

Notice to Providers of the Availability of the Provider Dispute Resolution Mechanism

Questions About Your Claim

If your claim has been denied and you believe that additional information will affect the processing of the claim or if you have a general inquiry, you may call ACN Group of California, Inc., dba OptumHealth Physical Health of California (“OptumHealth”) at (800) 428-6337. The OptumHealth Customer Services Department can answer many questions over the telephone and will provide a complete response within 30 days or less if your question cannot be answered immediately.

You can also check your claim status at OptumHealth’s interactive Provider Support Web Site at <https://www.myoptumhealthphysicalhealth.com/>. Contact OptumHealth Customer Services Department at (800) 428-6337 if you require assistance.

Dispute Resolution Mechanism

You may access the dispute resolution mechanism to request review or reconsideration of a claim (or a bundle of claims) that has been denied, adjusted or contested; to dispute a request for reimbursement of the overpayment of a claim; or to address any other contract dispute. Disputes must be submitted in writing and must include a detailed explanation of the issue and your 1) name, 2) identification number, and 3) contact information. If your dispute relates to a claim, you must also supply specific claim information including 1) claim number (or the range of claim numbers, if the dispute concerns a bundle of claims), 2) dates of service, 3) procedure codes and 4) dollar amounts. Disputes must be received within 365 calendar days from the date of OptumHealth’s action or inaction regarding the claim or other dispute. OptumHealth will notify you of the resolution within 45 business days of receipt of the dispute.

To initiate the dispute resolution mechanism, or to submit additional information, you may contact:

OptumHealth Physical Health of California

P.O. Box 880009

San Diego, CA 92108-0009

Phone: (800) 428-6337

Fax: (619) 641-7185

Hours: 8:30 a.m. to 5:30 p.m., PST