

Optum and NHPRI Escalation Process

	Issue Type	Issue Type(s) Examples	Contact	Response
1	Standard Inquires	<ul style="list-style-type: none"> Claims payments no more than 30 days for electronic claims Credentialing of new Providers up to 45 days Claims reprocessing post phone call 7-10 business days 	INTEGRITY 1-401-443-5995 Medicaid 1-401-443-5997 Commercial 1-833-470-0578	On Call
2	Non-Standard Inquiries	<ul style="list-style-type: none"> Single claims issue impacting greater than 25 claims Delayed claims payments (greater than 30 days for electronic submissions or 40 days for paper) Credentialing applications greater than 45 days 	Network Managers: Providence County Wendy Hamel Sherzer Email: wendy.hamel.sherzer@optum.com Phone: 401-732-7120 Bristol, Kent, Newport & Washington Counties Aura Matos Email: aura_matos@optum.com Phone: 401-248-2777	Within 48 hours
3	Unresolved Issues	<ul style="list-style-type: none"> Issue remains unresolved after engaging contacts for standard and non-standard inquiries 	Director Provider Services Robert Wishtischin 61476-6525 Email: robert.Wishtischin@optum.com	Within 24 hours
4	Escalation	<ul style="list-style-type: none"> Contact the NHPRI Ombudsman for issues that are not resolved after working through previous 3 resolution channels 	NHPRI Ombudsman Donaldo O’Niel 401-427-8289 Email: doneil@nhpri.org	Within 24 hours

* At each step of the escalation process providers will be supplied with an estimated resolution timeframe, which if not met moves the provider to the next stage of escalation

