



# PROVIDER ALERT

## PROVIDING FEEDBACK TO OPTUM

November 22, 2013

Dear Provider:

We are aware that many of you have information and feedback to share and aren't sure where to start. As a result we've outlined a quick reference list of contact information for you below:

1. Provider Line 855-202-0983
  - a. Option #1- Treatment and authorizations
  - b. Option #2- Benefits and eligibility
  - c. Option #3- Claims payment and remittance advice
  - d. Option #4- Appeals and complaints
  - e. Option #5- Network Management services
  - f. Option #6- Request forms
  - g. Option #7- Website assistance
  
2. If you would like to file a formal complaint/grievance you can do so by dialing the provider line and selecting option #4 **OR** requesting any Customer Service Agent, Care Manager, or Network Manager to file on your behalf **OR** by submitting your concerns in writing to our address as follows:

Optum Complaint and Grievance Specialist  
205 E. Watertower Lane  
Meridian, ID 83642

Information only needs to be submitted through one of the above options in order for it to be logged and to guarantee a response.

3. You can find additional information on our website, [www.optumidaho.com](http://www.optumidaho.com) including additional "Contact Us" links to use at your convenience.

We're looking forward to hearing from you and to developing strong collaboration in service to consumers!