



Reference Guide for Orlando Health Coast to Coast Health Plan

**BAYFRONT
HEALTH** | Network

Bayfront Health Network

Please contact the Bayfront Health Network if you want to:

- Submit or inquire about professional credentialing
- Request a copy of your contract
- Request a provider fee schedule, or
- Update the Provider Directory

Contact:

Phone: (727) 893-6410

Fax: (321) 843-6895

Email: OrlandoHealthNetwork@OrlandoHealth.com

ID Cards

ID cards were issued to Team Member Health Plan Members for 2022. Below are samples of what the card should look like.

Coast to Coast Plus Plan

UMR A UnitedHealthcare Company		COAST-TO-COAST CARE PLUS PLAN	
Issuer (80840) 911-39026-02		ORLANDO HEALTH	
Member ID: 23358208		Group Number: 76-413548	
Member: CASSIDY SAMPLE 00 MED		 Rx BIN: 610127 Rx PCN: 01960000 Rx GRP: 01962791	
Dependents: SPOUSE SAMPLE 01 MED			
<small>Tier 1: \$20 PCP; \$40 Specialist; \$40 Urgent Care Tier 2: \$30 PCP; \$50 SPECIALIST; \$60 URGENT CARE RX: GEN 20% (\$20 MAX); PREF 20% (\$60 MAX) NON-PREF 20% (\$100 MAX); SPECIALTY 20% (\$150 MAX)</small>			
5010		Self-funded plan administered by UMR	

<small>This card must be presented each time services are requested.</small>		<small>Printed: 11-13-2020</small>
<small>Call UMR CARE at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.</small>		
For Members:		844-614-8435
go.umar.com/CoasttoCoast-OrlandoHealth		
Orlando Health Virtual Visits: virtualvisit.orlandohealth.com		
For Providers:	www.umar.com	844-614-8435
Claims: EDI # 39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541		
Choice Plus Network: For use only outside the Orlando Health Network		
<small>UnitedHealthcare® Choice Plus Network</small>		
<small>ORLANDO HEALTH Virtual Visit</small>		
Pharmacists & Members: 877-559-2955		

Coast to Coast HSA Plan

UMR A UnitedHealthcare Company		COAST-TO-COAST HSA CARE PLAN	
Issuer (80840) 911-39026-02		ORLANDO HEALTH	
Member ID: 23358215		Group Number: 76-413548	
Member: KYLE SAMPLE 00 MED		 Rx BIN: 610127 Rx PCN: 01960000 Rx GRP: 01962791	
Dependents: SPOUSE SAMPLE 01 MED			
<small>In-Network Single Deductible and OOP Max - \$3,000 In-Network Family Deductible and OOP Max - \$6,000 Rx - Applies towards Deductible and OOP Max</small>			
5010		Self-funded plan administered by UMR	

<small>This card must be presented each time services are requested.</small>		<small>Printed: 11-13-2020</small>
<small>Call UMR CARE at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.</small>		
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<small>ORLANDO HEALTH Virtual Visit</small>		
Pharmacists & Members: 877-559-2955		

Important Information

UMR

UMR is the claims administrator for our medical plan. **Our Group Plan number is 76-413548.**



To verify coverage or benefits or to check a claim status, call our Customer Service team at **(844) 614-8435**.

Submit claims, appeals, payment and verify patient eligibility:

UMR

P.O. Box 30541

Salt Lake City, UT 84130-0541

EDI Payor # 39026

Website: Provider.umr.com

Orlando Health Network and UnitedHealthcare Choice Plus

Orlando Health Network and UnitedHealthcare Choice Plus are the Health Plans. Orlando Health Network is the Tier 1 Provider. UnitedHealthcare is the Tier 2 Provider.



To verify if a provider is in the Orlando Health Network or the UnitedHealthcare Network:

- Call **(844) 614-8435**.
- Visit the UMR website for Orlando Health Network providers at **go.umr.com/OrlandoHealth**.
- Visit the UMR website for United Healthcare Choice Plus Network providers at **umr.com/oss/cms/UMR/Find_a_provider-choiceplus.html**.

OptumRx

OptumRx is the prescription drug vendor. Pharmacists and members can call OptumRx Customer Service at **(877) 559-2955**.



Rx BIN #: 610127

Rx PCN #: 01960000

Rx GRP # 01962791

Prior Authorization Requirements

The following services require prior authorization by UMR before care is provided from Bayfront Health affiliated physicians and facilities.

- ABA therapy (must establish medical necessity)
- Bariatric surgery (member must be covered on medical plan for minimum of 12 consecutive months to be eligible for this benefit)
- Botox injections
- Clinical trials
- Dental anesthesia
- Durable medical equipment
 - \$500 for rental
 - \$1000 for prosthetics
 - \$1500 for purchase
- Gender reassignment services and surgeries
- Genetic testing
- Genetic testing for hereditary cancer risk (must receive genetic counseling provided by an Orlando Health certified genetic counselor prior to genetic testing for hereditary cancer risk screening)
- Home health care
- Inpatient behavioral health (acute care)
- Inpatient hospitalization
- Inpatient long term acute care (LTAC)
- Inpatient maternity stays over 48 hours for normal delivery and 96 hours for C-section
- Intensive outpatient treatment
- Intravenous immune globulin (IVIG)
- Jaw surgeries
- Nasal surgeries
- Non-emergent air ambulance
- Outpatient rehabilitative therapies (prior authorization required after 24th visit):
 - Occupational therapy
 - Physical therapy
 - Speech therapy
- Partial hospitalization program
- Pediatric feeding program
- Pulmonary rehabilitation
- Reconstructive surgeries (excluding breast reconstruction after mastectomy or to repair burn wounds)
- Residential treatment
- Skilled nursing facility (extended care facilities)
- Specialty medications administered in a physician's office that exceed \$2,000 per dose
- Specialty prenatal genetic lab testing (must receive genetic counseling provided by an Orlando Health certified genetic counselor prior to genetic testing for specialty prenatal genetic lab testing)
- Transplant and transplant related services
- Treatment of varicose veins of the extremities (sclerotherapy)

Orlando Health Directory

Bayfront Health St. Petersburg

603 7th St. South
St. Petersburg, FL 33701
(727) 893-6104
BayfrontStPete.com

Bayfront Health St. Petersburg Emergency Room – Pinellas Park

3070 Grand Ave.
Pinellas Park, FL 33782

Orlando Health Arnold Palmer Hospital for Children

92 W. Miller St.
Orlando, FL 32806
(321) 843-7777
ArnoldPalmerHospital.com

Orlando Health Dr. P. Phillips Hospital

9400 Turkey Lake Rd.
Orlando, FL 32819
(407) 351-8500
OrlandoHealth.com/Facilities/Dr-P-Phillips-Hospital

Orlando Health – Health Central Hospital

10000 W. Colonial Dr.
Ocoee, FL 34761
(407) 296-1000
OrlandoHealth.com/Facilities/Health-Central-Hospital

Orlando Health Cancer Institute

1400 S. Orange Ave.
Orlando, FL 32806
(321) 841-5111
OrlandoHealth.com/Services-And-Specialties/Orlando-Health-Cancer-Institute

Orlando Health Horizon West Hospital

17000 Porter Rd.
Winter Garden, FL 34787
(407) 407-1000
OrlandoHealth.com/Facilities/Emergency-Room-And-Medical-Pavilion-Horizon-West

Orlando Health Orlando Regional Medical Center

52 W. Underwood St.
Orlando, FL 32806
(321) 841-5111
OrlandoHealth.com/Facilities/Orlando-Regional-Medical-Center

Orlando Health South Lake Hospital

1900 Don Wickham Dr.
Clermont, FL 34711
(352) 394-4071
OrlandoHealth.com/Facilities/South-Lake-Hospital

Orlando Health South Seminole Hospital

555 W. State Road 434
Longwood, FL 32750
(321) 842-2000
OrlandoHealth.com/Facilities/South-Seminole-Hospital

Orlando Health St. Cloud Regional Medical Center

2906 17th St.
St. Cloud, FL 34769
Phone: (407) 892-2135
OrlandoHealth.com/Facilities/St-Cloud-Regional-Medical-Center

Orlando Health Emergency Room and Medical Pavilion – Lake Mary

380 Rinehart Rd.
Lake Mary, FL 32746
(321) 842-0550

Orlando Health Emergency Room and Medical Pavilion – Osceola

1001 E. Osceola Pkwy.
Kissimmee, FL 34744
(321) 842-1267

Orlando Health Emergency Room and Medical Pavilion – Randal Park

10155 Dowden Rd.
Orlando, FL 32832
(321) 842-2280

Orlando Health South Lake Hospital Emergency Room and Medical Pavilion – Blue Cedar

22316 US Highway 27
Leesburg, FL 34748
(352) 536-8831

Orlando Health South Lake Hospital Joe H. and Loretta Scott Medical Pavilion – Four Corners

16966 Cagan Ridge Blvd.
Clermont, FL 34714
(352) 536-8821

Orlando Health Winnie Palmer Hospital for Women & Babies

83 W. Miller St.
Orlando, FL 32806
(321) 843-1110
WinniePalmerHospital.com

Opening Spring 2022

Orlando Health Emergency Room - Reunion Village

Osceola Polk Line Rd.
Davenport, FL 33896

Medical Coverage

Medical Coverage	Coast to Coast Care Plus			Coast to Coast HSA Care		
	Tier 1 Network (OH Network Providers)	Tier 2 Network (UHC Providers)	Out-of-Network	Tier 1 Network (OH Network Providers)	Tier 2 Network (UHC Providers)	Out-of-Network
Annual Deductible Single/Family	\$750/\$1,500	\$1,000/\$2,000	\$3,000/\$6,000	\$3,000/\$6,000	\$3,000/\$6,000	\$6,750/\$13,500
Individual Per Family Pays	\$750	\$1,000	\$3,000	\$6,000	\$6,000	\$13,500
Out of Pocket Max, Single/Family	\$3,000/\$6,000	\$3,000/\$6,000	\$6,750/\$13,500	\$3,000/\$6,000	\$3,000/\$6,000	\$6,750/\$13,500
General Coinsurance	0%	10%	50%	0%	0%	0%
Office Visits						
Preventive Care	\$0	\$0	Deductible & Coinsurance	\$0	\$0	Deductible
Virtual Visit	\$10	\$15		Deductible	Deductible	
Primary Care Physician	\$20	\$30		Deductible	Deductible	
Specialist	\$40	\$50		Deductible	Deductible	
Maternity Care (Physician Services)	\$300	\$300		Deductible	Deductible	
Emergency Services						
Urgent Care Services	\$40	\$60	Deductible & Coinsurance	Deductible	Deductible	Deductible
Emergency Dept Visit	Deductible then \$150*	Deductible then \$150*	**	Deductible	Deductible	**
Ambulance Services	\$150	\$150	**	Deductible	Deductible	**
Outpatient Services						
Minor Diagnostics (Labs)	\$10	\$25	Deductible & Coinsurance	Deductible	Deductible	Deductible
Minor Diagnostics (X-rays)	\$25	\$40		Deductible	Deductible	
Major Diagnostics	Deductible then \$350	Deductible then \$350 & Coinsurance		Deductible	Deductible	
Outpatient Surgery	Deductible then \$350	Deductible then \$350 & Coinsurance		Deductible	Deductible	
Durable Medical Equipment (DME)	Purchase: \$50 Rental: \$30	Purchase: \$50 Rental: \$30		Deductible	Deductible	
Inpatient Services						
Inpatient Services	Deductible, then \$500 Daily, 2 Day Max	Deductible, then \$500 Daily, 2 Day Max & Coinsurance	Deductible & Coinsurance	Deductible	Deductible	Deductible

*Waived if admitted.

**Same as in-network, if true emergency.

This is a summary of benefits and not a guarantee. Benefit payments are subject to all plan provisions and eligibility requirements at the time services are rendered. The plan document and summary plan description are the official sources of information. In the event of a discrepancy, the plan document and summary plan description will prevail.

Prescription Drug Plan

Annual Deductible- Single/Family	Coast to Coast Care Plus			Coast to Coast HSA Care		
	N/A			\$3,000/\$6,000	\$3,000/\$6,000	\$6,750/\$13,500
	In-House (30 Day)	Retail (30 Day)	In-House/Scripts Mail Order (90 Day)	In-House (30 Day)	Retail (30 Day)	In-House/Script Pharmacies (90 Day)
Generic	20% (\$15 Maximum)	20% (\$20 Maximum)	20% (\$50 Maximum)	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance
Preferred Brand	20% (\$55 Maximum)	20% (\$60 Maximum)	20% (\$150 Maximum)	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance
Non-Preferred Brand	20% (\$95 Maximum)	20% (\$100 Maximum)	20% (\$250 Maximum)	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance	Deductible then 0% Coinsurance
Specialty Generic	20% (\$15 Maximum)	N/A	N/A	Deductible then 0% Coinsurance	N/A	
Specialty Brand	20% (\$15 Maximum)	N/A	N/A	Deductible then 0% Coinsurance	N/A	
Specialty Medications & Prior Authorizations	Certain medications, including Specialty Medications, require a prior authorization before they will be covered by your plan. Specialty Medications will be limited to a 30-day supply and must be obtained from Scripts Specialty Pharmacy. If you are currently taking any Specialty Medications and need to request prior authorization, please call our clinical call center at (800) 711-4555.					

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Network Lab

Bayfront Health St. Petersburg team members have a \$0 copay at this location.

Bayfront Health St. Petersburg

603 7th St. South
St. Petersburg, FL 33701
Phone: (727) 893-6104





OrlandoHealthNetwork.com