



Rhode Island Provider Training Sessions

Q1. Will claim denial reasons be added to the website soon? We can see them in Optum Pay but if there is no access to Optum Pay then we do not know why the claim denied without denial reasons.

A1. There are some plans that currently do not display remark codes or descriptions on Provider Express. Optum is working on an enhancement that is anticipated for Q2 2023.

Optum Pay offers a free, basic option that provides access to claims payment data and historical remittance data up to 13 months.

Q2. Can you explain the difference between Optum and Americhoice which is now handling UR for United Medicaid members?

A2. Americhoice is the account name, there has been no change. Optum continues to handle UR for the United Medicaid members.

Q3. Is the Rhode Island Provider Training specific to Neighborhood Health Plan benefits and authorization?

A3. No, the training presentation is applicable to all plans supported by Optum in Rhode Island. Any plan specific item is identified in the training.

Q4. How can I get more information on Supervisory Protocol?

A4. If you believe your practice qualifies for Supervisory Protocol, please contact your provider relations advocate to discuss.