



Provider Alert
Important Notification for Providers: Claims Denials
July 2, 2018

Optum has identified a claims issue for UnitedHealthcare Community Plan claims that may have impacted your practice. For dates of service prior to 7/1/2018, claims were incorrectly denied for a code Y11 – Rendering Provider NPI not submitted.

The Rapid Response team is anticipating an immediate system correction and the claims will be reprocessed in the next 2-3 days. No action is required on your part for these claims to be reprocessed.

Providers may contact the Provider Customer Service Center at UnitedHealthcare Community Plan of Ohio at 800-600-9007 with any questions or concerns about this message.

You may also contact Optum Network Management via email at OhioNetworkManagement@Optum.com.

Additional alerts and information can be found by going to <https://www.providerexpress.com/>

- U.S. > Our Network > Welcome to the Network > Ohio
- See Ohio Medicaid and MyCare Specific News > Announcements