



# PROVIDER ALERT

## Member Notifications for Service Validation

January 4, 2019

Dear Provider,

The Centers for Medicare & Medicaid Services (CMS) requires that Optum Idaho verify whether services represented as delivered by network providers were received by enrollees (regulation citation: 42 CFR §438.608(a)(5)). To meet this regulatory requirement, Optum Idaho implemented a monthly process to send letters to a random sample of Idaho Medicaid members asking them to verify past services received and paid through Optum Idaho.

The letters will list all services, agencies, and service durations received in a 3 month period, with a 90 day lag, to account for claims submission. The letters will instruct members to call Optum if any of the information listed is incorrect. We will send 30-35 letters on or about the 25th of each month. Members will only be eligible to participate in the random sample once every 12 months.

There is no action needed from you, however if you get a question from a member, please encourage them to call the Optum Idaho toll-free phone number on the letter. If you have questions, please call Optum Idaho toll-free at 1-855-202-0983, ext. 2, or email [optum\\_idaho\\_network@optum.com](mailto:optum_idaho_network@optum.com).

Thank you,

The Optum Idaho Team