



# 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. 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](https://myuhc.com)
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory**
- 4 Choose **Employer and Individual Plans**
- 5 Be sure to scroll down and select **Oxford Health Plans**
- 6 Then select the Oxford plan you are looking for:
  - Metro
  - Metro with Core
  - Freedom
  - Freedom with Choice Plus
  - Liberty
  - Liberty with Choice Plus
  - Liberty 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<sup>®</sup> 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 area.<sup>1</sup> 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](https://myuhc.com)
- 2 Select **Find a Provider**
- 3 Choose **Medical Directory**
- 4 Choose **Employer and Individual Plans**

- 5 Be sure to scroll down and select **Oxford Health Plans**. Then, select your plan with out-of-area coverage,<sup>2</sup> either:
  - Freedom with Choice Plus
  - Liberty 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: at [personalhealthmessagecenter.com/public/forms/MedicalClaims](https://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**

<sup>1</sup> Tristate area includes Connecticut, New Jersey and certain New York counties (Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Sullivan, Suffolk, Ulster and Westchester).

<sup>2</sup> Effective Sept. 1, 2022, Oxford Freedom Network (NY, NJ, CT) includes additional access to out-of-area Choice Plus providers and Oxford Liberty Network (CT) includes additional access to out-of-area Core providers. Effective Jan. 1, 2023, some NJ Oxford Metro Network large group (51+) plans may include out-of-area coverage if the employer has purchased the rider. 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.

Note: 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.

National network may not be available for all groups. In states where the UnitedHealthcare Core network is not available, Oxford Liberty network members will have access to the full network that mirrors the UnitedHealthcare Choice Plus network. The UnitedHealthcare Core Network is not available for fully insured plans in the following states: AL, AZ, CO, DE, GA, HI, IA, ID, KY, LA, MA, ME, MT, NC, ND, NE, NH, NM, OH, OK, PA, RI, SC, UT, VT, WV, WY. The UnitedHealthcare Core Network is not available for self-funded plans in the following states: AZ, DE, HI, IA, ID, KY, LA, MA, ME, MT, NC, ND, NE, NH, NM, OH, OK, PA, RI, UT, VT, WV, WY.

The UnitedHealthcare Core product is designed to accommodate a limited network of participating physicians, health care professionals, hospitals and facilities ("providers"). Except in emergency situations, members should confirm their provider is participating in this product 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®.

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.