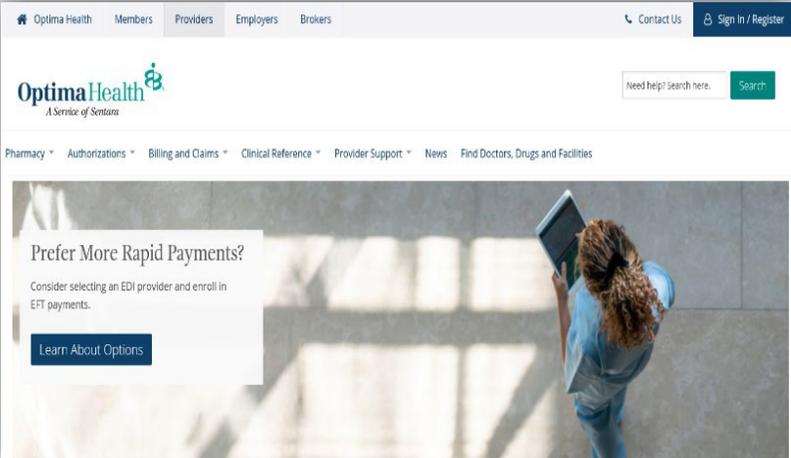




Quick Reference Guide Doing Business With Us

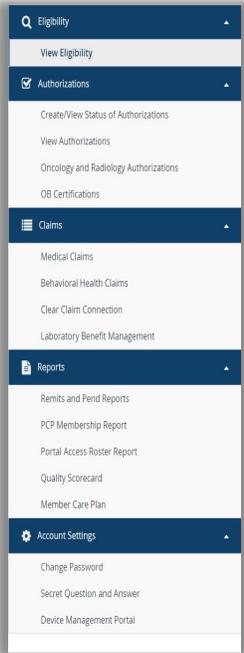
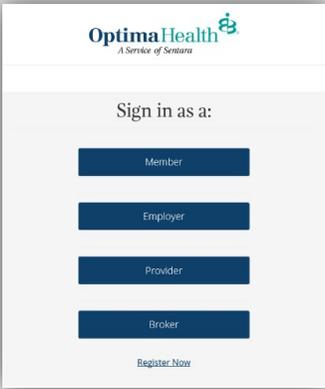
Provider Support
www.optimahealth.com/providers

Access to information for:
 Pharmacy
 Authorizations
 Billing and Claims
 Clinical Reference
 Provider Support
 News



Provider Connection Access

- View Eligibility
- Authorizations
 - Create Medical Authorizations
 - Pharmacy
 - Oncology
 - OB Certifications
- View & Reconsider Medical Claims
- View Behavioral Health Claims
- Clear Claims Connection
- View and Print Remits
- Account Settings



Register for Provider Connection Optima Health secure, self-service online 24 hours a day, 7 days a week. Complete the online Provider Connection Enrollment form. In 5-7 business days you will receive an email with your Username and a temporary password that must be changed within 24 hours. Please look in your Spam or Junk email as it may go there. Email providerconnectionsupport@sentara.com with questions and/or concerns.

Submit Medical Authorizations Online

- 1 Sign into Provider Connection to submit Online Authorizations.
- 2 The "[How to View and Create Pre-authorizations](#)" will assist by step-by-step instructions to successfully submit Online Authorizations.
- 3 The "[Tips for Requesting an Authorizations](#)" will provide tips and details to submitting authorizations through the JIVA platform to submit authorizations online.

Billing and Claims

- Preferred method of claim filing is electronic.
- We accept claims through any clearinghouse that can connect through PayerPath/Allscripts.
- Optima Health **Payor ID# is 54154**
- Optima Health requires the following on CMS 1500 Forms:
 - **Individual Provider NPI** should be listed in **Box 24J**.
- **Group NPI** should be listed in **Box 33a**.
- Corrected claims can be resubmitted marked "**Corrected Claim**" in **Box 19**.
- **Reconsiderations** can be submitted. Must reconsider the ENTIRE claim.
- Paper Requests for reconsideration of a claim denial must include a copy of the claim, supporting documentation and the "Provider Reconsideration Form", found on the website. Mail to:

Medical Claims	Behavioral Health Claims
PO Box 5028	P.O. Box 1440
Troy, MI 48007-5028	Troy, MI 48099-1440

Electronic Funds Transfer (EFT)

- Sign up for EFT/ERA with the Electronic Payment/Remittance Authorization Agreement Found in the Billing and Claims section.
- Safer, more secure, and efficient method of claims payment.
- Funds are deposited within 24 hours after payments are processed.
- Clean claims are processed and paid within an average of 7 days when submitted electronically and payment made through EFT.
- You will be notified via email when deposit is made to your bank account. This notice is sent to the email address supplied on the EFT enrollment form.
- Email EFT_ERA_INQUIRY@sentara.com with questions and/or concerns.

Contact Numbers & Resource Information

Please check the appropriate Provider Manual online at www.optimahealth.com/providers for contact numbers and additional resource information.

Claims Questions

First point of contact for Claims Questions is the Provider Services Department, Medical 1-800-229-8822, Behavioral Health 1-800-648-8420.