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Helpful links

[Massachusetts - Provider Express](#)

[National - Provider Express](#)

[MA Licensing Information](#)

[Provider Directory](#)

Massachusetts Authorization Forms [MA Auth Forms](#)

Frequently Accessed Forms [Optum Forms](#)

Attention Contracted Group Practices

As a contracted provider group, it is important to ensure all new clinicians billing with the groups TIN are credentialed with Optum and added to your group roster. You must log into the secure transactions area of Provider Express, select *My Practice Profile* to add clinicians to your roster. If the clinician is not already credentialed with Optum, you will be directed to complete an application through *Join Our Network.*

Customer Service / Intake

Optum Behavioral Health has call centers and teams dedicated to supporting members and providers serve. For the best experience to resolve an inquiry related to one of your patients, **please call the Customer Service number on the back of the member's insurance card** for inquiries related to:

- Claims
- Patient Eligibility
- Benefit Information
- Authorizations
- ASO Funding Information

Provider Services Line

The Provider Services Line for behavioral health providers is **(877) 614-0484**.This department can best assist you with inquiries related to:

- Credentialing/Recredentialing
- Contracting/Fee Schedules
- Network Status

The Provider Relations Team is here to help with your escalated issues. Please reach out to us at ma-nh-me-networkmanagement@optum.com

[ABA Network Contact](#)

VACCN Contact: Region 1: 888-901-7407

UMR: [Contact Us](#)

Surest Health Plan (formerly Bind) [Surest Health Plan](#)

Provider Express Support   [Contact Us](#)

Massachusetts Provider Quarterly Newsletter

Provider Alerts & Health Plan News

[Provider Alert - Behavioral Health Acute Treatment Coverage](#)

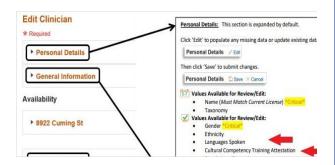[Provider Alert - Incident and Issue Reporting Portal](#)

HPHC/Point32Health [Integration FAQ - Point32Health](#)

[Point32Health - Behavioral Health Insourcing Information](#)

Keeping Your Practice Information Updated

Providers are required to verify their demographic information listed in the provider directory every 90 days, including information on languages spoken and attestation to Cultural Sensitivity Training.

[Updating Your Practice Information](#)

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

[ASAM eLearning: ASAM Criteria One-Day Foundations Course - Friday, October 20, 2023](#)

Addiction Training for Prescribers to Fulfill 8-hour DEA MATE Act / Consolidated Appropriations Act of 2023 Training Requirement [Grayken Center for Addiction TTA](#)

Billing Guidance: [Billing under Supervision](#)

Optum Health Education Spotlight:

Free training opportunities…..

[Disparities in Social Determinants of Health: What Can We Do?](#) (available for CEU credits until 12/13/2023)

[Healing Racial Trauma Through Somatic Anti-Racism Practices](#) (available for CEU credits until 04/18/2025)

[Optum Health Education](#)

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

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**