

Quick Reference Guide for Health Care Providers



Operational Reminders

Clinical Date Management:

Provide daily updates to patient information, donor names, case effective dates, list dates, transplant and discharge dates prior to claims submission to ensure accurate claims repricing.

Timely Filing of Claims:

Follow your contractual claims filing deadline for timely repricing and payment of claims.

Closed Case Reports:

Notify OptumHealth Care Solutions upon transplant case termination that all claims have been submitted for timely reconciliation.

Customer Service

The OptumHealth Care Solutions Call Center is your resource for claims repricing, tracking and escalation of repriced claims, internal payment information and payment adjustments and external claims status.

Call Center Contact Information

Phone: (877) 801-3507, Prompt 3 – Health Care Provider

Fax: (888) 905-9492

Email: cmc.customer.service@optumhealth.com

Submitting Claims

Electronic Claims Payer ID and Vendors	Paper Claims Address	Overnight Paper Claims Address
OptumHealth Care Solutions Payer ID # 41194 Ingenix/ENS (www.enshealth.com)	OptumHealth Care Solutions PO Box 30758 Salt Lake City, UT 84130	LASON – SCS RMO PO Box 30758 - URN 4050 South 500 West, Suite 50 Salt Lake City, UT 84123

www.myoptumhealthcomplexmedical.com

OptumHealth Care Solutions offers a Health Care Provider an extranet site to help contracted network participants manage their relationship with OptumHealth Care Solutions. The **Manage Patients & Manage Claims** sections of CMC provider website allow you to view information and enter data about patients referred to you through OptumHealth Care Solutions and our payer clients. You can:

- Provide clinical dates and donor information
- View claims repricing information and closed or rejected claims
- View active and closed case information
- View closed cases with Phase 5 access
- View Notification Forms
- View current client list

Request Access

If you have never visited CMC provider website, you can request a password by visiting www.myoptumhealthcomplexmedical.com and clicking on "Request Access" and "Health Care Provider." Once you have requested access, you will receive an e-mail notification from OptumHealth Care Solutions within 48 hours.