



How to search online for Oxford providers

The provider search feature on **myuhc.com**[®] is a convenient way to find network medical, behavioral health and other providers near you. The doctors and facilities in the network may have agreed to provide services at a discount – so staying in-network makes sense. Depending on your plan, visiting an out-of-network provider could end up costing you a lot more for care or may not be covered at all.

Find a medical provider in your Oxford network

- 1 Go to **myuhc.com**
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory**
- 4 Choose **Employer and Individual Plans**
- 5 Be sure to scroll down and select **Oxford Health Plans**
- 6 Then select the Oxford plan you are looking for:
 - Metro
 - Metro with Core
 - Freedom
 - Freedom with Choice Plus
 - Liberty
 - Liberty with Choice Plus
 - Liberty with Core
- 7 Finally, select the health care category you'd like to search, or use the search bar if you know the doctor's name, specialty, facility, clinic or medical group name

Look for the hearts

The UnitedHealth Premium[®] program can help you choose a doctor who meets standards for quality and cost efficiency. When searching for a provider look for the blue hearts.

- Premium Care Physician
- Quality Care Physician
- Quality Not Evaluated
- Does Not Meet Quality

Find a behavioral health provider in your Oxford network

- 1 Go to liveandworkwell.com
- 2 Select **Provider** under the Find Care column
- 3 Use the search bar to find a provider by name, specialty or location

Plans with out-of-area coverage

Follow these steps if your plan has access to the national UnitedHealthcare Choice Plus network or the UnitedHealthcare Core network when traveling outside of the tri-state area.¹ Please verify a doctor's participation status by calling the doctor's office or the number on your health plan ID card.

- 1 Go to **myuhc.com**
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory**
- 4 Choose **Employer and Individual Plans**

continued



- 5 Be sure to scroll down and select **Oxford Health Plans**. Then, select your plan with out-of-area coverage,² either:
 - Freedom with Choice Plus
 - Liberty with Choice Plus
 - Liberty with Core
 - Metro with Core
- 6 Finally, select the health care category you'd like to search, or use the search bar if you know the doctor's name, specialty, facility, clinic or medical group name.

Where to submit claims

If you use a UnitedHealthcare Choice Plus or Core provider, claims submitted on your behalf should be sent directly to the Oxford Claims Department for payment. Claims sent to UnitedHealthcare will not be processed for reimbursement.

Providers submitting a claim on your behalf may do so by:

- U.S. mail: **Oxford Claims Department**
P.O. Box 31386
Salt Lake City, UT 84131
- Fax: **1-801-994-1416**
- Electronic Data Interchange (EDI) using payer ID **06111**
- Online:
 - Go to **myuhc.com**
 - Under **Popular forms**, click **View Forms**
 - Click **Medical reimbursement and claim forms > Direct medical reimbursement form – digital form > Start new claim form**

Questions?

Call the number on your health plan ID card or **1-800-444-6222**, TTY 711

**United
Healthcare
Oxford**

Note: Mayo Clinic medical providers are **not participating** with the Oxford Metro, Freedom, or Liberty networks.

¹ Tristate area includes Connecticut, New Jersey and certain New York counties (Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Sullivan, Suffolk, Ulster and Westchester).

² Effective Sept. 1, 2022, Oxford Freedom Network (NY, NJ, CT) includes additional access to out-of-area Choice Plus providers and Oxford Liberty Network (CT) includes additional access to out-of-area Core providers. Effective Jan. 1, 2023, some NJ Oxford Metro Network large group (51+) plans may include out-of-area coverage if the employer has purchased the rider. To confirm your plan name, check your health plan ID card or benefit documents. If you do not have these documents, check with your benefits administrator.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in Oxford online physician directories at myuhc.com®. You should always visit myuhc.com for the most current information.

Data as of January 2022; UnitedHealthcare Networks national network statistics. National network may not be available for all groups. In states where the UnitedHealthcare Core network is not available, Oxford Liberty network members will have access to the full network that mirrors the UnitedHealthcare Choice Plus network. The UnitedHealthcare Core Network is not available for fully insured plans in the following states: AL, AZ, CO, DE, GA, HI, IA, ID, KY, LA, MA, ME, MT, NC, ND, NE, NH, NM, OH, OK, PA, RI, SC, UT, VT, WV, WY. The UnitedHealthcare Core Network is not available for self-funded plans in the following states: AZ, DE, HI, IA, ID, KY, LA, MA, ME, MT, NC, ND, NE, NH, NM, OH, OK, PA, RI, UT, VT, WV, WY.

Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with them for advice on selecting other physicians. You should also discuss designations with a physician before choosing them. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please visit myuhc.com for detailed program information and methodologies.

The UnitedHealthcare Core product is designed to accommodate a limited network of participating physicians, health care professionals, hospitals and facilities (“providers”). Except in emergency situations, members should confirm their provider is participating in this product before receiving services to receive the highest level of benefits. Network status may be determined by calling the number indicated on the health plan ID card or visiting myuhc.com®.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (CT), Inc. and Oxford Health Plans (NJ), Inc. Administrative services provided by Oxford Health Plans LLC.