

2020 Agent guide

OptumCare Network of Arizona





Who is OptumCare Network of Arizona?

OptumCare is a nationwide family of dedicated physicians working together to help people live healthy lives. Our goal is to provide personalized, coordinated care to our patients – your clients. We're not just imagining a world where health care works better for everyone – we're creating it.

High quality care at a lower cost

We're working hard to deliver on our belief that health care should keep patients healthy, not just treat them when they're sick. It starts with doctors who act as advocates for our patients, standing alongside them and focusing on efficient, effective treatment that's in their best interest both physically and financially. OptumCare Network of Arizona doctors are rewarded for what matters most: improving their patients' total health. And, all of our doctors have immediate access to proven best practices and the latest research to deliver care for the situation at hand. Whatever it takes to get patients well – that's the focus and priority for all we do. Because exceptional health requires exceptional care.

Health care built around the patient

OptumCare provides well-coordinated care by putting the patient first. We connect providers to share health care information, data and best practices, giving them the tools they need to help patients make decisions about health care.

Services for every patient

We provide a full range of services when and where patients need them. This includes primary, specialty and urgent care, as well as senior care and advanced care for serious illnesses and chronic conditions. Specialized programs are available for patients with complex needs. Our nurse case managers and care coordinators collaborate with patients to provide personalized care.

Physician-led organization

Our success starts with investing in strong partners who aim to keep patients healthy and living long, productive lives. We provide support, tools, data and analytics to empower physicians to deliver proactive treatment and achieve improved outcomes while managing costs.

The strength of our network

Great care starts with a strong patient-doctor relationship. We offer a network of doctors, as well as a health care team, to help patients get the right care at the right time.

OptumCare Primary Care

We know health care can be confusing. But it doesn't have to be. At OptumCare® Primary Care, we want to make it as easy as possible for your clients. Our doctors make your clients a priority, taking the time to get to know them and their unique needs.

At OptumCare, we offer your clients care that:

- Fits their lifestyle and unique health goals
- Helps them stay healthy and feeling their best

To find the nearest location visit:

optumcare.com/state/az/locations-arizona.

How we coordinate care

We know that figuring out the health care system is overwhelming at times. OptumCare works with doctors to help make the process easier for patients.

Award-winning customer service

Our customer service advocates focus on getting patients the right answers to all of their questions the first time. We have a "no homework" policy. That means we do all the work to find answers. This team is local and can meet face to face at one of our community centers.

Center for service coordination

The center for service coordination (CSC) manages the OptumCare Network of Arizona patient population during their most vulnerable moments in life. We provide clinical expertise to our patients through community programs, valuable resources and our clinical team. For more information, please contact the CSC at **1-623-293-9775** or via email at servicecoordination@optum.com.

Contracted health plans

Maricopa/Pinal Counties:

H0609-026 AARP Medicare Advantage Plan 1 HMO (Maricopa & Pinal)

H0609-027 AARP Medicare Advantage Plan 2 HMO (Maricopa & Pinal)

H2228-074 AARP Medicare Advantage Walgreens Plan 1 PPO (Maricopa Only)

H2228-097 AARP Medicare Advantage Walgreens Plan 2 PPO (Maricopa Only)

H2228-077 AARP Medicare Advantage Walgreens Plan 2 Rebate (Maricopa Only)

Tucson Metro Area (Pima County):

H0609-025 AARP Medicare Advantage HMO

H5253-035 AARP Medicare Advantage HMO POS

H2228-075 AARP Medicare Advantage Walgreens PPO

H2228-096 AARP Medicare Advantage Walgreens Plan 2 PPO

H2228-095 AARP Medicare Advantage Patriot PPO





OptumCare Community Centers

Adults 55 and older can enjoy a full calendar of events at our OptumCare Community Centers. We offer classes and events to help improve physical, mental, social and emotional health. It's also a great place to connect with others in the community.

Virtual Community Center - to preview an online class visit Optum.co/virtualcommunitycenter.

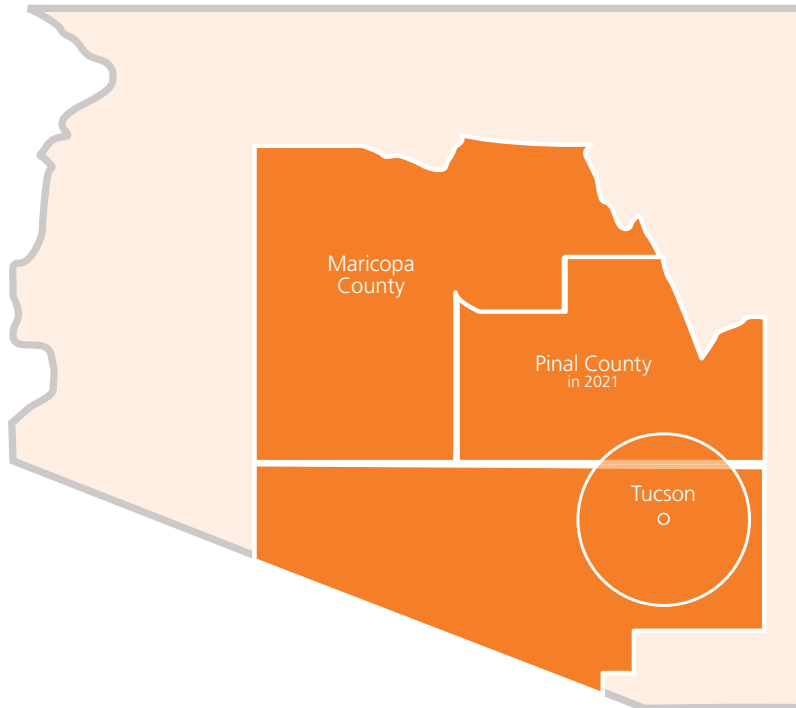
We provide:

- Fitness classes like yoga and line dance
- Presentations on diabetes, hearing loss, healthy minds, Medicare and more
- Fun activities like art classes, movie afternoons and parties
- Educational classes like conversational Spanish and computer class
- An onsite service advocate
- Annual Wellness Visits for OptumCare members that can be completed with one of our onsite nurse practitioners

All of our locations offer classes at no extra cost. Our community centers are open between 8 a.m. and 4 p.m., Monday through Friday. No membership is required. The centers are open to anyone 55 and older.

OptumCare Network of Arizona

Where we provide care continues to grow. We offer primary care locations and community centers across Maricopa County, the Greater Tucson area and, beginning in 2021, Pinal County.



Primary care physicians:

- Maricopa and Pinal counties 675+
- Tucson metro area 80

Specialists:

- Maricopa and Pinal counties 3,500+
- Tucson metro area 1,200+

Leading hospitals

Maricopa:

Chandler Regional Medical Center
Cobalt Rehabilitation Hospital Surprise
Dignity Health Arizona General Hospital
Dignity Health St. Joseph's Medical Center
Abrazo West Campus
Abrazo Maryvale Campus
Mercy Gilbert Medical Center
Abrazo Scottsdale Campus
Abrazo Arrowhead Campus
Abrazo Arizona Heart Hospital
St. Joseph's Westgate Medical Center
HonorHealth Deer Valley Medical Center
HonorHealth Scottsdale Osborn Medical Center
HonorHealth Scottsdale Shea Medical Center

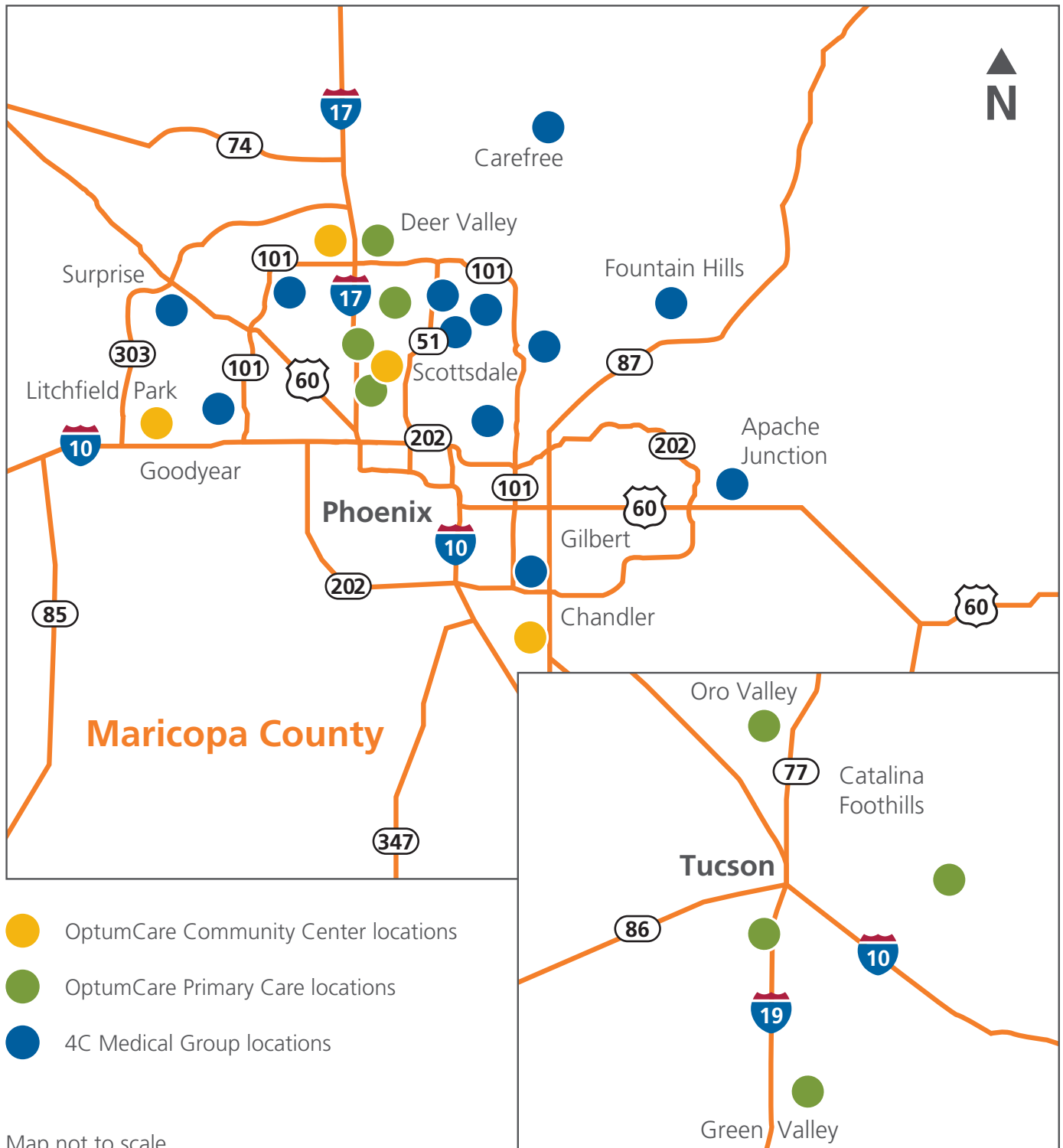
HonorHealth John C. Lincoln Medical Center
HonorHealth Greenbaum Surgical Specialty Hospital
HonorHealth Scottsdale Thompson Peak Medical Center

Tucson Metro Area:

Carondelet St. Joseph's Hospital
Carondelet St. Mary's Hospital
Carondelet Holy Cross Hospital
Carondelet Marana Hospital
Banner University Medical Center Tucson
Northwest Medical Center
Northwest Medical Center Sahuarita
Oro Valley Hospital
Tucson Medical Center

Find doctors, hospitals, specialists and more at optumcare.com/arizona/find-doctors.

OptumCare Primary Care and other services



OptumCare Community Center locations

Central Phoenix Community Center

1125 E. Glendale Ave.
Phoenix, AZ 85020
Open: 8 a.m.–4 p.m.

Chandler Community Center

985 W. Chandler Heights Rd., Ste. 12
Chandler, AZ 85248
Open: 8 a.m.–4 p.m.

Deer Valley Community Center

20414 N. 27th Ave., 1st Floor
Phoenix, AZ 85027
Open: 8 a.m.–4 p.m.

Goodyear Community Center

1981 N. Pebble Creek Pkwy., Ste. 8
Goodyear, AZ 85395
Open: 8 a.m.–4 p.m.

Phone: 1-877-407-3458

For more information on classes and events, visit our patient website:
optumcare.com/azcommunitycenter.

OptumCare Primary Care locations

Bethany Home

5830 N. 19th Ave.
Phoenix, AZ 85015
1-602-336-1966

Black Canyon

8041 N. Black Canyon Hwy., Ste. I
Phoenix, AZ 85021
1-602-249-0115

Deer Valley

20040 N. 19th Ave., Ste. A
Phoenix, AZ 85027
1-623-869-5000

Green Valley

695 Pecan Tree Lane
Green Valley, AZ 85614
1-520-625-8116

Ina

1669 W. Ina Rd., Ste. 141
Tucson, AZ 85704
1-520-795-6183

Midvale

1460 W. Valencia
Tucson, AZ 85746
1-520-573-0966

Moon Valley

1107 E. Bell Rd., Ste. 4
Phoenix, AZ 85022
1-602-567-4800

New Pueblo Medicine – part of OptumCare

6365 E. Tanque Verde, Ste. 120
Tucson, AZ 85715
1-520-290-0300

4C Medical Group locations

Avondale

4110 N. 108th Ave., Ste. 101
Phoenix, AZ 85037
1-623-218-0780

Carefree

36889 N. Tom Darlington Dr., Ste. A-4
Carefree, AZ 85331
1-480-488-9220

Chandler

600 S. Dobson Rd., Ste. D27
Chandler, AZ 85224
1-480-496-0000

Fountain Hills

16838 E. Palisades Blvd., Ste. C-153
Fountain Hills, AZ 85268
1-480-816-3131

Glendale

17218 N. 72nd Dr., Ste. 101
Glendale, AZ 85308
1-623-334-8671

Mesa

10238 E. Hampton Ave., Ste. 406
Mesa, AZ 85209
1-480-977-1320

Phoenix

16620 N. 40th St., Ste. C1
Phoenix, AZ 85032
1-602-923-6666

North Scottsdale

6501 E. Greenway Pkwy., Ste. 160
Scottsdale, AZ 85254
1-480-948-9903

Scottsdale

9590 E. Ironwood Square Dr., Ste. 125
Scottsdale, AZ 85258
1-480-455-3000

Scottsdale (Miller/Osborn)

7555 E. Osborn Rd., Ste. 104
Scottsdale, AZ 85251
1-480-947-5454

Scottsdale (Thunderbird/Tatum)

4845 E. Thunderbird Rd.
Scottsdale, AZ 85254
1-480-699-7004

Surprise

14811 W. Bell Rd., Ste. 100
Surprise, AZ 85374
1-623-691-7748



For agent support and customer service,
please call **1-866-393-1158**.



Dedicated agent web page:
optumcare.com/azagent.



Lets get connected. To get important updates
and information on OptumCare, subscribe at
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