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The Optum Massachusetts 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 [ma-nh-me-networkmanagement@optum.com](mailto:ma-nh-me-networkmanagement@optum.com)

[ABA Network Contact](#)

VACCN Contact: Region 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 \(providerexpress.com\)](#)

### 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 (877) 614-0484 Optum Credentialing Department or email Optum Behavioral Health Credentialing at [bhcredentialing@optum.com](mailto:bhcredentialing@optum.com)

# Massachusetts Provider Quarterly Newsletter

## Health Plan News

**Mass General Brigham Health Plan (MGBHP) [AllWays Health Partners Becomes Mass General Brigham Health Plan](#)**

**Mass General Brigham (MGB) ACO membership Continuity of Care (COC) period has been extended to 08/31/2023. [Continuity of Care period extension - Mass General Brigham ACO](#)**

**Harvard Pilgrim Health Care - [Integration FAQ - Point32Health Provider](#)**

## 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](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

Optum provided live webinar trainings for providers serving Mass General Brigham Health Plan ACO Model A Medicaid membership. The training presentation is accessible on Provider Express at: [MGB Health Plan – Mass General Brigham ACO Medicaid Presentation](#)


In accordance with state licensing board regulations, Optum allows independently licensed providers to provide supervision. Please reference the claim billing guide for further instructions on how to submit claims: [Billing under Supervision](#)

**Did you know?** Optum offers on-demand education for CEU credits. Trainings are accessible at: [Optum Health Education](#)

## Telehealth

The virtual visits technology platform is available for use with no licensing cost or monthly fee for our network providers who have submitted a signed attestation.

[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](#)