



NETWORK *Notification*

Notice Date: October 16, 2024
To: HAP CareSource Providers
From: HAP CareSource
Subject: Optum Process Frequently Asked Questions

Summary

HAP CareSource™ 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, HAP CareSource 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 1-888-895-2254 or email:

ClaimsResolution@Optum.com. For questions directed to HAP CareSource, please reach out to your health partner representative.

MI-EXC-P-3349210