



Provider Notice

November 12, 2024

Optum Pre-Payment Review Program

This notice is to advise you that effective 12/11/24, CountyCare Health Plan, on behalf of themselves and their affiliates, has entered into an agreement with Optum to review selected claims submitted to CountyCare Health Plan for adjudication.

The purpose of medical record requests is to determine the accuracy of the information submitted for reimbursement purposes. **Failure to submit medical records may lead to a claim denial.**

Additionally, claims where the medical record does not support the billed DRG will be denied. A detailed review of findings will be sent back to the provider as well as a to submit your information:

Email: You can email medical records via secure email to recordsintake@optum.com; please indicate the provider's name in the subject line.

Secure FTP/EMR: You can provide Optum electronic medical record (EMR) access/Epic log-in information or send records through a secure FTP. Sending medical records electronically is fast and secure. Optum also accepts records through Datavant (Ciox), MRO, Verisma, Sharecare and all other major portals

Mail:

Optum's mailing address is:

Optum Payment Integrity
Attn: Medical Records
PO Box 31338
Salt Lake City, UT 84131

Ground Address (for FedEx and UPS):

Optum Payment Integrity
c/o PO Box 31338
1355 S 4700 West
Salt Lake City, UT 84104

If you send records on a CD:

- Clearly label the CD with the hospital name, QR code on request letter, and number of patients on the disk
- Please use a zip file with a single password for multiple patients whenever possible
- Please do not individually encrypt image files
- Email password to recordsintake@optum.com

Please note: Optum no longer accepts flash drives.



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Contact us

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact CountyCare Provider Services at CountyCareProviderServices@cookcountyhhs.org or your Provider Relations Representative.