



NETWORK Notification

Notice Date: January 1, 2026
To: Nevada Marketplace Providers
From: CareSource Marketplace
Subject: Optum Process Frequently Asked Questions

Summary

CareSource partners with Optum, LLC to conduct itemized bill and/or medical record reviews on claims with diagnosis related group (DRG), DRG outliers, outpatient grouper pricing, and percent contracts. This review requires an itemized bill and/or medical records, and failure to return the requested documentation could result in a full claim denial. Together we conduct pre-payment and post payment reviews that will assess claims to identify defects and improprieties.

To address questions raised by providers, CareSource has created an [Optum Process FAQ](#) to guide providers as they work with Optum.

Questions?

Per the FAQ, for questions directed to Optum, please contact 1-888-895-2254. For questions directed to CareSource, please reach out to your health partner representative.

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