

2025 Individual Exchange plans in Texas

Quick reference guide

Please use this guide to quickly refer to the information you need to work with our UnitedHealthcare Individual Exchange plans in Texas, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.

For most Individual Exchange plans in Texas




For Kelsey-Seybold Individual Exchange plans information, please see page 3.



Example member ID cards

- 1 Group number - “ONEX” - plans offered on the Exchange, “OFEX” - plans offered off the Exchange
- 2 Plan name - includes the metal level of bronze, silver, gold or platinum
- 3 PCP Required indicator - all Exchange plans require a PCP
- 4 Referrals Required indicator (if applicable)
- 5 Network

For most Individual Exchange plans in Texas

 	Printed 11/01/2024
Member: Member ID: 000000000	
1 Group ID: TXXXXX	Members: Sign in at myuhc.com/exchange to find network care, pay your bills, see your claims and more. Remember, you need a referral from your PCP to see specialists.
2 UHC Silver Advantage Eff. DE: 01/01/2025	UHC Online Account: myuhc.com/exchange Member Services + Care Support: 866-811-2704
3 PCP Required	Providers: 888-478-4760 or UHCprovider.com Medical Claims: PO Box 5290, Kingston, NY, 12402-5290
Payer ID: 87726	Pharmacists: 844-569-4143 Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540
Rx Bin: 610279 Rx PCN: 7777 Rx Grp: EXCTX Copy Tiers: 80/\$3/\$85*/40%*/50%* *Deductibles apply	
Med INN DED INDV/FAM \$2500/\$5000 OOPM INDV/FAM \$9200/\$18400	
QHP TDI-0508 Underwritten by UnitedHealthcare of Texas, Inc.	
4 PCP Referral Required	
5 Individual Exchange Benefit Plans	

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.



Individual Exchange plans page

Visit UHCprovider.com/exchanges to access the following resources:

- The 2025 Individual Exchange plans self-paced interactive guide
- State-specific prescription drug lists (PDLs)
- Our policies, coverage determination guidelines and prior authorization/notification requirements
- Individual Exchange plan news



UnitedHealthcare Provider Portal

UHCprovider.com/portal

The UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility.

To access the secure portal and the following tools, please **create and/or sign in using a One Healthcare ID**.

Eligibility and referrals

UHCprovider.com/eligibility

We encourage you to verify member eligibility each time a patient presents for service.

Primary care physicians (PCPs) must submit referrals electronically, unless otherwise allowed by state law.

Claims

UHCprovider.com/claims

To submit multi-payer transactions online or through a clearinghouse, please use the electronic data interchange (EDI) in the claims tool and enter the following:

- EDI 837 Health Care Claim Transaction
- Payer ID 87726

To learn more, please visit UHCprovider.com/edi.

You can also use the claims tool to submit reconsideration requests and appeals.

Prior authorization and notification

UHCprovider.com/paan

Call **800-711-4555** to request prior authorization for outpatient self-administered medications.

Unless otherwise allowed by state law, you must submit prior authorization requests electronically. We won't accept prior authorizations that require a referral unless a completed referral is on file.

To access prior authorization requirements and forms, please visit UHCprovider.com/exchanges.

You can also use the claims tool to submit reconsideration requests and appeals.

Find in-network specialists

- **Online:** Visit UHCprovider.com/findprovider
- **Phone:** Call **888-478-4760**

For Kelsey-Seybold Individual Exchange plans in Houston

Applies to these counties only: Brazoria, Fort Bend, Galveston, Harris and Montgomery.

In 2025, we're offering fully-capitated Kelsey-Seybold Individual Exchange plans in the Houston area.




Members who select these plans will be assigned to a Kelsey-Seybold Clinic PCP to help them manage their care and receive custom member ID cards.

If you're not a participating provider in the Kelsey-Seybold network and a member presents with this ID card, please redirect them to a Kelsey-Seybold clinic.



How to identify a member with a Kelsey-Seybold Individual Exchange plan

- 1 Plan name and Kelsey-Seybold Clinic logo
- 2 Payer ID – claims must be submitted to Payer ID KELSE
- 3 PCP Required indicator – all members will be auto-assigned to Kelsey-Seybold Clinic
- 4 Referrals Required indicator (if applicable)
- 5 Kelsey-Seybold appointment scheduling number

 Member: Member ID: 000000000-00 Group ID: TXXXXX	 1	 Members: A referral is needed from a PCP to see providers outside of Kelsey-Seybold Clinic. Sign in at myuhc.com/exchange or call 877-369-2073 for more information about your plan.
2 UHC Kelsey-Seybold Silver-X Copay Focus Eff Dt: 01/01/2024	Payer ID: KELSE	5 UHC Online Account: myuhc.com/exchange UHC Member Services + Care Support: 877-369-2073 Kelsey-Seybold Appointment Scheduling: 713-442-0000
3 PCP: Kelsey-Seybold Clinic	Rx Bin: 610279 Rx PCN: 7777 Rx Grp: EXCTX *Deductibles apply	Providers: 713-442-2304 or UHCprovider.com Medical Claims: P.O. Box 31031 Tampa, FL 33631 Electronic Claims Payer ID: KELSE Behavioral Claims: PO Box 5290 Kingston, NY 12402-5290 888-478-4760
Med INN DED INDV/FAM \$2600/\$5200 Rx INN \$100/\$500	4 Some Referrals Required Individual Exchange Benefit Plans Underwritten by UnitedHealthcare of Texas, Inc.	Pharmacists: 844-569-4143 Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540
QHP TDI-0508		

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.



Kelsey-Seybold Provider Portal

Providers participating in the Kelsey-Seybold network can use the UnitedHealthcare Provider Portal or the Kelsey-Seybold Provider Portal to access eligibility and benefits, claims and prior authorization information.

Eligibility and benefits

We encourage you to verify member eligibility each time a patient presents for service. To check eligibility and benefits for UnitedHealthcare Kelsey-Seybold Individual Exchange plan members, please refer to the eligibility file you received, or the UnitedHealthcare Provider Portal.

Claims

To submit Kelsey-Seybold claim transactions online or through a clearinghouse, please use:

- EDI 837 Health Care Claim Transaction
- Payer ID KELSE

Send paper claims to: Kelsey-Seybold, P.O. Box 31031, Tampa, FL 33631.

Submit reconsideration requests to Kelsey-Seybold at: P.O. Box 841209, Pearland, TX 77584.

Prior authorization and notification

Standard UnitedHealthcare prior authorization and notification requirements apply. To locate the requirements, visit [Kelsey CareLink](#).

Prior authorization and notification

- Call Kelsey-Seybold clinic at 713-442-5339
- Call the Optum Rx® prescriber prior authorization line at **800-711-4555** (to request prior authorization for outpatient self-administered medications)

Referrals

Referrals aren't needed for members to see a Kelsey-Seybold clinic specialist. However, a referral is required for members to see a non-Kelsey-Seybold clinic specialist. To request a referral, contact a participating specialist outside of the Kelsey-Seybold clinic.

Find in-network providers

Visit UHCprovider.com/findprovider or kelsey-seybold.com/find-a-houston-doctor.



Questions?

- For contact information, visit our [contact us](#) page
- Call Individual Exchange plans Provider Services at **888-478-4760**, weekdays, 7 a.m.–7 p.m. CT
- Contact your provider advocate

UnitedHealthcare Individual & Family plans medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in AL, IN, KS, LA, MO, NE, NJ, TN, and WY; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; UnitedHealthcare of Wisconsin, Inc., and UnitedHealthcare Plan of the River Valley in Iowa. Administrative services provided by United HealthCare Services, Inc. or their affiliates.