

Important Reminder for Ohio Medicaid Program and Network Integrity

What you need to know

Optum Behavioral Health Payment Integrity operations are an essential part of compliance with state and federal requirements related to services provided to Ohio Medicaid Behavioral Health members. Optum shares this important reminder about our ongoing commitment to Payment Integrity, including the tools and supports we offer to our network providers in furtherance of our payment integrity compliance.

In addition to the terms in your provider agreement and the applicable network manuals available on providerexpress.com, we provide education as part of our program. Any request for documentation is used to verify the services billed are recorded in a manner consistent with industry guidelines.

Our commitment

We believe that Providers are an integral part of our program integrity work. Protecting clients, Providers and stakeholders through the prevention, early detection, investigation and ultimate resolution of potential Fraud, Waste and Abuse (FWA) issues is a fundamental component of quality care and sound clinical practice.

Consumers, providers, payers and purchasers are all negatively affected when Fraud, Waste, Abuse, or Error (FWAE) occurs anywhere in the system. Instances of Waste or Abuse may be unintentional, resulting from a variety of causes including limited knowledge about best practices or delays in implementing new processes that would improve efficiencies. Errors are mistakes, inaccuracies or misunderstandings that can usually be identified and fixed quickly. Fraud, on the other hand, is the result of intentional misrepresentation to gain a benefit. Everyone involved in health care can take steps to reduce the cost of fraud, waste, abuse and error.

Our Program and Network Integrity (PNI) team works with Providers to identify billing as well as payment patterns and trends which may require education or modification of practices or processes on the part of the Provider or us. As part of your participation in our network and program(s) and in compliance with applicable law, we may retroactively review and reach out to you for additional information. When an overpayment of claims is identified, Optum will take appropriate steps to recoup payment as applicable.

We are pleased to work in consultation with Providers to find solutions that address potential FWAE.

Provider Express Resources:

providerexpress.com

Home page > Admin Resources > [Fraud, Waste, Abuse, Error and Payment Integrity](#)

Home page > Clinical Resources > [National Network Manual](#)