





Mass General Brigham Health Plan Provider Training Links to Important Resources

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Our website provider portal www.providerexpress.com

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Clinical criteria can be found at:

1. [Optum - Provider Express Home](#)
2. [Clinical Resources](#)
3. Guidelines/Policies/Manuals
4. Massachusetts
 - [Massachusetts Medicaid Supplemental Clinical Criteria](#) 
 - [Massachusetts Commercial Supplemental Clinical Criteria](#) 

Direct link: <https://www.providerexpress.com/content/ope-provexpr/us/en/search.html?q=clinical+criteria>

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Mass General Brigham Health Plan Manual Addendum updated January 2023 info can be found at:

1. [Optum - Provider Express Home](#)
2. [Our Network](#)
3. [State-Specific Provider Information](#)
4. Welcome Massachusetts
- [Mass General Brigham Health Plan Provider Manual Addendum](#) 

Or Direct link: <https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/clinResourcesMain/guidelines/stateAddendums/ahpManualAddendum.pdf>



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Discharge Notification Form

[https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/Hospital Discharge Notification Form Homelessness.docx](https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/Hospital_Discharge_Notification_Form_Homelessness.docx)

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Info on LOCUS/CASII/ECSII for Level of Care Guidance can be found at:

1. [Optum - Provider Express Home](#)
2. [Clinical Resources](#)
3. [Guidelines/Policies/Manuals](#)
4. Adoption of LOCUS/CASII/ECSII for Level of Care Guidance

<https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/guidelines-policies/Adoption-of-LOCUS-CASII-ECSII.html>

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Info regarding Children's Behavioral Health Initiative (CBHI) can be found at the following links:

[Mass General Brigham Health Plan Manual Addendum \(providerexpress.com\)](#)

[https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMA/MA Medicaid Perform Specs.html](https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMA/MA_Medicaid_Perform_Specs.html)

[https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/maCBHI Flyer.pdf](https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/maCBHI_Flyer.pdf)

Our escalation Network mailbox: ma-nh-me-networkmanagement@optum.com

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Please view the below websites for more information regarding the CANS certification, requirements and billing.

<https://www.mass.gov/child-and-adolescent-needs-and-strengths-cans>



Additional information related to CANS requirement is located on the Child and Adolescent Needs and Strengths (CANS) | Mass.gov website: <https://www.mass.gov/child-and-adolescent-needs-and-strengths-cans>

Includes Frequently Asked Questions about the CANS Requirements and Billing: [cans-requirement-billing-and-consent-faqs.pdf \(mass.gov\)](https://www.mass.gov/cans-requirement-billing-and-consent-faqs.pdf)

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1. [Optum - Provider Express Home](#)
 2. [Clinical Resources](#)
- You will find: [Cultural Sensitivity Trainings](#)

Direct link: <https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/culturalsensitivitytrainings.html>

- Regarding Cultural Diversity all the info can be found at:
 1. [Optum - Provider Express Home](#)
 2. [Clinical Resources](#)
 3. Links

<https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/links.html>

[Links](#)

[Cultural Diversity](#)

[Government Agencies](#)

[Professional Organizations](#)

Direct link: <https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/links/cultural-diversity.html>

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Mass General Brigham Health Plan Manual Addendum

<https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/clinResourcesMain/guidelines/stateAddendums/ahpManualAddendum.pdf>



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Adverse Incident reporting form link: <https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/ma/mass-general-brigham-/MGBHPIncidentFormMedicaid.pdf>

Please fax completed forms to Optum at 844-814-5698.

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First time user link: [First-time User](#)

or direct link: <https://www.providerexpress.com/trans/registerUser.uol>

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More info on Claims tips can be found:

1. [Optum - Provider Express Home](#)
2. [Admin Resources](#)
3. Claim Tips: <https://www.providerexpress.com/content/ope-provexpr/us/en/admin-resources/claim-tips.html>

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Our website: [Payment Integrity \(providerexpress.com\)](#)

1. [Optum - Provider Express Home](#)
2. [Admin Resources](#)
3. Fraud, Waste, Abuse, Error and Payment Integrity

Direct link: <https://www.providerexpress.com/content/ope-provexpr/us/en/admin-resources/fraud--waste--abuse--error-and-payment-integrity.html>

E-mail: pnieducation@optum.com

Phone: 877-972-8844

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Supervisory protocol training link:



[Supervisory Protocol Training](#) 

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Provider Express Training and Guided Tours

1. [Optum - Provider Express Home](#)
2. Training
3. <https://www.providerexpress.com/content/ope-provexpr/us/en/training.html>

Video Channel

<https://www.providerexpress.com/content/ope-provexpr/us/en/VideoChannel.html>

The link to Optum Pay: [Optum Pay™](#)