-pay/coinsurance fees.

Service Area

The Essential Plan is offered in these New York counties:

Albany, Bronx, Broome, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Dutchess, Erie, Essex, Fulton, Genesee, Greene, Jefferson, Kings, Lewis, Livingston, Madison, Monroe, Nassau, New York, Niagara, Oneida, Onondaga, Ontario, Orange, Oswego, Queens, Rensselaer, Richmond, Rockland, St. Lawrence, Seneca, Suffolk, Tioga, Ulster, Warren, Wayne, Westchester and Wyoming.

Referrals, Prior Authorization and Reimbursement

The Essential Plan only covers in-network benefits. Members must receive care exclusively from UnitedHealthcare Community Plan participating providers located within our service area. If a member chooses to receive services from an out-of-network provider, the member will be responsible for the full cost of those services.

Members are required to choose a primary care provider and obtain referrals from them to see network specialists. Some services covered under the Essential Plan require prior authorization. For a list of those services, please go to UnitedHealthcareOnline.com > Notifications/Prior Authorizations. Emergency or urgent care services do NOT require prior authorization.

For information on reimbursement for the Essential Plan, please refer to your Participation Agreement or contact your Network Account Manager.

Patient Eligibility Verification

There are multiple ways to verify a patient's eligibility:

- Call United Healthcare Provider Services at 866-362-3368
- Go to UHCCommunityPlan.com > For Health Care Professionals > Select Your State > New York > Claims and Member Information
- Check the New York State Eligibility Database (eMEDNY system). This **ONLY** applies to Essential Plan members enrolled in Tiers 3 or 4.

Claims

To submit claims for the Essential Plan, please look on the back on the member's ID card to locate the remittance address and the Provider Services telephone number. You can also submit claims at UHCCommunityPlan.com > For Health Care Professionals > Select Your State > New York > Claims and Member Information.

ID Cards

You can identify an Essential Plan member and their tier level by looking in the lower right side of the member's ID card.



Sample ID card for illustrative purposes only. Actual cards may vary.

Contact Information

For Providers	
Website	UHCCommunityPlan.com
Provider Services	866-362-3368
Claims Address	P.O. Box 5240 Kingston, NY 12402-5240
Payer ID	87726
For Pharmacists	
Pharmacy Services	877-305-8952
Claims Address	OptumRx POB 29044, Hot Springs, AR 71903
Rx Bin	610494
Rx Grp	ACUNY
Rx PCN	9999