



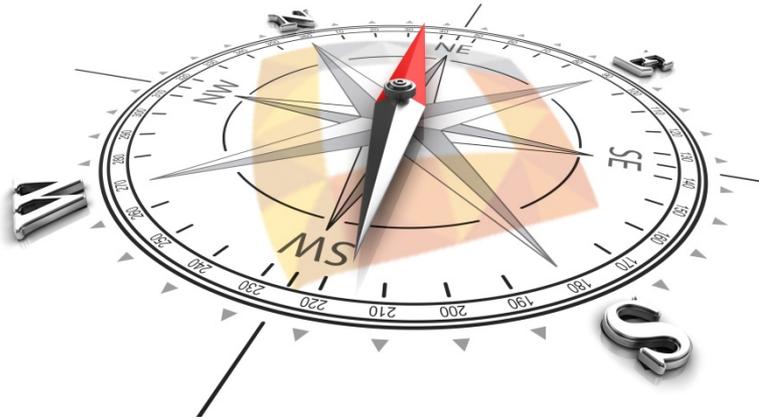
# *NAVIGATING* OPTUM®

2018



# Welcome to Optum

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## Webinar Topics

- 1 Introduction to Optum
- 2 Provider Express
- 3 Benefits and Authorizations
- 4 Claims / Billing
- 5 Updating your Information
- 6 Contacting Optum
- 7 Online Resources

# Introduction to Optum





# Who is Optum?

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Optum is a leading health services organization dedicated to making the system work better for everyone



Our core values:

**Integrity** | **Compassion** | **Relationships** | **Innovation** | **Performance**



# UnitedHealth Group structure

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## UNITEDHEALTH GROUP®



**Making the health system  
work better for everyone**

**Information and technology-  
enabled health services:**

- Technology solutions
- Pharmacy solutions
- Intelligence and decision support tools
- Health management and interventions
- Administrative and financial services



**Helping people live healthier  
lives**

**Health care coverage and  
benefits:**

- Employer & Individual
- Medicare & Retirement
- Community & State
- Military & Veterans
- Global



# Optum and you

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**Our relationship with you is foundational to the recovery and well-being of the individuals and families we serve. We are driven by a compassion that we know you share. Together, we can set the standard for industry innovation and performance.**

**Deb Adler, SVP Network Strategy**

## Achieving our Mission:

- Starts with Providers
- Serves Members
- Applies global solutions to support sustainable local health care needs

# Provider Express



# Benefits of using *Provider Express* regularly

*Provider Express* offers many tools that make working with Optum quick and easy

The screenshot shows the Optum Provider Express website. At the top, there is a navigation bar with links for 'About Us', 'Clinical Resources', 'Admin Resources', 'Tech Resources', 'Training', 'Our Network', and 'Contact Us'. A search bar is located in the top right corner. The main content area features a large banner with the text 'Join the Express Access Network and start seeing more referrals.' Below the banner, there are several sections: 'Admin/ABA Corner', 'Admin News', 'Working Together', 'State & Product-Specific News', and 'Quick Links'. The 'Quick Links' section includes links for 'Eligibility & Benefits', 'Auth Request & Review/Online', 'Auth Inquiry', 'Claim Entry', 'Claim Inquiry', 'My Provider Express', and 'My Practice Info'.

[providerexpress.com](http://providerexpress.com)

## Use the secure Transactions to:

- Look up Member Eligibility / Benefits
- Request and view authorizations
- Submit claims
- Check claim status and submit claim adjustments
- Create a customized “*My Patients*” list

Transactions

# Logging into *Provider Express* for the first time

- Users logging in for the first time are required to create an Optum ID, creating a unique password for secure log in
- Users then complete the *Provider Express* registration page. Click the “*Save & Close*” button to process the registration request

**Create an Optum ID**

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

**Profile Information**

First name  
Last name  
Year of birth

**Sign In Information**

Your email address  
Your Optum ID  
Your Optum ID must have:  
6 to 20 characters  
At least one letter  
No spaces  
No special characters

**Create password**

Your password must have:  
8 characters or more  
At least one uppercase letter  
At least one lowercase letter  
At least one number  
No spaces or an &  
Type password again

**Security Questions and Answers**

Security question 1  
Security answer 1  
Security question 2  
Security answer 2  
Security question 3  
Security answer 3

You must agree to the [Terms of Use](#) and [Website Policy](#).  
If you do not agree, click Cancel and do not use any services.

**All fields are required.**

**Step 1 - Type of User**

Provider Express supports three types of users. Please select the type of user for this account.

User Type: \*

Provider  
 Group/Practice  
 Facility

**Step 2 - Provider Information**

Please supply the provider information for this registration.

Provider First Name: \*  
Provider Last Name: \*  
Tax ID: \*  
NPI (Type I - Individual): \*  
Last 4 digits of provider's SSN: \*

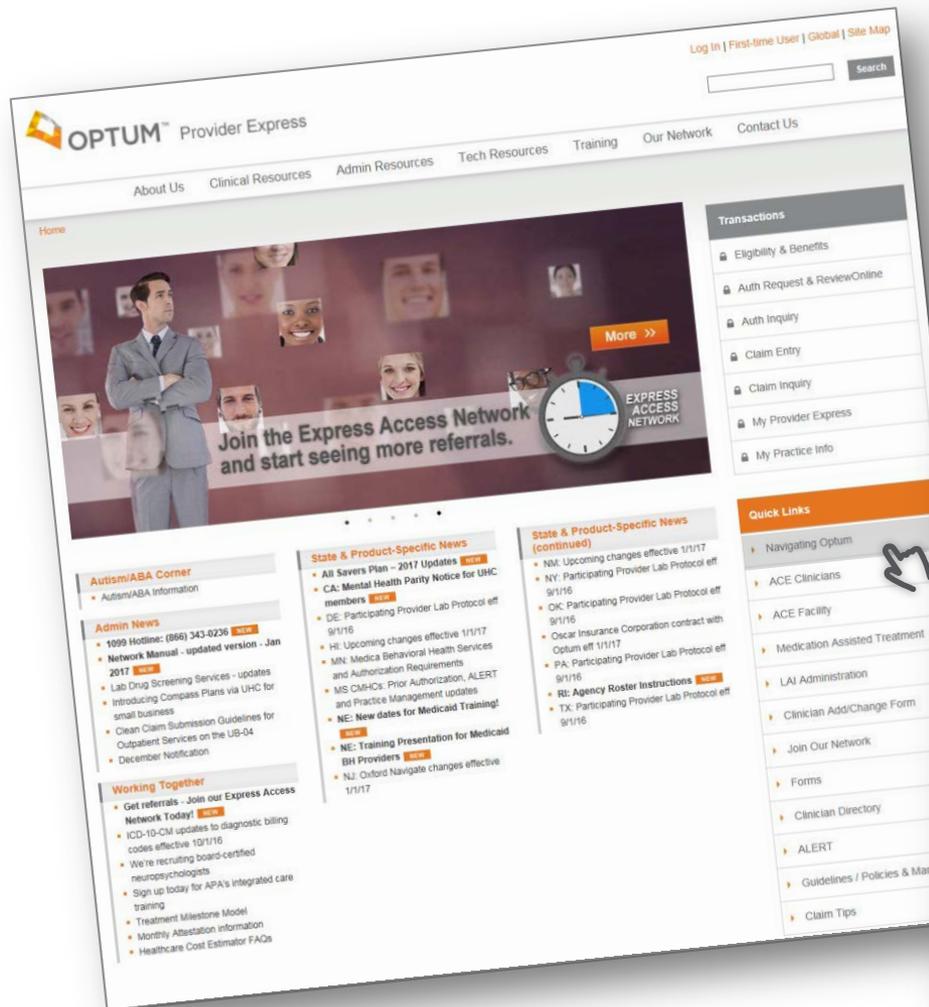
**Step 3 - Relationship**

Please specify your relationship to the provider

Relationship to Provider: \*

Provider  
 Office Manager  
 Billing/Claims  
 Other Staff

# Great online resource for new network Providers



Click the image above for great resources designed for providers new to the network

# Easy access to other websites

UnitedHealthcare ONLINE

Welcome to UnitedHealthcareOnline.com

700,000 Web Users Now Have Access to eligibilityLink!

Sign In | New User

News: EligibilityLink Will Be Your Single Source for Online Eligibility and Benefits Information

In The Spotlight: New National Drug Code (NDC) Policy

Quick Links: Access Your Patient Care Opportunity Report, Electronic Payments and Statements, Health Plan Information, ACA and Regulatory Outreach, LIRC Learn More

OPTUM Idaho Behavioral Health Plan

WELCOME TO OPTUM IDAHO

Exciting News for Community Health Initiatives Grant!

Optum Idaho

Member Contact Call Toll Free: (800) 202-0873

Health Plan Questions: (800) 202-0893

POP Pharmacy: (800) 202-0873

OPTUM

Sign In | Register

Guest Access

Enter as a guest

Hot Topics: Find Help for Substance and Alcohol Use, Mental Health, Personal Empowerment Tools, Smoking Free Help to Quit, Self-Help Programs, Video: Voices of Hope, Mental Illness, Federal Mental Health Parity, Non-discrimination Notice, Important Notice About Social Media Networks

Today's News: Dealing With Diabetes Devices, Pregnancy-Related Diabetes: From Rates to Risk, Self-Care, Video: O-Linked Lipase: Risk of Respiratory Infections, Health by Fleeting Tactics

liveandworkwell

UnitedHealthcare Community Plan

Plan Results

We found 2 Medicare Advantage plans and 5 Medicaid plans for you in Maricopa County, Arizona.

You've selected:  Update

UnitedHealthcare Dual Complete® (HMO SNP) H0321-002

Health Products Catalog: up to \$500 in credits to help pay for you may need

Dental Coverage: \$2,500 toward dental services

Gym Membership

Call us to learn more: 1-877-777-6689 / TTY: 711

Already a member? Call us at 1-877-614-0623 / TTY: 711

View Plan Details | Doctor Lookup

## Other Websites

- Live and Work Well (members)
- OptumHealth New Mexico
- Optum Idaho
- TRICARE
- UHC Community Plan
- UnitedHealthcare Online



# Benefits and Authorizations





# Understanding covered benefits

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Coverage Determination Guidelines standardize the interpretation and application of terms of the Member's Benefit Plan including terms of coverage, exclusions and limitations



Coverage Determination Guidelines can be found on *Provider Express*



Optum Members have a variety of benefits available to them



Check a Member's benefits and eligibility on *Provider Express* through secure Transactions



# Verify Eligibility and Benefits online

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Using *Provider Express* could save you time:

- Search for a Member
- View eligibility
- Verify benefits





# Important authorization information

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Routine outpatient services do **not** require prior authorization. The following frequently-used procedure codes are considered routine services:

90791	90832	90834	90846	90847
90849	90853	99241	99242	99243

Non-routine services **do** require an authorization:



Use [providerexpress.com](https://providerexpress.com) to request authorization for the following:

- ◆ Psychological Testing
- ◆ Transcranial Magnetic Stimulation (TMS)
- ◆ Applied Behavior Analysis

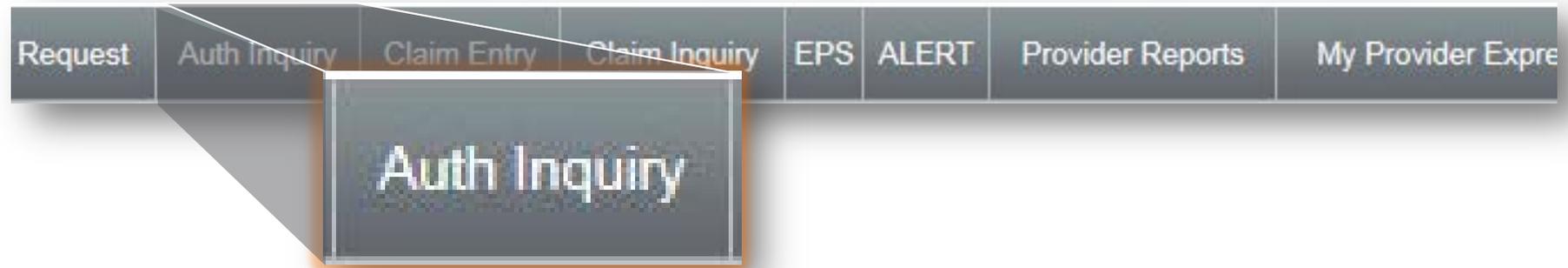
**Login to Provider Express:** Auth Request >> click appropriate link  
**Or without logging in:** Clinical Resources >> Forms >> Clinical Forms



Please call the number on the back of the Member's ID card to authorize all other non-routine services



# Check authorization status online



Once you have obtained authorization for clinical services, you have the capability in the secure Transactions on *Provider Express* to:

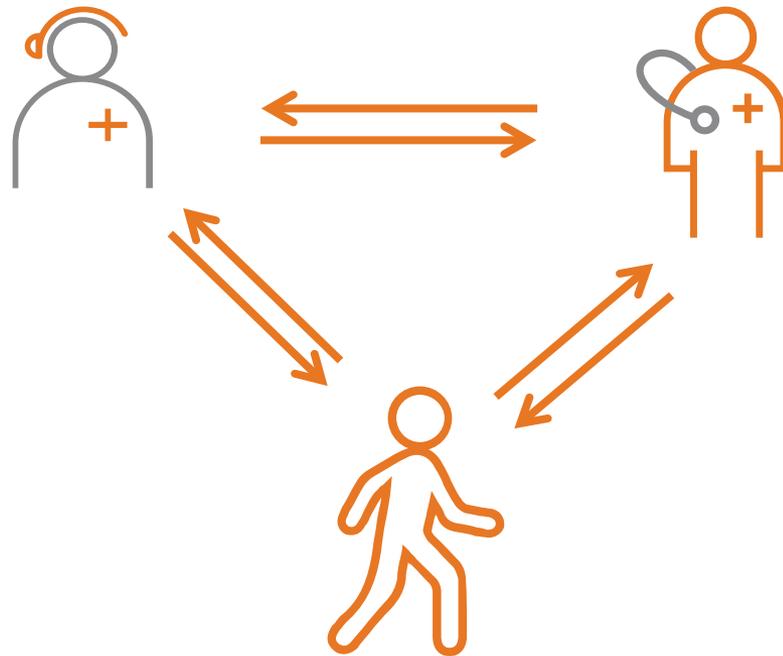
- Look up authorizations, even if the authorization was not generated through *Provider Express*
- View authorization details



# Coordination of Care – It's important!

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- Affords the best quality of care and outcomes for your patients
- Enhances your practice through networking
- Accomplishes an expected standard of practice





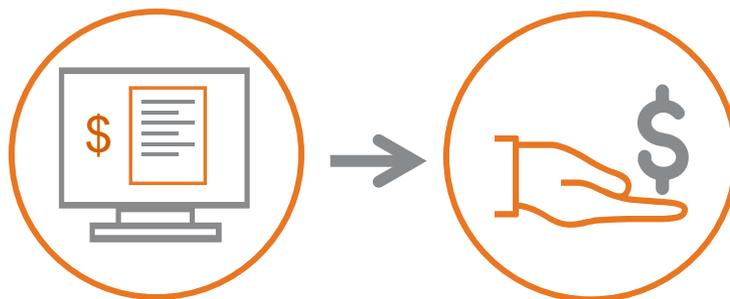
# Claims / Billing





# Claims filing made easy

File your claim electronically for a fast, secure and convenient claims experience



## Benefits of Electronic Filing:

- **It's fast** - Eliminate mail and paper processing delays
- **It's convenient** - Easy set-up and intuitive process
- **It's secure** - Data security is higher than with paper-based claims
- **It's efficient** - Electronic processing helps prevent errors
- **It's cost-efficient** - you eliminate mailing costs and the solutions are free or low-cost

# Quick and accurate electronic claim entry

Our network clinicians report the highest level of satisfaction when they submit claims online through *Provider Express*:



- Free
- Available 24/7
- Intuitive and easy-to-use
- Real-time, quick claims processing
- Available to clinicians and groups
- Outpatient behavioral and EAP claims

## Get started today with your Optum ID:

- Register for an Optum ID today by clicking this [First-time User link](#)
- Need help registering for an Optum ID? Watch this [quick video](#)



# What to know about Electronic Data Interchange

Submit batches of claims electronically, right out your practice management system software:



- Ideal for high volume Providers
- Can be configured for multiple payers
- Clearinghouse may charge small fee

## Optum can recommend a vendor that is right for you:

- Contact via phone 1-800-765-6705 or via email: [inform@optum.com](mailto:inform@optum.com)
- Provide: Name, tax ID, claims volume, single or multi-payer interest



# Tips for timely and accurate payment

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Filing electronically can help prevent these common errors:

## Missing or incomplete information

*Provider Express "Claim Entry"* prevents the submission of claim if required fields are blank

*Examples:* NPI number, DSM-5 derived diagnosis code

## Member demographic info has errors

Member information is auto-populated when you use *"Claim Entry"* on *Provider Express*

*Examples:* Name, DOB, ID number

## Unclear or illegible information

The Claim Entry form on *Provider Express* ensures legibility

*Examples:* Provider or Member information illegible, diagnosis code unclear

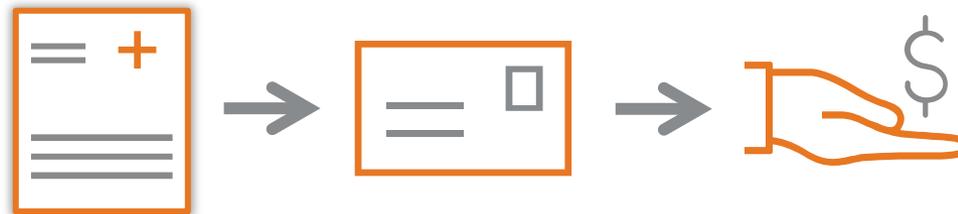


# Filing paper claims

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If you are unable to file electronically, follow these tips to ensure smooth processing of your paper claim:

- Use an original 02/12 1500 Claim Form (no photocopies)
- Type information to ensure legibility
- Use a DSM-5 derived ICD-10 code for primary diagnosis (Hint: the DSM-5 includes ICD codes along with the DSM diagnostic info)
- Complete all required fields (including ICD indicator and NPI number)



# 1500 Claim Form - formerly called CMS-1500 or HCFA

**Include the ICD indicator:  
0 for ICD-10**

The image shows the front page of the 1500 Claim Form. Two blue arrows originate from this page: one points to the 'ICD Ind.' field in the 21st section, and the other points to the 'NPI' field in the 33rd section.

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below (24E)				ICD Ind.
A. _____	B. _____	C. _____	D. _____	←
E. _____	F. _____	G. _____	H. _____	
I. _____	J. _____	K. _____	L. _____	

**There are two distinct fields for placement of an NPI number**

This image shows a close-up of the 1500 Claim Form. It highlights two distinct fields for the NPI number: one in the 21st section (diagnosis line) and another in the 33rd section (signature area). Both fields contain the number 1234567890.

**Link to National Uniform Claim Committee (NUCC) 1500 Claim Form Reference Instruction Manual**



# Quickly verify claim status or make adjustments

Check the status of your claim on *Provider Express* where you can also submit Claim Adjustment Requests online

### Claim Summary

Claims for Member XXXXX0000 between 08/20/2015 and 02/16/2016

\* For detailed information, click on the Member's Name.

Member Name	Member Id	Date(s) of Service	Claim Status	Date Entered	Claimed Amount	Disallowed Amount	Paid Amount	Claim Adjustment
<a href="#">MEMBER NAME</a>	XXXXX0000	11/11/2015-11/11/2015	<a href="#">Finalized</a>	11/13/2015	\$60.00	\$0.00	\$60.00	<input type="button" value="Enter"/>
<a href="#">MEMBER NAME</a>	XXXXX0000	11/25/2015-11/25/2015	<a href="#">Finalized</a>	11/27/2015	\$60.00	\$0.00	\$60.00	<input type="button" value="Enter"/>

Export: [CSV](#)

### Claim Adjustment - Entry

After a claim has been processed, you may make a Claim Adjustment request. If you believe that a claim was processed incorrectly, please select a Reason from the list below. In addition, please include any information that should be evaluated in the claim adjudication process.

Member Name MEMBER NAME Member Id XXXXX0000-00  
Clinician Name Provider, John Q.

Date(s) of Service	Date Paid	Claimed Amount	Copay Amount	Disallowed Amount	Paid Amount
11/11/2015	11/14/2015	\$60.00	\$60.00		\$0.00

Reason  
Claim Overpaid  
Claim Underpaid  
COB Adjustment  
Claim Paid to Incorrect Provider  
Change in Patient Eligibility  
Incorrect Member Liability

Comment  
Claim reproduced which was met on 10/31/2015. Please

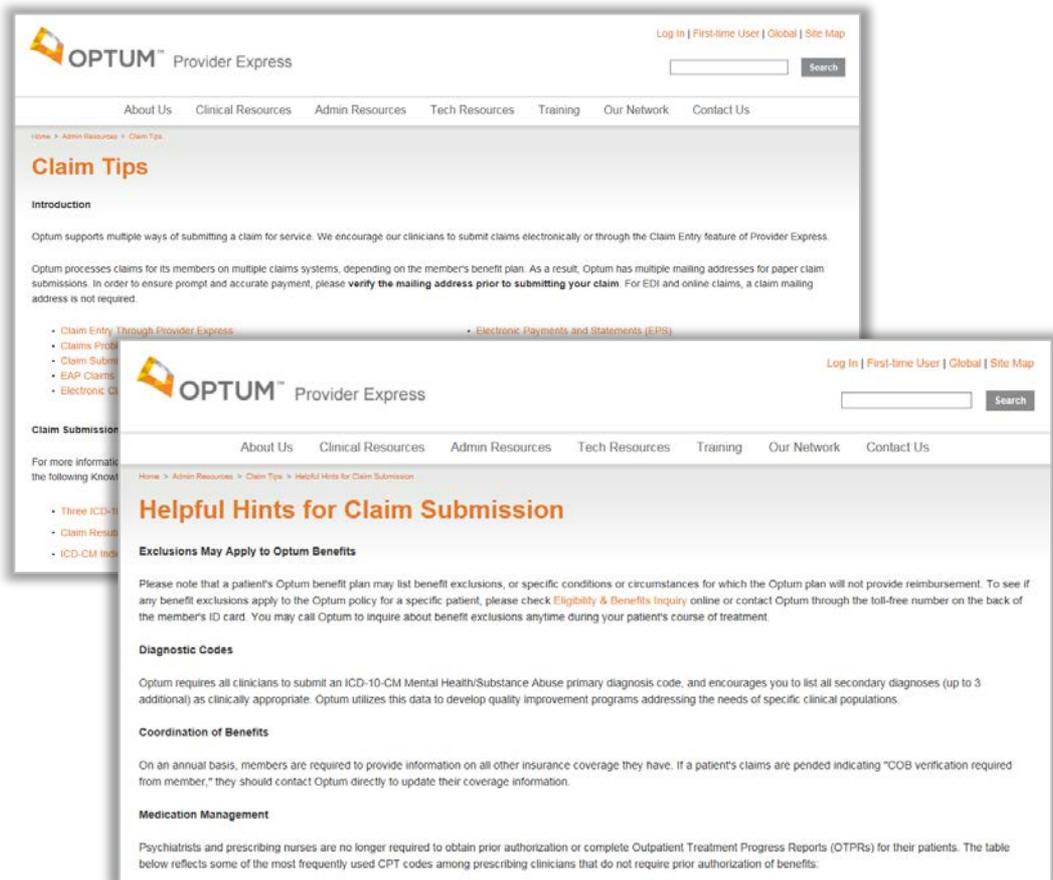
255 characters left

# Additional handy claim tips

Visit *Provider Express* for additional information on preventing common claim errors



Claim Tips Link





# Receive payments faster

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## Benefits of Electronic Payments and Statements (EPS)



- Easy set-up, free to use
- Payments deposited into your bank
- Simplified claims reconciliation
- 24/7 access to your information
- Secure payment and remittance advice

### Registering for EPS is easy!

- Login to *Provider Express* with your Optum ID
- Select “EPS” and provide the information necessary to enroll
- Contact Optum Financial Services for assistance: 1-877-620-6194

# Updating your Information



# Staying current with “*My Practice Info*”



**Having the most up-to-date information at Optum ensures that referrals can find you and that you get reimbursed promptly and accurately.**



Change, add or modify your address and other demographic information



Indicate your availability to accept new patients into your practice



Let us know if you are going to be away for an extended period of time

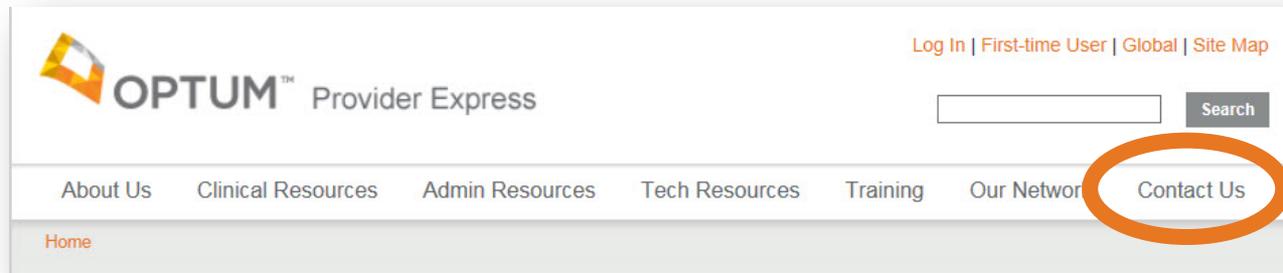


# Contacting Optum



# Best way to contact Optum

Go to *Provider Express* and click on [“Contact Us”](#)



- From the “*Contact Us*” page you can get help with claims, Network Management or website support

**Need help? Chat now**

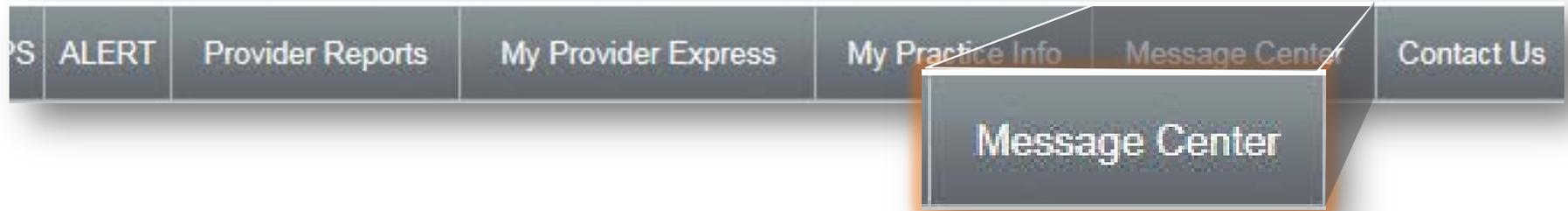
Our normal chat hours are:  
Monday–Friday:  
9:00 a.m.–6:00 p.m. (EST)

Live Chat is available for website technical support



Check out our brief *Contact Us* video

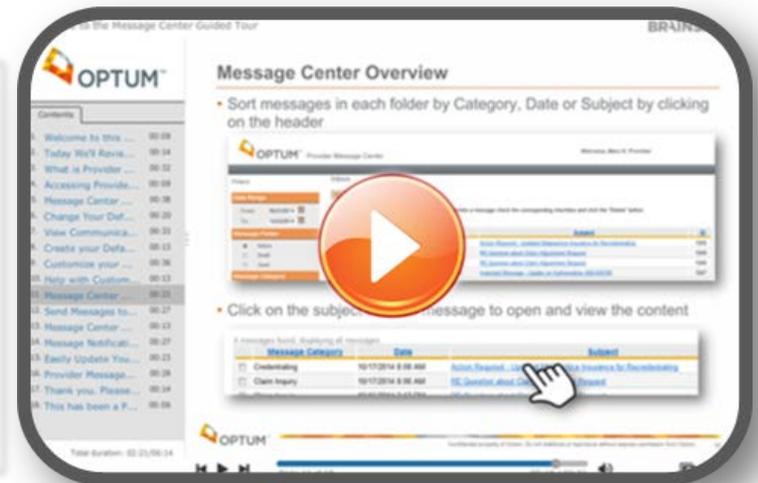
# Send secure communications on “*Message Center*”



- “*Message Center*” is an online tool that enables you and Optum staff to communicate with one another within a secure channel
- The “*Message Center*” is located within the secure Transactions area

## Message Center Categories

- Authorizations/Notifications
- Previously submitted claims
- Your contract
- Previously submitted demographic changes/Tax ID number changes
- Credentialing status
- Member Eligibility and/or benefits
- Inquires for Network Management
- Use of the Provider Express Web portal



Check out our brief Message Center video



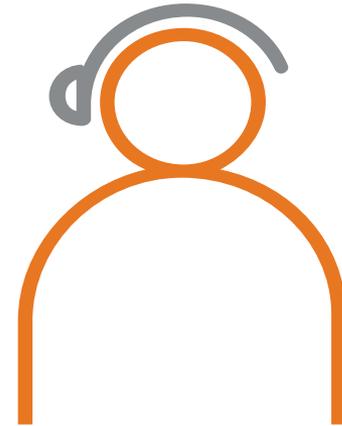
# Your Network Manager is here to help

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As a new Provider to the network, your Network Manager is your local guide to Navigating Optum

## Your Network Manager can:

- Act as your Optum liaison
- Answer important questions
- Facilitate ongoing process improvement
- Keep you abreast of changes that impact your practice
- Provide useful tools and resources





# Online Resources



# Video resource page for new Providers

Log In | First-time User | Global | Site Map

OPTUM<sup>®</sup> Provider Express

Search Search

About Us Clinical Resources Admin Resources **Video Channel** Training Our Network Contact Us

Home > Video Channel

## Welcome to the Provider Express Provider Video Channel

Here's what providers are watching now

**How members will find you**

Express Access providers will be designated on clinician search tools with the Express Access Network stopwatch icon. Internally, Optum personnel have been trained to give priority to Express Access Network providers.

**First Time Registering on Provider Express**

**Welcome to the Provider Express Message Center**

Check out our latest videos

- Sign Up for Electronic Payments & Statements**  
Optum's Electronic Payments & Statements, the fastest way to get paid and helps your revenue stream keep flowing. Runtime: 2:49
- Eligibility & Benefits**  
Brief overview covers various member search options, viewing eligibility results, benefit information and building a My Patients List. Runtime: 6:08
- Meaningful Use Requirements**  
Cloud-based Electronic Medical Records and Practice Management applications. Runtime: 2:07
- Welcome to the Provider Express Message Center**  
This quick overview will get you up and running on our secure communication tool, Provider Message Center. Runtime: 6:14
- Wellness Assessment Form**  
This brief guided tour demonstrates how to create and pre-populate a Wellness Assessment Form. Runtime: 2:11
- Optum Authorization Request**  
Quick overview for completing an Authorization Request for Optum through our online provider portal, Provider Express. Runtime: 3:27
- Best way to contact Optum**  
Contacting Optum through the Provider Express website. Runtime: 1:34
- Become a Telemental Health Provider**  
As an Optum Telemental Health Provider, you can broaden your reach and potentially increase your referral base. Runtime: 4:58
- Claim Inquiries & Claim Adjustments**  
Overview of how the Claim Inquires and Claim Adjustment features function on Provider Express. Runtime: 4:51
- Claim Entry on Provider Express**  
Submitting claims using both the short and the long form. Runtime: 8:25
- Using the My Provider Express Function**  
The My Provider Express function offers several convenient features based on user access level. Runtime: 11:28
- Join the Express Access Network TODAY!**  
Looking to increase your referral base? Joining Optum's Express Access Network may be just the ticket. Runtime: 3:23

GET TO THIS PAGE FROM THE MAIN NAVIGATION BAR

VERTICALLY SCROLLING MENU OF NEWEST VIDEOS

SLIDING MENU OF THE MOST WATCHED VIDEOS

DOZENS OF SUBJECTS COVERED IN BRIEF, STEP-BY-STEP FASHION



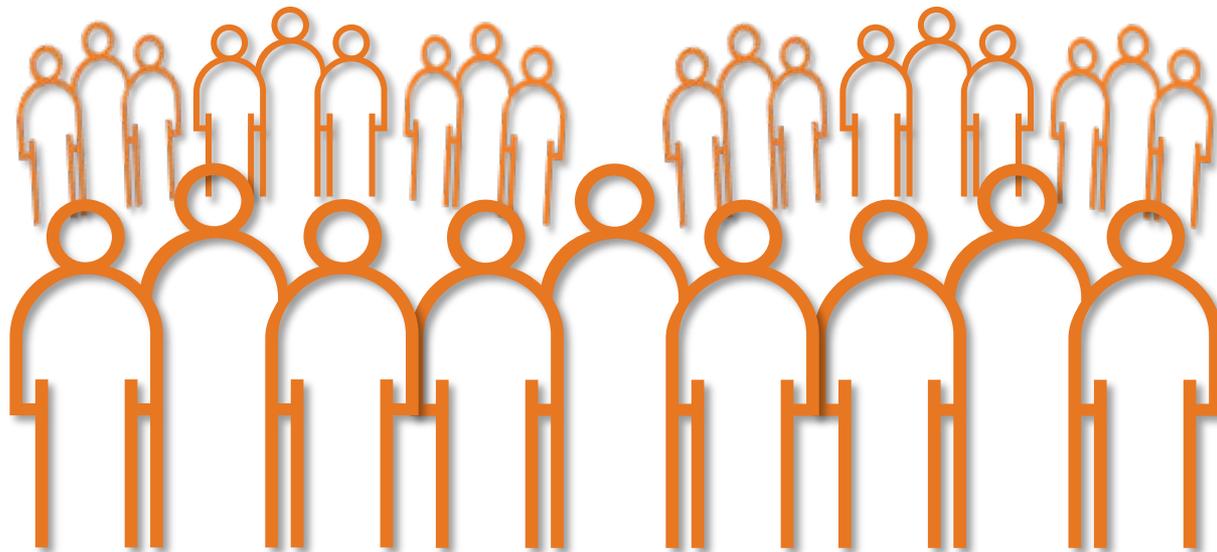
# Programs to help increase your referrals

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**ACE**



— Click on an icon above to learn more about these important programs —





# Thank you.

Contact information:

**Florence Martin**

**Director of Provider Experience**

[navigatingoptum@optum.com](mailto:navigatingoptum@optum.com)

