



OCN Payer Termination 2024 FAQ

As of December 31, 2024, Optum Care Network (OCN) will no longer be contracted with -

- Premera Medicare Advantage Plans
- UnitedHealthcare Apple Health Community Plan

Due to this change, there will be changes with how you engage with members on these plans as the administration of this will go back to the payers. Please see below for a full list of functions and how to engage moving forward. If you have any additional questions on current 2024 procedures, please see our administrative guide and other resources, visit partner.optum.com/Washington. Or contact ocnwacontracting@optum.com for more information.

	Premera Medicare Advantage Plans	UnitedHealthcare Apple Health Community Plan
Claims		
Claims with a date of service (DOS) prior to 12/31/2024	Send to OCN	Send to OCN
Claims with a date of service (DOS) from 1/01/2025 and forward	N/A – Premera is exiting the market. If sent to OCN it will be denied back to the provider.	Send directly to UnitedHealthcare. If sent to OCN it will be denied back to the provider.
For Inpatient Claims with an admission date prior to 12/31/2024		
For Inpatient Claims with an admission date prior to 12/31/2024	Send to OCN	Send to OCN
For Inpatient Claims with an admission date from 1/01/2025 and forward	N/A – Premera is exiting the market. If sent to OCN it will be denied back to the provider.	Send directly to UnitedHealthcare. If sent to OCN it will be denied back to the provider.
Utilization Management		
Prior Authorizations	Anything approved up to 12/31/2024 will transfer to new payers and be honored.	
Acute		
For Acute Authorizations with an admission date prior to 12/31/2024	Send to OCN	Send to OCN
For Acute Authorizations with an admission date from 1/01/2025 and forward	N/A – Premera is exiting the market.	Send directly to UnitedHealthcare.

	Premera Medicare Advantage Plans	UnitedHealthcare Apple Health Community Plan
Post Acute		
Payment for days up until 12/31/2024	Send to OCN	Send to OCN
Payment for days from 1/1/2025 and forward	N/A – Premera is exiting the market.	Send directly to UnitedHealthcare.
Care Management		
Members Active in a Care Management and Home Health Programs	Members engaged in a program will terminate, since Premera is exiting the market.	Members engaged in a program will be transitioned to the UnitedHealthcare team as of 12/31/2024 and continue care with the UnitedHealthcare program.
Credentialing		
Provider Credentialing	No longer delegated for Premera MA – providers will need to resume their credentialing directly with Premera.	No change.
Provider Calls		
For any provider issue, with a date of service prior to 12/31/2024	Call OCN - 1-877-836-6806	Call OCN - 1-877-836-6806
For any provider issue, with a date of service of 1/1/2025 and forward	N/A – Premera is exiting the market.	Call UnitedHealthcare directly.
Member Calls		
For any Member issue, with a date of service prior to 12/31/2024	Call OCN – 1-877-850- 7090	Call UnitedHealthcare directly.
For any Member issue, with a date of service of 1/1/2025 and forward	N/A – Premera is exiting the market.	Call UnitedHealthcare directly.