



Autism Network Commercial Solo/Agency Provider Quick Reference Guide

Electronic Claims Submission	<p>All Autism/ABA Claims must be:</p> <ul style="list-style-type: none"> • Submitted on a Form 1500 (v.02/12) claim form • Submit electronically via Provider Express providerexpress.com using the “Claim Entry” transaction feature • Submit electronically using an EDI clearinghouse and payer ID# 87726 • Submitted within 90 days of date of service • If unable to file electronically, paper claims should be mailed to the address on the back of the Member’s card
Affiliate Claims Submission	<p>All affiliate claim submissions should be mailed to the address on the back of the Member’s ID card:</p> <ul style="list-style-type: none"> • All autism services must be billed on a Form 1500 • Submission must occur within 90 days of date of service
Claim Status	<p>Claim status can be obtained by calling the Claims Customer Service Center:</p> <ul style="list-style-type: none"> • Optum – 1-800-557-5745 or by logging in to providerexpress.com • Affiliate Members – Call the number on the back of the Member’s ID card
Provider Appeals Process	<p>Claim appeals process:</p> <ul style="list-style-type: none"> • Process for appeal will be detailed in the Member’s Rights Enclosure which accompanies the Explanation of Benefit (EOB) denial notice sent to the Provider and the Member • Appeals must be received within 180 days from the date of disposition on the remittance report (Explanation of Benefits)
Provider Assistance	<p>Provider Service Line: 1-877-614-0484 The Provider Service Line is available from 8:00 a.m. – 8:00 p.m. EST Monday through Friday, and can assist and/or triage on the following issues/questions you may have:</p> <ul style="list-style-type: none"> • Demographic changes • Contract questions • Fee schedule requests • Termination requests • Claim issues • Tax ID changes
Prior Authorization Eligibility Verification	<p>All ABA services require prior authorization:</p> <ul style="list-style-type: none"> • Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the Member’s ID card • Online assessment request at optumpeeraccess.secure.force.com/ABAassessment/ • Ongoing Prior Authorization obtained by: <ul style="list-style-type: none"> ○ Calling ABA-dedicated clinical team at the Behavioral Health number on the back of Member’s card, or ○ Indiana Providers only, faxing treatment plan to 1-888-541-6691, or ○ Indiana, Ohio, Washington, Tennessee, New Mexico and Arizona providers only, submitting treatment plan online at optumpeeraccess.secure.force.com/ABAtreatment/ • Authorization status can be viewed online at providerexpress.com
Provider Portal	<p>Visit Autism / ABA Corner at providerexpress.com</p>
Disclaimer	<p>Information contained herein is subject to change. Please contact the Provider Service Line: 1-877-614-0484 with any questions.</p>