

Questions for the training: 09/18/2024 and 09/25/2024

Q-how do you bill for couples?

A- Please follow your fee schedule codes, and bill based on the services provided.

Q-how to become a group with Optum?

A-please follow the guide at: Our Network Links: <https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html>

[State-Specific Provider Information](#)

Q-What community supports (SDOH) are available for MGB ACO clients/patients?

A-This is a take back question; the answer will be posted in our website.

Q-I'm having issues with being able to see inpatient and outpatient claims on the website. I've sent a few emails, but still unable to resolve my issue.

A-In patient claims at this time can't be seen at Provider Express, please email our escalation mailbox: The Provider Relations Team is here to help with your escalated issues. Please reach out to us at ma-nh-me-networkmanagement@optum.com for assistance with claims issues.

Q-how would i register an office staff to check eligibility. they don't have a CAQH member?

A-please follow the guide at: The Optum website www.providerexpress.com first time user link : or direct link:<https://www.providerexpress.com/trans/registerUser.uol>

Q- What do I do about clients who will not sign the release form? Most of my clients are seeing me for sex and porn addiction and understandably they do not want anything disclosed.

A-The form is required, please reach out to us at ma-nh-me-networkmanagement@optum.com, for assistance in further clarifications.

Q- Any billing codes for unlicensed?

A-billing codes for unlicensed are the same, follow the fee schedule based on services provided