



# PROVIDER ALERT

## Email and Fax Number Information: Complaints, Grievances & Provider Disputes

8/12/2014

Dear Provider:

Optum would like you to have the following email addresses and fax numbers for efficient filing of Complaints, Grievances and Provider Disputes:

Please label your submission to indicate it as a Complaint, Grievance, or Provider Dispute, as defined below.

Definition	Email Address	Fax Number
A Complaint is submitted by either a member or provider and is an expression of dissatisfaction submitted by a member, a member's authorized representative or a provider concerning Optum's administration of the plan (Quality of Service Complaint) or about the services received by a member in Optum's network (Quality of Care Complaint).	optum.idaho.complaints@optum.com	877-220-7330
A Grievance is submitted by either the member themselves or the provider on behalf of a member regarding a care <u>decision</u> made by Optum.	optumldaho.appeals_grievance@optum.com	855-272-7053
A Provider Dispute is submitted by a provider and is related to a <u>claims payment issue</u> .  Optum encourages providers to first seek resolution by contacting our Provider Customer Service line (855) 202-0983 if you have experienced an adjudication error on a claim.	optum.idaho.provider.dispute@optum.com	888-950-1182

United Behavioral Health, operating under the brand Optum

Idaho Update  
August, 2014