

January 19, 2023


Over 600k members to receive new ID cards

Watch for new card details on select commercial plans

On Feb. 1, 2023, a new wave of Individual and Group Market health plans for existing members will transition to UnitedHealthcare's new commercial claims processing system.

After an initial transition of existing members in 9 states last September, the February transition will affect approximately 628,000 members in 26 fully insured and level funded plans across 16 states:

- **States:** Alabama, Arizona, Colorado, Connecticut, Illinois, Indiana, Kentucky, Maine, New Hampshire, New Jersey, New Mexico, North Carolina, Oklahoma, Oregon, South Carolina and Washington
- **Plans:** Charter, Charter Balanced, Choice, Choice Plus, Core, Core Essential, Doctors Plan, Doctors Plan Plus, Heritage Plus, Heritage Select, Granite Advantage EPO, Granite Advantage EPO Saver, Granite Advantage PPO, Granite Advantage PPO Saver, Navigate, Navigate Balanced, 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

Impact: All members in these transitioning plans will receive new plan ID cards, which will contain a new group number, Rx group code and mailing address for medical claims. View the [Quick Reference Guide](#)  for complete details on these member ID card changes.

- To avoid claim denials, please ask for the member ID card at each visit to verify these key details and, if needed, update them in your billing system

Background on new claims platform

In September 2021, UnitedHealthcare launched a phased rollout of an enhanced claim processing system designed to simplify benefits, claims, payments and referral processes. This transition began with certain new health care plans sold in a number of states. The transition of existing plans to the new platform began in September 2022 and will continue during 2023 as plans renew.

These releases will not impact access to the UnitedHealthcare Provider Portal or your ability to perform tasks such as prior authorizations, claims submittals or benefit determinations. However, you may experience changes in your user experience as services continue to transition.

Questions? We're here to help.

If you have any questions about this transition, please contact your Provider Advocate. You can also find many answers to common questions at [Contact Us](#).



**Discover
more news**



**Get
personalized
news**