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Access Provider Express for:

- Keeping your practice [updated](#)
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- Massachusetts licensing [details](#)
- Massachusetts [information](#)
- Massachusetts annual preventative mental health wellness exam [details](#)

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Medicare Advantage and Commercial Claim Reconsideration and Appeal Process

Providers can submit a reconsideration review of a Commercial or Medicare Advantage claim before filing an appeal of an adverse coverage determination using the Claim Reconsideration [Form](#).

All registered users with access to claim inquiry in the Provider Express portal can [sign in](#), look up the claim via the **claim inquiry** option, and submit a claim adjustment request.



Attestation and demographic updates

Providers are required to verify their demographic information listed in the provider directory every 90 days, including languages spoken and cultural sensitivity training attestation.

To change tax identification information number (TIN) or add another location using a different TIN, access the online change [form](#).

Note: If you are unable to submit update requests through Provider Express, you may submit to updatemyinfo@optum.com.



Trainings

Cultural Sensitivity [training](#)

[Gender Diversity in Mental Health and Substance Use training](#) (available for CEU credits until 08/01/2024)

[Healing Racial Trauma Through Somatic Anti-Racism Practices training](#) (available for CEU credits until 04/18/2025)

[The Impact of Trauma on Children and Youth: A Paradigm Shift training](#) (available for CEU credits until 01/22/2027)

[Explore other Behavioral Health Education](#)

Provider Alerts and Plan News

[Change Healthcare cyber response](#)

[Area of Expertise \(AOE\) updates](#)

[MassHealth American Rescue Plan fund reporting deadlines](#)

[Telehealth health services options for Managed care entities enrollees](#)



Clinical Resources and Reimbursement Policies

Clinical criteria and [guidelines](#)

Clinical practice [guidelines](#)

Clinical [tools](#) and quality initiatives

Reimbursement [policies](#)



Payment Integrity Resources

For Payment integrity Team letter inquiries, please contact PNI Customer Service at 1-877-972-8844 or pnieducation@optum.com with your letter reference ID and TIN/NPI. You will receive a response within 10 business days.

Providers are encouraged to visit the Payment Integrity [page](#) for PNI audit resources

Behavioral Health Services [documentation](#)

Need Assistance?

The best way to resolve a patient-specific inquiry is by calling the Customer Service number on the back of the member's insurance card for:

- Eligibility, Benefits and Claims
- Prior Authorizations
- ASO Funding information

The **Behavioral Health Provider Services** can be reached by calling (877) 614-0484 or emailing ma-nh-me-networkmanagement@optum.com. Representatives can assist you inquiries related to:

- Credentialing/re-credentialing and Contracting
- Fee Schedules
- Network Status

Other helpful contacts:

ABA Network [contact](#)

VACCN Region 1: 888-901-7407

UMR [contact](#)

UMR Provider Portal [support](#)

Surest Health (formerly Bind) [Plan](#)

Student Resources Provider [page](#)