

# XO Health and Optum Behavioral Health

## Quick Reference Guide to Providing Services to XO Members

XO Health has selected Optum Behavioral Health Network to provide their members with a robust and high-quality network for mental health and substance use disorder treatment. XO Health members will be able to access our network for care in select markets beginning Jan. 1, 2025.

XO Health is a modern and innovative health plan serving self-funded employers and their plan participants. XO Health recognizes that providers like you are the backbone of the healthcare ecosystem and is committed to empowering you to practice patient-centered care without the hassles of administrative roadblocks.

**NOTE:** As an Optum Behavioral Health network provider, you'll need to follow XO Health's workflows and processes when you provide service(s) to their members. These are different than how you get information and manage claims for Optum or UnitedHealthcare members. Please review the information below to ensure that you receive accurate, efficient and timely payment for the service(s) you provide to XO members.

### Member Information



#### Available in 4 markets

Beginning Jan. 1, 2025, XO Health will initially serve members living in the Atlanta, Dallas, Houston and Minneapolis metropolitan service areas, with access to a nationwide network of physicians, facilities and ancillary services.



#### Plan ID cards

The front of the XO Health member ID card has the Optum logo in the lower right corner. Members should present their ID card at every visit.

#### Member ID Card Example:



Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.

## Provider Workflows and Processes



### Get started with XO Health through Availity.com

XO Health asks providers to use the Availity secure portal to manage your day-to-day pre- and post-claim operations, including checking member eligibility, submitting prior authorization requests and managing claims.

**Action Needed: Add XO Health to your Availity Profile**

Log in to (or create) your account with [Availity.com](https://www.availity.com)

- Navigate to My Account and then click to Add or Manage Payors
- Search for and select XO Health to be added to your Availity profile

## Claims and Reimbursement



### Electronic Claim Submission

Electronic claim submission is preferred as it will help expedite claim receipt and payment.

**Clearinghouse:** Availity

**Payer ID:** XO125 (letter “O” not number “0”)

If you are already using a clearinghouse for claims submission, please add XO Health’s payer ID to your list.



### Paper Claim Submission

Paper claims must be submitted using original red text CMS-1500 (Form 1500 (02-12)) or CMS- 1450 (UB04). Failure to use the proper claim forms can result in claim rejections.

**Mailing address:**

XO Health  
565 Willowbrook Center Pkwy  
Willowbrook, IL 60527



### Electronic Payments

XO Health reimburses all claim payments via Electronic Funds Transfer.

**Action Needed: Enroll in ERA/EFT via the Availity secure portal**

- Log in to (or create) your account with [Availity.com](https://www.availity.com)
- Navigate to Enrollments Center
- Select XO Health and complete the ERA/EFT enrollment form, including any required documentation, such as banking information or voided checks

## Questions?



Please call 1-855-367-9696 if you have questions about XO Health, including verifying member eligibility, requesting prior authorization or other claim-related support.

If you need help or have questions about Availity, please call: 1-800-282-4548.