



PROVIDER ALERT

Contacting Optum to Report a Critical Incident

January 24, 2014

Dear Provider:

Optum would like to alert you that if you should need to report a critical incident (adverse event) and you experience a wait with your Care Manager, you may also report a critical incident to any Customer Service Representative by using the toll-free provider line: **(855) 202-0983** and then press **2 or 3**.

This number will connect you without a wait time to report this information. The critical incident will be forwarded to our Quality Assurance Specialist who will follow up with you on the incident reported.

Crisis Services

- Please note that if your patient is experiencing a Crisis, you should provide Crisis Intervention Services (H2011) immediately as medically necessary
- There is no reason for you to contact a Care Manager during the event of a Crisis in order to provide services. Crisis Intervention Services can be back dated after you have intervened