

UnitedHealthcare Compass plan of New York

Quick reference guide

UnitedHealthcare® Compass is an Individual Exchange plan* that focuses on patient-centered health.



Key features

- Specifically designed for Individual Exchanges
- Customized, focused network of care providers
- Members must select a PCP to manage their health care needs or we'll assign one to them
- The PCP must submit electronic referrals for members to see network specialists
- Standard prior authorization and notification requirements apply



Benefits

The Compass plan has a limited network service area in New York. There's no coverage outside of the service area, except for emergency and urgent services.

Plan model	Network physicians with required referral	Network physicians without required referral	Non-network physicians *
Compass	Network benefits	No coverage*	No coverage*
Compass Balanced	Network benefits	Lower-level benefits	No coverage*
Compass Plus	Network benefits	Lower-level benefits	Non-network benefits

*Except for emergency services and related admissions

Referrals

- The member's PCP or a PCP within the same tax ID number (TIN) can submit referrals
- Can have a backdate of up to 5 calendar days prior to the date of entry
- Aren't required for all services

Visit [Compass Frequently Asked Questions](#) for a full list of services that require referrals.



Resources

- For more information about these plans, see [UnitedHealthcare Compass](#) on our New York Commercial Health Plans page at UHCprovider.com/NY
- For more information about prior authorization/notification, visit UHCprovider.com/priorauth

*Also referred to as Individual and Family plans



Sample member ID card

Health Plan (80840) 911-87726-04
 Member ID: 123456789 Group Number: 98765
 Member: SUBSCRIBER SMITH
 PCP: FIRSTNAME LASTNAME
 PCP Phone: (999) 999-9999
 Copays: Office: \$25 ER: \$250 UrgCare: \$100 Spec: \$35
 Customer Name Line 1
 Customer Name Line 2
 Payer ID 87726
 Rx Bin: 610279 Rx PCN: 9999 RX Grp: UHEALTH
Referrals Required
 UnitedHealthcare Compass
 Underwritten by [Appropriate Legal Entity]

Printed: 03/13/17
 This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call. PCP to send electronic referrals.
 For Members: www.myuhc.com 888-555-1234
 For Providers: www.UHCprovider.com 877-842-3210
 Medical Claims: PO Box 740800, Atlanta GA 30374-0800

 Pharmacy Claims: OptumRx PO Box 29044 Hot Springs, AR 71903
 For Pharmacists: 888-290-5416

Member's assigned PCP name and phone

Referrals required

W500 icon indicating additional network benefits

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.



Questions

- General: Call Provider Services at **877-842-3210**
- About your Participation Agreement: Contact your Network Management representative
 - Find your representative by visiting UHCprovider.com/contactus > Network Contact
- About the W500 icon on the back of the member ID card: See **Chapter 6** of the UnitedHealthcare Administrative Guide

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Oxford Health Plans (CT), Inc., All Savers Insurance Company, Tufts Health Freedom Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., Tufts Health Freedom Insurance Company or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH), or its affiliates.