

# Optum UHC Escalation Process

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Issue Type	Issue Type(s) Examples	Contact	Response
Standard Inquires	<ul style="list-style-type: none"> <li>•Claims payments no more than 30 days for electronic claims</li> <li>•Credentialing of new providers up to 45 days</li> <li>•Claims reprocessing post phone call 7-10 business days</li> </ul>	Provider Services Line 1-877-614-0484	On Call
Non-Standard Inquiries	<ul style="list-style-type: none"> <li>•Single claims issue impacting greater than 25 claims</li> <li>•Delayed claims payments (greater than 30 days for electronic submissions or 40 days for paper)</li> <li>•Credentialing applications greater than 45 days</li> </ul>	Network Managers: Providence County Stacie Warner 1-612-642-7670 <a href="mailto:Stacie.Warner@optum.com">Stacie.Warner@optum.com</a>  Bristol, Kent, Newport & Washington Counties Christine Pellegrino-Celio 1-401-732-7100 <a href="mailto:Christine.Pellegrino-Celio@optum.com">Christine.Pellegrino-Celio@optum.com</a>	Within 48 hours
Unresolved Issues	Issue remains unresolved after engaging contacts for standard and non-standard inquiries	Director Provider Services Cristina Almeida 401-732-7130 <a href="mailto:Cristina.Almeida@Optum.com">Cristina.Almeida@Optum.com</a>	Within 48 hours
Escalation	Contact for issues that are not resolved after working through three previous resolution channels	Regional VP, Network Contracting/Provider Relations Northeast Region Melissa Razzano 1-518-313-4766 <a href="mailto:melissa.razzano@optum.com">melissa.razzano@optum.com</a>	Within 48 hours