



## Did you know...?

- Claims submitted both to OptumHealth via EDI, and submitted from OptumHealth for payment via EDI, on average will be received for processing by the client 8 to 15 business days sooner than claims processed fully on paper.
- Claims submitted via EDI are received by OptumHealth in 1 to 2 business days, while claims submitted via paper are received by OptumHealth in 5 to 10 business days.
- On average there is a 40 percent cost savings by utilizing EDI claims transmissions versus paper.
- Bundle billing, cover sheets, and/or itemizations on provider claims are no longer necessary.
- HIPAA v5010 and ICD-10 Compliance: OptumHealth currently is in process of analyzing and implementing the conversion from HIPAA v4010 to v5010 and ICD-10 and will be compliant by the required conversion date.
- EDI is an OptumHealth goal. Let us help.

# Electronic Data Interchange

**E**lectronic Data Interchange (EDI) refers to the structured transmission of data between organizations by electronic means. Electronic claims submissions provide faster, more efficient claims processing. In addition, EDI submissions offer decreased turn around time, a reduction in paperwork, and greater processing accuracy and efficiency.

## EDI Team Contact Information

Our OptumHealth<sup>SM</sup> Care Solutions call center team will direct you to our specialized EDI team which is your resource for all EDI claims questions and assistance. Additionally, the customized web tools will aid in streamlining your electronic billing process and provide efficient tracking of claims.

**Phone:** (877) 801-3507, Prompt 2 – Client, Prompt 3 – Health Care Provider

**Fax:** (888) 905-9492

**Email:** [cmc.customer.service@optumhealth.com](mailto:cmc.customer.service@optumhealth.com)

## Submitting and Receiving Claims

### Electronic Claims Payer ID and Vendors

OptumHealth Care Solutions  
Payer ID # 41194  
Ingenix/ENS ([www.enshealth.com](http://www.enshealth.com))

## Clients

Electronic claims acceptance provides you the ability to track claims from the time they leave OptumHealth until you receive and accept them, eliminating your need/cost of paper handling and manual keying of claims. Additionally, it creates faster receipt of claims and payment cycles, in turn, reducing risk for processing delays and interest charges for late payments, and is environmentally friendly.

## Providers

Electronic claims submission provides faster, more efficient claims processing. By accepting claims electronically, OptumHealth gives providers the ability to track them by reviewing transmission reports, and by using the EDI Claims Inventory function on the [myoptumhealthcomplexmedical.com/provider](http://myoptumhealthcomplexmedical.com/provider) Web site. Additionally, electronic claims submissions offers greater processing accuracy, faster payment cycles, fewer outstanding receivables, and increased cash flow.

**OptumHealth**<sup>SM</sup>  
Care Solutions