



PROVIDER ALERT

Claims Conversion Update

Feb. 1, 2022

Alert Summary: This alert includes additional information about Optum Idaho's claims platform conversion effective Jan. 1, 2022 and an FAQ to the most common questions we have received.

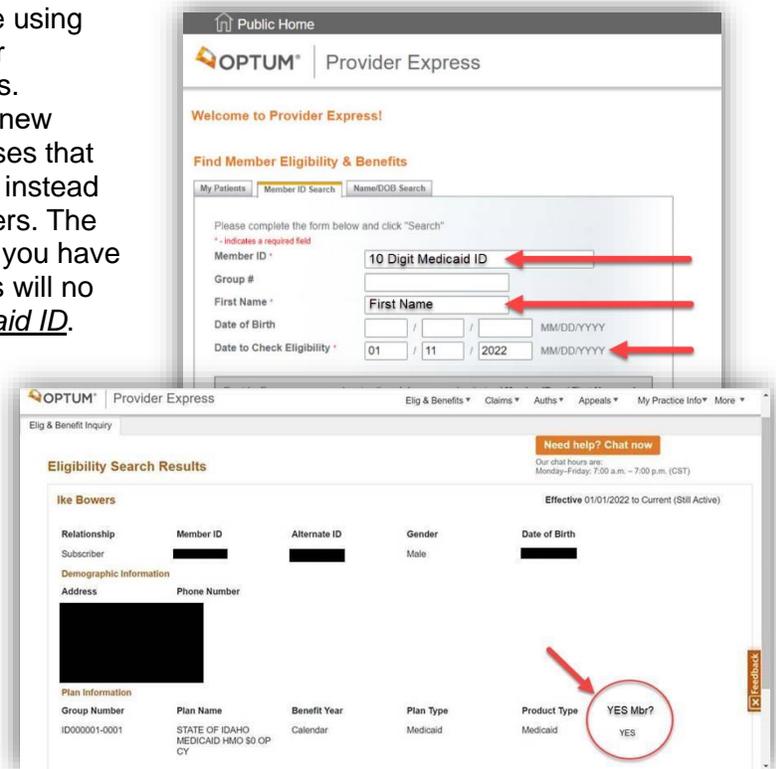
Dear Provider,

As we previously communicated, Optum Idaho transitioned their claims platform system – effective Jan. 1, 2022. We are pleased to report that over 95% of adjudicated claims have been paid correctly since go-live and that number continues to grow daily. To help ensure the conversion continues to operate smoothly for our network providers, we are monitoring claims activities daily so we can take immediate action to address any issues and we wanted to provide you with a summary of a few unanticipated effects of the claims system conversion we are addressing:

1. **Member ID Numbers:** Please ensure you are using the Medicaid ID (10 digits) when searching for members and when billing in Provider Express. Optum's previous claims system did create a new Member ID number for internal system purposes that we were unaware some providers were using instead of the Medicaid ID to search for active members. The current system, only uses the Medicaid ID. If you have patient lists (by subscriber ID) those members will no longer show as active. Always use the Medicaid ID.

2. **YES Indicator** in Provider Express is changing and will be easier to determine a member's YES status. Provider Express will now display a YES member status indicator on the member's profile screen. This change is anticipated to begin appearing in late February. If you have questions about a member's YES status, please contact Customer Care, 855-202-0983, Prompt 3.

3. **Denials** are happening correctly, and quality assurance processes are in place to review denied claims reasons before finalizing. Through this process, we have the ability to address any necessary issues through our configuration processes. For example: H&T codes traditionally require billing to a medical plan before processing, but within Idaho we use these codes on our fee schedule without those restrictions. These types of billed claims were denied initially by the automation process, but a change was implemented and all denied claims are being reprocessed (automatically). If you receive



a denial you feel is in error, please reach out to the Customer Care Team, 855-202-0983, Prompt 3.

4. **Accessing Check Write Payments** (future): In the past, Customer Care has had an additional tool that provided a view into future check write payment amounts (totals). With the change in claims platforms, this interface was disrupted and this ability has been temporarily discontinued. Customer Care does have the ability to see when a claim has been approved for payment, but cannot see the aggregation of all the claims activity. A reminder that Optum Pay¹, which is an optional platform for your use, remains available to view individual claims transactions. With the move to our new claims platform, rather than a twice weekly batching of claims, the process will move to nightly coming in February 2022. More information will be coming soon related to this change.

We apologize if our claims conversion interrupted your business processes in any way. Please see some frequently asked questions (FAQs) we've received.

Q: For those denied claims submitted with the Optum Idaho 93 Subscriber number for 2022 dates of service, will they be reprocessed under active account/ subscriber #? Do they need to resubmit claims?

A: We currently have a project to reprocess claims submitted during the months of January and February. No resubmission will be needed from providers for January and February submitted claims. After March 1st, providers will need to amend and resubmit with correct IDs.

Q: Why are members showing a 12/31/21 term date?

A: When searching for a member, please ensure you are using the Medicaid ID #. Members showing the December 2021 term date are tied to the Optum internal claims system number that is no longer valid.

Q: Why are we not seeing our payments and PRAS? Where are you reviewing payments?

A: We are currently reconfiguring Provider Express to reflect the payment dates vs. the processed date. In the meantime, you can contact Optum Pay at 877-620-6194 for dates of payments.

Q: Provider Express used to show if a Member had YES. Why did that go away?

A: We are currently working on getting that designation listed back on Provider Express upon pulling up eligibility of a member. This will be coming in February 2022.

Q: Are we still getting Tuesday and Thursday check writes?

A: Yes, claims batch twice weekly and will result in payments continuing using your preferred method (electronic or check).

If you have any questions, please contact our Customer Service team at 855-202-0983, Prompt 3 for Claims.

Thank you,

The Optum Idaho Team

¹ [Login \(optumhealthpaymentservices.com\)](https://www.optumhealthpaymentservices.com)