



Optum Claims Review Process

Frequently Asked Questions

Q: What is the time frame to respond to Optum reviews?

A: Standard appeals process time frames are used.

Q: Are the Optum reviews considered a claim denial or a clinical denial?

A: Claim denial

Q: Should all appeals go to HAP CareSource™ MI Coordinated Health (HMO D-SNP) rather than Optum?

A: Yes – more information about the Grievance & Appeals process can be found online on the [Provider Portal](#).

Q: Optum has given time extension to review findings for some claims. Is that communicated to HAP CareSource MI Coordinated Health by Optum?

A: Yes

Q: What logic is being utilized by Optum to deny charges?

A: Optum utilizes both state and federal guidelines as well as proper billing guidelines and HAP CareSource MI Coordinated Health policy to review the itemized bill.

Q: Network notifications have stated that the Optum reviews are different from medical necessity review; they are denying experimental items, which is truly a medical necessity issue. Is Optum also conducting medical necessity audits?

A: Optum reviews claims for billing accuracy per the itemized bill and does not review claims for medical necessity. Optum follows applicable HAP CareSource MI Coordinated Health policies located at **HAPCareSource.com**. If the claim is appealed, medical records are then reviewed to determine if the service is appropriate.

Q: How does the provider contact Optum? Per their contract with HAP CareSource MI Coordinated Health, what is the turnaround time to respond? Who should providers contact at HAP CareSource MI Coordinated Health with issues/concerns similar to this with Optum?

A: Providers may contact Optum via email at ClaimsResolution@Optum.com and via phone at 1-888-895-2254. Optum will answer inquiries regarding general questions but will defer to HAP CareSource MI Coordinated Health for details. Appeals regarding the Optum payment reductions are submitted to the HAP CareSource MI Coordinated Health Grievance and Appeals department through the [Provider Portal](#). If your

questions are not answered through the above resources, please contact HAP CareSource MI Coordinated Health Provider Services at **1-833-230-2159** and they will assist you.

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