



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 and behavioral 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 and select **Oxford Health Plans**
- 6 Then select the Oxford plan you are looking for:
 - Freedom
 - Liberty with Core
 - Freedom with Choice Plus
 - Metro
 - Liberty
 - Metro with Core
- 7 Type in the ZIP code where you are searching for care
- 8 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

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 Oxford service 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**

- 5 Be sure to scroll and select **Oxford Health Plans**. Then, select your plan with out-of-area 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 UnitedHealthcare Choice Plus or Core provider, claims submitted on your behalf should be sent directly to the Oxford Claims Department address below for payment. This is the same address used with network claims submitted on your behalf. 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
- Electronic Data Interchange (EDI) using payer ID **06111**
- Online: visit myuhc.com or go to personalhealthmessagecenter.com/public/forms/MedicalClaims
- By fax: **1-801-994-1416**

Questions?

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

**United
Healthcare
Oxford**

¹ Oxford tristate 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.

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

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.

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 indicated on your health plan ID card or visiting myuhc.com.

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, TTY 711.

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