

Information about Administering OptumHealth Allies Members

For physicians, facilities and other providers in the ValuePoint by MultiPlan® Network

As a participant in the ValuePoint by MultiPlan network, you can expect to see patients who are members of the OptumHealth Allies/UnitedHealth Allies discount program. OptumHealth Allies (also marketed as UnitedHealth Allies) is a discount program administered by OptumHealth Allies, Inc., a UnitedHealth Group company. OptumHealth Allies is not insurance; rather, it is a money-saving program that offers discounts on many health and wellness products and services. However, OptumHealth Allies is sometimes used in conjunction with an insurance program, as is the case with AARP.

You are probably familiar with the usual procedure followed by OptumHealth Allies members:

1. A member in need of a physician or other provider searches on the OptumHealth Allies site, or calls the Customer Care Center.
2. On finding a suitable provider (including an estimate of the discount he or she can expect to receive), the member creates and prints (or is sent) a “discount confirmation.”
3. An OptumHealth Allies Customer Care Advisor typically calls to alert the provider to the member’s interest, and to answer any questions.
4. The member calls the provider and makes an appointment. The provider can establish payment arrangements (members expect to pay in full at the time of service), and should confirm the member’s ability to pay. Providers are not required to accept patients who do not meet their proof of payment requirements.
5. The member visits the provider, bringing his or her ID card and discount confirmation. The provider can confirm member eligibility by calling the toll-free number on the member’s ID card.
6. The member pays the discounted rate directly to the provider, or as otherwise arranged at the provider’s discretion.

Provider Discount Network

An important variation to this process is possible when you encounter any of the 100,000+ members accessing OptumHealth Allies’ Provider Discount Network (PDN), which is offered in conjunction with health insurance coverage for members insured by UnitedHealthcare in an AARP-branded plan. This gives you an additional option for receiving payment.

You can identify these members by their ID cards, which will be either:

- The discount program card (Provider Discount Network), which features the ValuePoint by MultiPlan logo*



* Provider Discount Network program cards may display the older ValuePoint logo, or the new ValuePoint green logo shown here.

Information about Administering OptumHealth Allies Members, continued

- And/or, the member's AARP Health Care Options insurance card, which does not feature the ValuePoint MultiPlan logo or OptumHealth Allies logo



Payment Process for UnitedHealthcare-insured AARP members

UnitedHealthcare-insured AARP members will follow the same process for finding providers and making appointments. However, the payment arrangement is different. Provider Discount Network, the name by which they know ValuePoint, is a value-added service. This means you can have the benefits assigned to you, and can be reimbursed by the insurer directly for the covered amount.

Instead of asking for payment at the time of service, you can send the bill to the address on the back of the member's identification card. Your remittance will outline how the discounts are calculated. When you receive your reimbursement from UnitedHealthcare, you can bill the member for any remaining balance due, up to the discounted amount.

If you receive payment from the member at the time of service and you do not know the MultiPlan fees to apply to the bill, please call the OptumHealth Allies provider services team toll-free at 800-748-7151, Monday-Friday between 7:00 am and 8:00 pm Central Time.

To learn more about the program, contact OptumHealth Allies at 800-748-7151. If you would like more information about ValuePoint by MultiPlan, contact MultiPlan at 800-950-7040.