

Optum UHC Escalation Process

Issue Type	Issue Type(s) Examples	Contact	Response
1 Standard Inquires	<p><u>UnitedHealthcare Community and State Contact:</u></p> <ul style="list-style-type: none"> • Claims inquiries • Clinical inquiries <p><u>Provider Service Line Contact:</u></p> <ul style="list-style-type: none"> • General Network Questions • Network Status • Credentialing inquiries • Contract information • Questions related to provider communications • Demographic changes 	<p>UnitedHealthcare Community & State Customer Service (855) 766-0344</p> <p>Provider Services Line 1-877-614-0484</p>	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 	<p>Network Managers:</p> <p>Providence County Stacie Warner - Stacie.Warner@optum.com 1-612-642-7670</p> <p>Bristol, Kent, Newport & Washington Counties Christine Pellegrino-Celio - Christine.Pellegrino-Celio@optum.com 1-401-732-7100</p>	Within 48 hours
3 Unresolved Issues	<ul style="list-style-type: none"> • Issue remains unresolved after engaging contacts for standard and non-standard inquiries 	<p>Network Managers:</p> <p>Providence County Stacie Warner - Stacie.Warner@optum.com 1-612-642-7670</p> <p>Bristol, Kent, Newport & Washington Counties Christine Pellegrino-Celio - Christine.Pellegrino-Celio@optum.com 1-401-732-7100</p>	Within 48 hours
4 Escalation	<ul style="list-style-type: none"> • Contact for issues that are not resolved after working through three previous resolution channels 	<p>Associate Director, Provider Relations Bob Wishtischin 1-612-476-6525 Robert.Wishtischin@optum.com</p>	Within 48 hours