

Claims FAQ

Dispute resolution for in-network providers and appeal for out-of-network providers

To submit a formal appeal, please see the instructions listed on the back of your explanation of payment (EOP).

Questions about a claim?

1. Did you know there are two ways to check claims status?
 - a. Provider portal online provider center: (providers.optumcaremw.com)
 - b. Call the service center at: 1-877-370-2845
2. Ways to submit claim dispute resolutions.
 - a. Email through the portal on the claim page
 - b. Call the service center at: 1-877-370-2845
 - c. Fill out the provider dispute resolution form and fax it to: 1-888-905-9495
 - d. Fill out the dispute resolution form and mail it to: Provider Dispute Resolution, P.O. Box 30539, Salt Lake City, UT 84130

Provider dispute resolution forms are located at: professionals.optumcare.com

Steps to follow if you don't get a resolution from the process above.

1. Fill out dispute resolution form or excel if multiple claims.
2. Submit completed form to ocut_claims_issues@optum.com and cc your assigned network manager. You will receive an issue number and finding from a business analyst in 3-5 business days. Any project with 20 or more claims will take additional time.
3. Please allow 30-45 days for review and processing.

Tips to help expedite the process.

1. Ensure you are checking claims status before considering a claims dispute resolution form.
2. Please ensure you are only including Optum members.
3. Make sure the form is completed in its entirety. Forms will be sent back if not all information is included.
4. Please allow appropriate time for processing.

If you have additional questions about the claims process or status of your dispute, reach out to your network manager or ocut_claims_issues@optum.com.