



NETWORK *Notification*

Notice Date: September 20, 2024
To: Indiana Marketplace, Kentucky Marketplace, Ohio Medicaid, Ohio Marketplace, Ohio MyCare, Ohio D-SNP, and West Virginia Marketplace Providers
From: CareSource
Subject: Optum Process Frequently Asked Questions

Summary

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, 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 888-895-2254 or email: claimsresolution@optum.com. For questions directed to CareSource, please reach out to your health partner representative.

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