



# PROVIDER ALERT

## Claims Conversion Training

Nov.15, 2021

**Alert Summary:** Optum is offering informational training sessions to educate providers in understanding the conversion of the claims system from one platform to the next. This alert provides training details and dates.

Dear Provider,

Optum Idaho is transitioning their claims system from COSMOS to Facets as of Jan. 1, 2022 and will be offering several training events in November and December 2021. The claims system conversion will allow Optum Idaho to continue to pay claims in a prompt manner while improving some of the behind-the-scenes functionality and helps pave the way for future value-based payment arrangements.

The content of this training is ideal for billers, leaders and other back-office staff. We recognize your time is valuable and this training is a quick overview of the changeover, a reminder of best practices for getting claims paid quickly and an opportunity to ask any questions. **One important takeaway from the training is the need for claims to not mix dates of service between calendar years.** For example, services rendered in December 2021 should be submitted on a separate claim for services rendered in January 2022 – if doing a batch. This is important to ensure the claim routes to the correct system.

If you are interested in learning more about this transition, we encourage you to join a 30-minute live webinar. The live webinar training opportunities are scheduled for the following days/time (please enroll in one):

**Title:** Claims Conversion Training

**Attendees:** All provider staff

**Location:** Teleconference

**Dates/Times:** Tuesday, Nov. 23, 2021, 12-12:30 p.m. MST [Click here.](#)

Wednesday, Nov. 24, 2021, 6-6:30 p.m. MST [Click here.](#)

Thursday, Dec. 2, 2021, 9-9:30 a.m. MST [Click here.](#)

**How to Register:** Please visit [www.optumidaho.com](http://www.optumidaho.com) >

For Network Providers > [Provider Meetings and Trainings.](#)

*\* If you are unable to attend one of the training sessions, an on-demand recording of the training will be posted on our Relias e-learning platform.*

Thank you,

The Optum Idaho Team