



PROVIDER ALERT

Immediate help available to your clients
impacted by natural disasters

August 24, 2018

Optum is offering a toll-free number for you and your clients:

866-342-6892

This number will be available 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone.

Specially trained Optum mental health specialists help people manage stress and anxiety so affected clients can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

Along with the toll-free help line, emotional-support resources and information are available online at [Live and Work Well](#) >> enter using “*Clinician*” as your access code.

Provider Business Concerns

In addition, the Provider Service Line **(877) 614-0484** is available Monday-Friday, 7 a.m. to 7 p.m. Central time (2 a.m. to 2 p.m. Hawaii time) to assist you with your business needs, such as:

- Unavailable Status due to event damage
- Access to copies of key business documents (e.g., Agreement with Optum)

You may still enter Unavailable status online. [Provider Express](#) >> Log In >> *My Practice Info*

PLEASE NOTE: Our offices in the affected area may be adversely impacted. There may be delays in managing routine business calls. We appreciate your patience and understanding.