



# NETWORK *Notification*

**Notice Date:** September 20, 2024  
**To:** Arkansas PASSE Providers  
**From:** CareSource PASSE™  
**Subject:** Optum Process Frequently Asked Questions

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## Summary

CareSource PASSE partners with Optum LLC to conduct itemized bill reviews specific claims with diagnosis- related group (DRG), DRG outliers, outpatient grouper pricing, and percent contracts. Together, we conduct pre-payment reviews that will assess claims to identify defects and improprieties. To address questions raised by providers, CareSource PASSE has created an [Optum Process FAQ](#) to guide providers as they work with Optum.

## Questions?

Per the FAQ, for questions directed to Optum, please contact **888-895-2254** or email: [claimsresolution@optum.com](mailto:claimsresolution@optum.com). For questions directed to CareSource PASSE, please reach out to your health partner representative.

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