

# Quick Reference Guide for Clinical Dates

- Clinical Dates (aka Eligibility Dates) are critical for OptumHealth to price claims correctly and timely.
- It is the provider's responsibility to enter Clinical Dates on the OptumHealth website; [www.myoptumhealthcomplexmedical.com/provider](http://www.myoptumhealthcomplexmedical.com/provider)
- Entering dates on the OptumHealth website is easy. Simply log on and go to "Manage Patients" then "Active Cases"



- Then search for the patient to update using last or first name.
- Click the patients name to open their patient detail then enter all Clinical Dates available and click submit.

| Last                 | First                | New Referral             | Case Effective Date  | Program Type         | Case Manager         | Payer Name           | Status               | Change Status        |
|----------------------|----------------------|--------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

## Request Access

If you have never visited CMC provider website, you can request a password by visiting [www.myoptumhealthcomplexmedical.com](http://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.

\*Please contact the call center at (877)-801-3507 for questions or to request training.

## Operational Reminders

### Clinical Date Management:

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

If a claim is submitted and necessary clinical dates are not loaded:

- The claim will be sent back to the provider address on the claim
- The claim will NOT be priced
- Provider will need to load the missing clinical dates on the website and then resubmit the claim.