



09/22/2023

RE: Urgent Notification: System error may have caused incorrect claim denials for your practice

Dear Provider,

**Why we're reaching out to you**

A recent system update have caused some of your Optum Behavioral Health claims to be denied in error. Specifically, claims submitted on or after July 1, 2023 were affected.

We are correcting the system error now, and expect to have it completed by Monday, October 2, 2023. At that time, we'll automatically reprocess all of the affected claims.

**No action is required on your part**

There is nothing you need to do – all claims that were denied since July 1, 2023 will be reprocessed and you'll receive an updated new Remittance Advice.

Please do not submit a corrected claim or an appeal for the impacted claims.

**Questions?**

If you have questions or concerns, please reach out to your assigned Provider Relations Advocate. You may also email [networkse@optum.com](mailto:networkse@optum.com).

We appreciate your partnership and apologize for the inconvenience this may have had on your business operations.

Thank you,

Julie Sutton  
Director  
Provider Relations & Network Services