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Helpful links

- [New York - Provider Express](#)
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- [Provider Express Support - Contact Us](#)
- [NY Licensing Information](#)
- [Provider Directory](#)
- [Frequently Accessed Forms - Optum Forms](#)

Checking Credentialing Status

You can easily track the status of your submission as it moves along the approval process. Log into the secure transactions area of Provider Express, hover over *My Practice Info* >> *My Network Status* >> click on *Check Initial Credentialing Status*.

For questions please call **1-877-614-0484** Optum Credentialing Department or email Optum Behavioral Health Credentialing at bhcredentialing@optum.com.

The Optum New York Team is excited to deliver this newsletter to assist network providers with the information involving Behavioral Health services, claims, trainings, and provider updates.

The Provider Relations Team is here to help with your escalated issues. Please reach out to us at nynetworkmanagement@optum.com.

[ABA Network Contact](#)

VACCN Contact: Region 1: **1-888-901-7407**

Claims and Billing

All registered users with access to Claim Inquiry can [sign in](#), look up the claim via the **Claim Inquiry** transaction, and file a **Claim Adjustment Request**. For additional information, view the [Guided Tour video](#) of the Claim Inquiry and Claim Adjustment Request transactions.

Did you know? You can contact a claims representative via Provider Express's Live Chat by logging in and selecting Claim Inquiry (or My Submitted Claims if the claim was submitted online).

Locate the claim and towards the upper right on the "detail" page (above the member's ID #), click the link "Have questions about claim status?" If you cannot locate the claim, then click the "Can't find claim status online?" from the Claim Inquiry page to reach a Claims agent via Live Chat

As always, you are able contact Customer Service using the number on the back of the member's insurance card or on the Explanation of Benefits (EOB) / Provider Remittance Advice (PRA)

[Claim Tips \(providerexpress.com\)](#)

New York Provider Quarterly Newsletter

UHC Community Plan News

The 21st Century Cures Act 114 P.L. 255 requires all states to screen and enroll all Medicaid providers, both those in Medicaid Fee for Service (FFS) and Managed Care. Providers who do not comply risk being removed from the New York Medicaid Managed care Network. To enroll go to [Provider Enrollment \(emedny.org\)](https://www.emedny.org).

UHC Community Plan Care Provider Manual is located on Provider Express at: [Provider Resources > General Information > NY Medicaid BH Provider Manual](#).

Keeping Your Practice Information Updated

Referrals, timely access to appropriate services, and your receipt of claim payments rely on the information you provide. As a network provider, it's your contractual responsibility to notify us when there is a demographic change pertaining to your practice, when your practice is full, or you are not able to accept new patients for any reason. These changes must be submitted online by using your Provider Express registered user name and password, and then select "My Practice Info." To learn more about maintaining your practice information on Provider Express, please view our 3-minute video located at the link below:

[Updating Your Practice Information](#).

Note: If you are unable to submit update requests through Provider Express, you may submit to updatemyinfo@optum.com.

To change tax identification information or add another practice location with a different TIN, access the [Add / Update / Inactivate Tax ID](#) online form.

Training and Guides

Optum provides training for our newly credentialed Community Plan Providers. The training presentation is accessible on Provider Express at: [Provider Resources > Provider Training > New York Medicaid Provider Resources](#)


Prior Authorization and Notification (PAAN) Portal interactive guide is available at UHC Provider.com: [Prior Authorization and Notification: Interactive User Guide](#)

NYS requires OMH/OASAS licensed providers to complete annual cultural competency training for all staff who have substantial contact with members. Training can be found at: [Behavioral Health - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov)

Did you know? Provider Express "how to" videos are available at: [Provider Express > Video Channel](#)

Telehealth

Optum virtual visit technology platform for telehealth is no longer available after September 30, 2023. Additional information can be found on Provider Express at: [Become a Virtual Visit Telemental Health Provider](#)

[Updated COVID-19 Post Emergency Provisions – Behavioral](#) 

[Behavioral Telehealth Billing Guide – Post COVID-19 Emergency](#) 

[Telehealth FAQs](#)

[Telehealth Provider Best Practices and Documentation Requirements](#)