



PROVIDER ALERT

CLAIM NOTIFICATION LETTERS

October 15, 2013

Dear Provider:

We want to help you submit accurate claims so you get paid on time.

1. You may have received an individualized **claim notification letter** from the Claims Department that highlights critical information that is required to process your original claim.
2. Please follow the directions for completing the specific information that is required to process the claim and resubmit the claim with the required information.

Resubmitting guidelines can be found on the Optum Idaho website, www.optumidaho.com, in the Provider ALERT section.

See ALERT #3, dated: 10.10.13, [Submitting Corrected Claims](#)

3. If you have any questions about how to submit a corrected claim please call Provider Services at: **1-855-202-0983**.

To file a corrected claim, please follow these directions for either on-line or paper claims.

Provider Express

Go to Provider Express (www.providerexpress.com), log in to secure "Transactions", select "Claim Entry" to file a corrected claim.

In the Service Information section, change Claim frequency by selecting "Corrected" in the drop-down list. Then enter the claim number from the Provider Remittance Advice in the box that asks for Payer control number.

Paper

To submit a corrected paper claim (CMS-1500 form), print the words "Corrected Claim" on the top of the claim and mail to the address on the Explanation of Benefits.