



# How to search online for Oxford providers

The provider search feature on [myuhc.com](https://myuhc.com)<sup>®</sup> is a convenient way to find network medical, behavioral health, and other providers near you. Using doctors and facilities in the network typically saves you money — 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 medical and behavioral providers in your Oxford network

- 1 Go to [myuhc.com](https://myuhc.com)
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory** for medical providers or **Behavioral Health Directory** for behavioral health providers
- 4 Choose **Employer and Individual Plans**
- 5 Scroll down and select **Oxford Health Plans**. Then select your plan, either:
  - Freedom
  - Liberty
  - Metro
- 6 Type in the ZIP code where you are searching for care
- 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

## Plans with out-of-area coverage

Depending on your Oxford benefits plan, you may have out-of-area access to either the Freedom with Choice Plus, Liberty with Core, or Metro with Core network when outside of the Oxford service area.<sup>1</sup> This means you may receive in network benefits for covered health care services provided by a doctor or facility participating in your plan's national network — either Choice Plus or Core. Please verify a doctor's or other provider's participation status by calling their office directly or call us at the number on your health plan ID card.

- 1 Go to [myuhc.com](https://myuhc.com)
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory** for medical providers or **Behavioral Health Directory** for behavioral health providers
- 4 Choose **Employer and Individual Plans**

## Look for the hearts

The UnitedHealth Premium<sup>®</sup> program provides physician designations based on clinical quality criteria to help you make more informed choices about your medical care.

♥♥ Premium Care Physician

When you see the blue hearts, you can be sure that the physician meets the criteria for safe, timely, effective and efficient care.

United  
Healthcare  
Oxford

- 5 Scroll down and select **Oxford Health Plans**. Then, select your plan with out-of-network coverage, either:
  - Freedom with Choice Plus
  - Liberty with Core
  - Metro with Core
- 6 Type in the ZIP code where you are searching for care
- 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

## Where to submit claims

If you use a Choice Plus or Core provider, claims submitted on your behalf should be sent by one of the methods below. Claims submitted by other methods or mailed to another address (e.g., UnitedHealthcare, etc.) will not be processed for reimbursement. The mail address shown below is the same address used with network claims submitted on your behalf.

- U.S. mail: **Oxford Claims Department, P.O. Box 31386, Salt Lake City, UT 84131**
- Electronic Data Interchange (EDI): Payer ID **06111**
- Online: **myuhc.com** or **personalhealthmessagecenter.com/public/forms/MedicalClaims**
- Fax: 1-801-994-1416

## Did you know?

You can also search for Oxford providers on the UnitedHealthcare® app.

## Questions?

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

**United  
Healthcare  
Oxford**

<sup>1</sup> The Oxford service area includes Connecticut, New Jersey and New York counties: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Sullivan, Suffolk, Ulster and Westchester.

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 myuhc.com website is updated on a regular basis and the content is subject to change.

National networks may not be available for all groups. Networks and provider participation are subject to change. Except in emergency situations, members should confirm their provider is participating in their plan's network before receiving services to receive the highest level of benefits. Network status may be determined by calling the number on your health plan ID card or visiting myuhc.com.

### **Mayo Clinic medical providers are nonparticipating for Oxford members.**

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. **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® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

UnitedHealthcare, including Oxford, does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities. We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the number listed on your ID card. ATENCIÓN: Si habla español (Spanish), hay de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación. 請注意：如果您說中文 (Chinese) 我們免費為您提供語言協助服務。請致電1-800-445-9090, 알람: 한국어(Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오. TTY 711.

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.

B2C EI221680320.3-OXF 3/24 © 2024 Oxford Health Plans LLC All Rights Reserved. 24-3000344 12095 R5