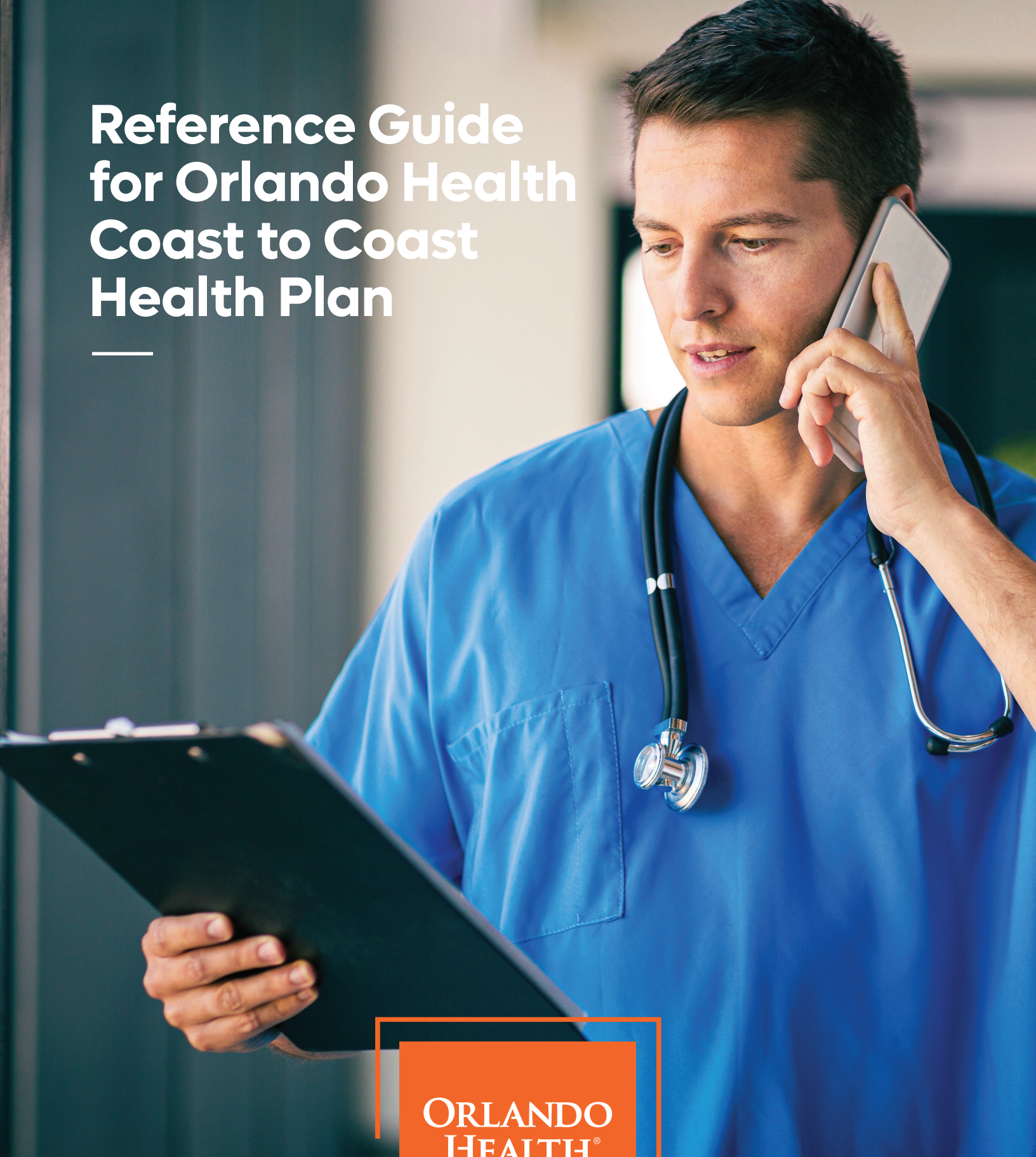


Reference Guide for Orlando Health Coast to Coast Health Plan



ORLANDO
HEALTH®

Network

Orlando Health Network

Please contact the Orlando Health Network if you want to:

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

Contact:

(321) 843-6700

(321) 843-6895 fax

OrlandoHealthNetwork@OrlandoHealth.com



ID Cards

ID cards were issued to Team Member Health Plan members for 2026. Below are samples of what the card should look like.

Care Plus Plan

A UnitedHealthcare Company

CARE PLUS PLAN
ORLANDO HEALTH
Network

Issuer (80840) 911-39026-02
Member ID: 39110436 **Group Number: 76-413548**

Member:
 KATIE SAMPLE 00 MED
Dependents:
 SPOUSE SAMPLE 01 MED

Optum Rx®
 RxBIN: 610127
 RxPCN: 01960000
 RxGrp: 01962791

\$35 PCP; \$55 SPECIALIST; \$40 URGENT CARE
 ER: DEDUCT APPLIES FIRST; ONCE MET THEN \$250 COPAY
 RX: GEN 20% (\$20 MAX); PREF 20% (\$60 MAX)
 NON-PREF 20% (\$120 MAX); SPECIALTY 20% (\$200 MAX)

5030 Self-funded plan administered by UMR

This card must be presented each time services are requested. Printed: 10-30-2025

Medical:	Tier 1	Tier 2	Out of Net
Ded:	\$1,000/\$2,000	\$2,000/\$4,000	\$6,000/\$12,000
OOPM:	\$4,000/\$8,000*	\$5,000/\$10,000*	\$9,000/\$18,000

*includes pharmacy

Call CARE Clinical at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
For Members: go.umar.com/OrlandoHealth 844-614-8435
Orlando Health Virtual Visits: orlandohealth.com/virtual-visit

For Providers: www.umar.com 844-614-8435

Claims: EDI # 39026, UMR, PO Box 211762, Eagan, MN 55121
 Choice Plus Network: For use only outside the Orlando Health Network

UnitedHealthcare® Choice Plus Network **ORLANDO HEALTH** Virtual Visit

Pharmacists & Members: 877-559-2955

HSA Care Plan

A UnitedHealthcare Company

HSA CARE PLAN
ORLANDO HEALTH
Network

Issuer (80840) 911-39026-02
Member ID: 33143501 **Group Number: 76-413548**

Member:
 TONY SAMPLE 00 MED

Optum Rx®
 RxBIN: 610127
 RxPCN: 01960000
 RxGrp: 01962791

Rx – Applies towards Deductible and OOP Max

5030 Self-funded plan administered by UMR

This card must be presented each time services are requested. Printed: 10-30-2025

Medical:	Tier 1	Tier 2	Out of Net
Ded:	\$3,000*	\$3,500*	\$7,000
OOPM:	\$5,000*	\$6,000*	\$7,000

*includes pharmacy

Call CARE Clinical at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
For Members: go.umar.com/OrlandoHealth 844-614-8435
Orlando Health Virtual Visits: orlandohealth.com/virtual-visit

For Providers: www.umar.com 844-614-8435

Claims: EDI # 39026, UMR, PO Box 211762, Eagan, MN 55121
 Choice Plus Network: For use only outside the Orlando Health Network

UnitedHealthcare® Choice Plus Network **ORLANDO HEALTH** Virtual Visit

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

Provider.umar.com



Orlando Health Network and United Healthcare Choice Plus

Orlando Health Network and United Healthcare Choice Plus are the Health Plans.

Orlando Health Network is the Tier 1 Provider. United Healthcare is the Tier 2 Provider.

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

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



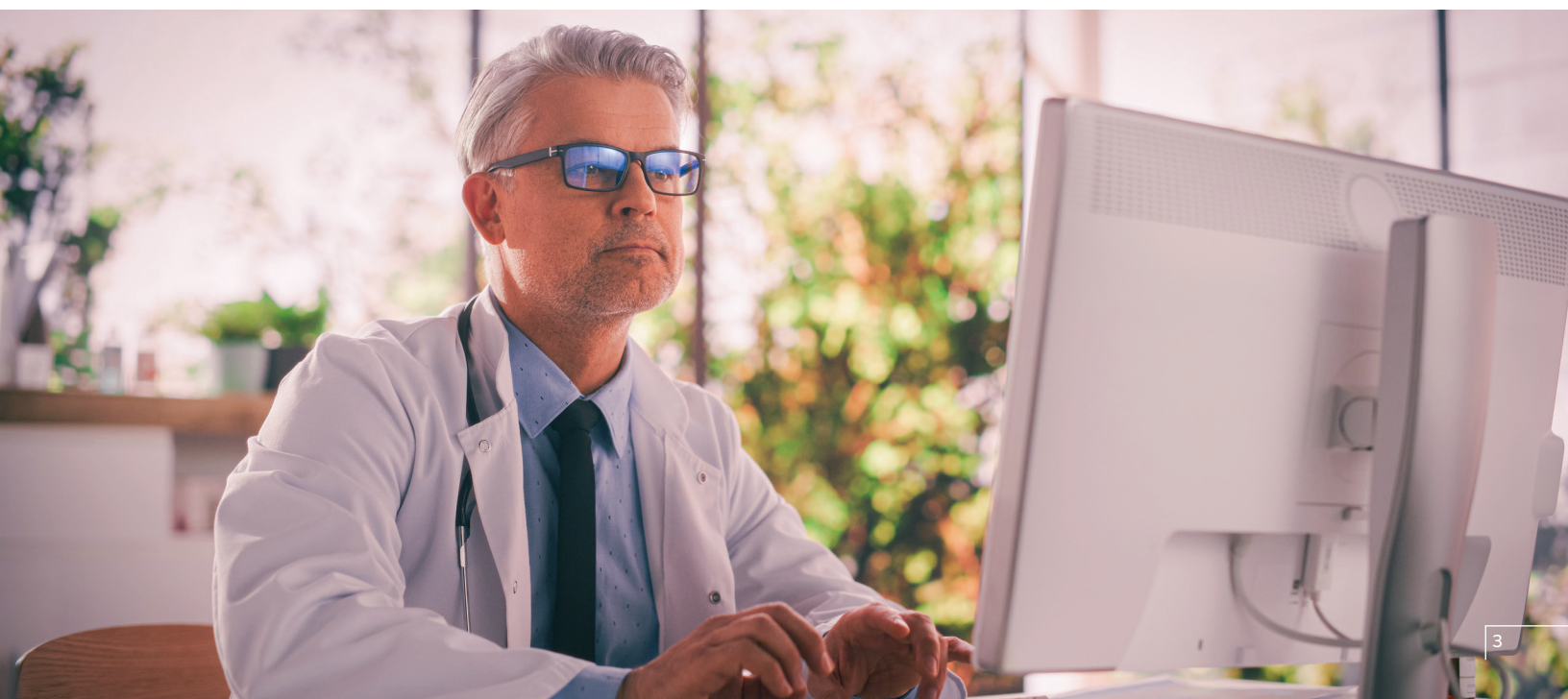
OptumRx

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 Orlando Health affiliated physicians and facilities.

- Applied behavioral analysis (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
 - \$1,000 for prosthetics
 - \$1,500 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)
- High-end radiology: positron emission tomography (PET), computed tomography angiography (CTA), magnetic resonance angiography (MRA), and single-photon emission computed tomography (SPECT) only
- Home health care
- Inpatient hospitalization:
 - Inpatient mental health and substance use disorder
 - Inpatient long term acute care (LTAC)
 - Inpatient maternity stays over 48 hours for normal delivery and 96 hours for cesarean delivery
 - Intensive outpatient treatment
 - Transplant and transplant related services
- Intravenous immune globulin (IVIG)
- Jaw surgeries
- Rhinoplasty, septoplasty, and other nasal structure surgeries
- Non-emergent air ambulance
- Outpatient rehabilitative therapies (prior authorization required after 24th visit):
 - Occupational therapy
 - Physical therapy
 - Speech therapy
- Partial hospitalization program
- Enteral feeding
- Pulmonary rehabilitation
- Reconstructive surgery (including breast reconstruction not due to cancer or a burn)
- Residential treatment
- Skilled nursing facility (extended care facilities)
- All specialty medications found on the following listing, regardless of place of service:

www.umrwebapps.com/SpecialtyInjectable/
- Specialty medications administered in a physician's office that exceed \$2,000 per dose (even if the medication is not found on the specialty medication listing)
- Specialty prenatal genetic lab testing (must receive genetic counseling provided by a Orlando Health certified genetic counselor prior to genetic testing for specialty prenatal genetic lab testing)
- Treatment of varicose veins of the extremities (sclerotherapy)

Orlando Health Directory

Orlando Health Arnold Palmer Hospital for Children

92 W. Miller St. | Orlando, FL 32806

(321) 843-7777 | ArnoldPalmerHospital.com

Orlando Health Bayfront Hospital

603 7th St. South | St. Petersburg, FL 33701

(727) 823-1234 | OrlandoHealth.com/BayfrontHospital

Orlando Health Emergency Room – Crossroads

1800 66th St. North | St. Petersburg, FL 33710

Orlando Health Emergency Room – Pinellas Park

3070 Grand Ave. | Pinellas Park, FL 33782

Orlando Health Cancer Institute

1400 S. Orange Ave. | Orlando, FL 32806

(321) 841-1869 | OrlandoHealthCancer.com

Orlando Health Dr. P. Phillips Hospital

9400 Turkey Lake Rd. | Orlando, FL 32819

(407) 351-8500 | OrlandoHealth.com/DrPPhillipsHospital

Orlando Health – Health Central Hospital

10000 W. Colonial Dr. | Ocoee, FL 34761

(407) 296-1000 | OrlandoHealth.com/HealthCentralHospital

Orlando Health Horizon West Hospital

17000 Porter Rd. | Winter Garden, FL 34787

(407) 407-0000 | OrlandoHealth.com/HorizonWestHospital

Orlando Health Lake Mary Hospital

380 Rinehart Rd. | Lake Mary, FL 32746

(407) 767-1200 | OrlandoHealth.com/LakeMaryHospital

Orlando Health Melbourne Hospital

250 N. Wickham Rd. | Melbourne, FL 32935

(321) 752-1200 | OrlandoHealth.com/MelbourneHospital

Orlando Health Orlando Regional Medical Center

52 W. Underwood St. | Orlando, FL 32806

(321) 841-5111 | OrlandoHealth.com/ORMC

Orlando Health Sebastian River Hospital

16935 U.S. Hwy. 1 | Sebastian, FL 38958

(772) 589-3186 | OrlandoHealth.com/SebastianRiverHospital

Orlando Health South Lake Hospital

1900 Don Wickham Dr. | Clermont, FL 34711

(352) 394-4071 | SouthLakeHospital.com

Orlando Health South Lake Hospital Joe H. and

Loretta Scott Emergency Room – Four Corners

16966 N. Cagan Ridge Blvd. | Clermont, FL 34714

(352) 536-8821

Orlando Health South Lake Hospital Emergency Room

– Blue Cedar

22316 U.S. Hwy. 27 | Leesburg, FL 34748

(352) 536-8831

Orlando Health St. Cloud Hospital

2906 17th St. | St. Cloud, FL 34769

(407) 892-2135 | OrlandoHealth.com/StCloud

Orlando Health Watson Clinic Lakeland Highlands Hospital

(Opening Summer 2026)

4000 Lakeland Highlands Rd. | Lakeland, FL 33812

Orlando Health Emergency Room – Reunion Village

8011 Osceola Polk Line Rd. | Davenport, FL 33896

(407) 407-0200

Orlando Health Winnie Palmer Hospital for Women and Babies

83 W. Miller St. | Orlando, FL 32806

(321) 843-1110 | WinniePalmerHospital.com

Florida Medical Clinic Orlando Health Wiregrass Ranch Hospital

(Opening Summer 2026)

3000 Wiregrass Ranch Blvd. | Wesley Chapel, FL 33543

Orlando Health Emergency Room – Lutz

(Opening Summer 2026)

20060 State Road 54 | Lutz, FL 33558

Orlando Health Emergency Room – Osceola

1001 E. Osceola Pkwy. | Kissimmee, FL 34744

(321) 842-1267

Orlando Health Emergency Room – Randal Park

10155 Dowden Rd. | Orlando, FL 32832

(321) 842-2280

Baptist Health Brookwood Hospital

2010 Brookwood Medical Center Dr. | Birmingham, AL 35209

(205) 877-1000 | BaptistHealthAL.com/BrookwoodHospital

Baptist Health Citizens Hospital

604 Stone Ave. | Talladega, AL 35160

(256) 362-8111 | BaptistHealthAL.com/CitizensHospital

Baptist Health Princeton Hospital

701 Princeton Ave. SW | Birmingham, AL 35211

(205) 783-3000 | BaptistHealthAL.com/PrincetonHospital

Baptist Health Shelby Hospital

1000 1st Street North | Alabaster, AL 35007

(205) 620-8100 | BaptistHealthAL.com/ShelbyHospital

Baptist Health Walker Hospital

3400 Hwy. 78 East | Jasper, AL 35501

(205) 387-4000 | BaptistHealth.com/WalkerHospital

Baptist Health Freestanding Emergency Department

7131 Cahaba Valley Rd. | Birmingham, AL 35242

2026 Orlando Health Medical Benefits Overview

Medical Coverage	Care Plus			HSA Care		
	Tier 1 Network (OH Network Providers)	Tier 2 Network (UHC Providers)	Tier 3 Network (Out-of-Network)	Tier 1 Network (OH Network Providers)	Tier 2 Network (UHC Providers)	Tier 3 Network (Out-of-Network)
Annual Deductible Single/Family	\$1,000/ \$2,000	\$2,000/ \$4,000	\$6,000/ \$12,000	\$3,000/ \$6,000	\$3,500/ \$7,000	\$7,000/ \$14,000
Individual Per Family Pays	\$1,000	\$2,000	\$6,000	\$6,000	\$7,000	\$14,000
Out of Pocket Max, Single/Family	\$4,000/ \$8,000	\$5,000/ \$10,000	\$9,000/ \$18,000	\$5,000/ \$10,000	\$6,000/ \$12,000	\$7,000/ \$14,000
General Coinsurance	0%	20%	50%	20%	20%	N/A
Office Visits						
Preventive Care	\$0	\$0	Deductible and Coinsurance	\$0	\$0	Deductible
Virtual Visit	\$0	\$50 PCP \$70 Specialist	Deductible and Coinsurance	Deductible	Deductible and Coinsurance	Deductible
Primary Care Physician (PCP)	\$35	\$50	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Specialist	\$55	\$70	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Maternity Care (Physician Services)	\$300	\$300 and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Emergency Services						
Urgent Care Services	\$40 CareSpot \$80 Others	\$80	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Emergency Department Visit	Deductible, then \$250*	Deductible, then \$250*	**	Deductible and Coinsurance	Deductible and Coinsurance	**
Ambulance Services	\$250	\$250	**	Deductible and Coinsurance	Deductible and Coinsurance	**
Outpatient Services						
Minor Diagnostics (Labs)	\$25 OH/ \$40 Others	\$40	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Minor Diagnostics (X-rays)	\$25 OH/ \$40 Others	\$50	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Major Diagnostics	Deductible, then \$350	Deductible, then \$350 and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Outpatient Surgery	Deductible, then \$350	Deductible, then \$350 and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Durable Medical Equipment (DME)	Purchase: \$75 Rental: \$50	Purchase: \$75 Rental: \$50	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible
Inpatient Services						
Inpatient Services	Deductible, then \$500 daily, 3 day max	Deductible, then \$500 daily, 3 day max	Deductible and Coinsurance	Deductible and Coinsurance	Deductible and Coinsurance	Deductible

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

Prescription Drug Plan

Care Plus			HSA Care	
Annual Deductible – Single/Family	N/A		\$3,000/\$6,000	\$7,000/\$14,000
	In-Network		In-Network	Out-of-Network
Prescription Drugs Retail (Up to 30-Day Supply)	Coinsurance	Maximum	Deductible and Coinsurance	File claim with OptumRX
Tier 1 Generic	20%	\$20	Deductible and Coinsurance	File claim with OptumRX
Tier 2 Preferred Brand	20%	\$60	Deductible and Coinsurance	File claim with OptumRX
Tier 3 Non-Preferred Brand	20%	\$120	Deductible and Coinsurance	File claim with OptumRX
Tier 4 Specialty	20%	\$200	Deductible and Coinsurance	File claim with OptumRX
Prescription Drugs – Mail-Order or 90 Day	Coinsurance	Maximum	Deductible and Coinsurance	File claim with OptumRX
Tier 1 Generic	20%	\$50	Deductible and Coinsurance	File claim with OptumRX
Tier 2 Preferred Brand	20%	\$150	Deductible and Coinsurance	File claim with OptumRX
Tier 3 Non-Preferred Brand	20%	\$300	Deductible and Coinsurance	File claim with OptumRX
Tier 4 Specialty Medications	N/A	N/A	N/A	N/A
Specialty Medications and 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 a 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.

Network Lab

Orlando Health team members have a \$25 copay at these locations for lab services.

Baptist Health Citizens Hospital

604 Stone Ave. | Talladega, AL 35160
(256) 362-8111

Baptist Health Princeton Hospital

701 Princeton Ave. SW | Birmingham, AL 35211
(205) 783-3000

Baptist Health Shelby Hospital

1000 1st St. North | Alabaster, AL 35007
(205) 620-8100

Baptist Health Walker Hospital

3400 Hwy. 78 East | Jasper, AL 35501
(205) 387-4000

Florida Medical Clinic Orlando Health

Wiregrass Ranch Hospital
(Opening Summer 2026)
3000 Wiregrass Ranch Blvd.
Wesley Chapel, FL 33543
(813) 388-4000

Orlando Health Melbourne Hospital

250 N. Wickham Rd. | Melbourne, FL 32935
(321) 752-1200

Orlando Health Sebastian River Hospital

16935 U.S. Hwy. 1 | Sebastian, FL 38958
(772) 589-3186

Outpatient Lab Draw Station

6300 N. Wickham Rd., Suite 116
Melbourne, FL 32940
(321) 255-8020

Orlando Health LabWorks – Institute Square

725 6th Ave., Suite 1800
St. Petersburg, FL 33701
(321) 841-5274

Orlando Health Watson Clinic

Lakeland Highlands Hospital
(Opening Summer 2026)
4000 Lakeland Highlands Rd.
Lakeland, FL 33812

connect to health

