



Mass General Brigham Health Plan - Optum Escalation Process

Contact Type	Issue Type and Escalation Path
Primary Contact	<p><u>Customer Service / Intake</u> 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:</p> <ul style="list-style-type: none">• Claims• Patient Eligibility• Benefit Information• Authorizations• ASO Funding Information <p><u>Provider Services Line</u> The Provider Services Line for behavioral health providers is 1-877-614-0484. This department can best assist you with inquiries related to:</p> <ul style="list-style-type: none">• Credentialing/Recredentialing• Contracting/Fee Schedules• Network Status
Secondary Contact	<p>Provider Credentialing Questions: BHcredentialing@optum.com Provider Contracting Questions: ma-nh-me-networkmanagement@optum.com Provider Claims Questions: You can contact a claims representative directly via the Provider Express "Live Chat" feature by logging in and selecting Claim Inquiry.</p>
Escalated Contact	<p>If a provider does not obtain resolution of their issue to their satisfaction or 30 days have passed and there has been no follow-up, they can then contact the Provider Relations Advocate assigned by county to assist in resolving the issue. Please provide history of the issue and a tracking number or name from your call and/or emails to the Primary and Secondary Contacts listed above:</p> <p>Claire Tigges, Sr Provider Relations Advocate, claire.tigges@optum.com (Bristol, Norfolk)</p> <p>Glenys Palomino, Sr Provider Advocate, glenys_palomino@optum.com (Suffolk)</p> <p>Val Lamaj, Sr Provider Advocate, valbona_lamaj@optum.com (Worcester, Franklin, Hampshire, Hampden, Berkshire)</p> <p>Eric Demers, Provider Relations Advocate, eric_demers@optum.com (Plymouth, Barnstable, Dukes, Nantucket)</p> <p>Cheryl Williams, Provider Relations Advocate, cheryl_williams@optum.com (Essex)</p> <p>Andria Prado, Provider Relations Advocate, andi_prado@optum.com (Middlesex)</p>