

Optum NHPRI Escalation Process

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Issue Type	Issue Type(s) Examples	Contact	Response
Standard Inquires	<ul style="list-style-type: none"> •Claims payments no more than 30 days for electronic claims •Credentialing of new providers up to 45 days •Claims reprocessing post phone call 7-10 business days 	INTEGRITY 1-401-443-5995 Medicaid 1-401-443-5997 Commercial 1-833-470-0578	On Call
Non-Standard Inquiries	<ul style="list-style-type: none"> •Single claims issue impacting greater than 25 claims •Delayed claims payments (greater than 30 days for electronic submissions or 40 days for paper) •Credentialing applications greater than 45 days 	Network Managers: Providence County Wendy Hamel Sherzer 401-732-7120 wendy.hamel.sherzer@optum.com Bristol, Kent, Newport & Washington Counties Aura Matos 401-248-2777 aura_matos@optum.com	Within 48 hours
Unresolved Issues	<ul style="list-style-type: none"> •Issue remains unresolved after engaging contacts for standard and non-standard inquiries 	Director Provider Services Cristina Almeida 401-732-7130 Cristina.Almeida@Optum.com	Within 24 hours
Escalation	<ul style="list-style-type: none"> •Contact the NHPRI Ombudsman for issues that are not resolved after working through the three previous resolution channels 	NHPRI Ombudsman Donaldo O’Neil 401-427-8289 doneil@nhpri.org	Within 24 hours