



---

## Optum Network Manual Addendum for Rhode Island UnitedHealthcare Community Plan of New England

Optum provides behavioral health and substance abuse managed care services for UnitedHealthcare Community Plan Rhode Island members.

The national Optum Network Manual generally applies to all types of business managed by Optum. There are some sections where differences may apply based on state law. This addendum does not replace the primary Network Manual. Rather, it supplements the Network Manual by focusing on procedures specific to the State of Rhode Island's Medicaid managed care programs (State Programs) administered through UnitedHealthcare Community Plan.

### Claim Processing

In accordance with the state contract and to clarify expectations, all requests for corrected claims payment must be received within 365 days from date of service to be considered for payment of services rendered for members of a State Program. As a reminder, the original claim submission must meet timely filing requirements of 90 days from date of service.

### Additional Reminders

When a provider is rendering services for a health plan member in a State Program administered by UnitedHealthcare and receiving payment from the health plan for services rendered, they must have a National Provider Identification (NPI) number.

Provider cannot bill for healthcare-acquired or preventable conditions.