



A “How To” for Providers: Sending Electronic (EDI) Claims to Optima Health Plan

Optima Health Plan strongly encourages all providers to file their claims electronically.

By filing claims electronically, providers are able to aid in lowering claims processing time frames, which in turn allows Optima Health to make payments more quickly for services rendered, as these figures demonstrate:

Average days from receipt to payment

<i>Paper Claims</i>	<i>EDI Claims</i>
15	4.5

1. First, you (or your software vendor) need to use a clearinghouse on the list of contracted clearinghouses provided on Optima Health’s website:

optimahealth.com

 - Please share this list with your clearinghouse. If the clearinghouse you currently use is not on our list, they must be able to send claims through one of the EDI vendors that is.
2. Next, contact your clearinghouse or software vendor to notify them of your intent to transmit electronic (EDI) claims to Optima Health.
 - Your clearinghouse will either give you enrollment forms to fill out, or direct you to Optima Health's website to obtain a form from there (or both).
3. Complete the necessary enrollment forms and either give them to the clearinghouse or send them to Optima Health, as instructed by the clearinghouse.
 - If you send the forms to the clearinghouse, they will contact Optima Health with the completed enrollment forms.
4. Optima Health will process the enrollment form(s) and respond to your clearinghouse to the email address provided on the enrollment form.
5. The clearinghouse or software vendor will notify the provider that the connection has been established and when transmission can begin.
 - You may need to follow up with your clearinghouse in 10 business days for a status.

Questions about the status of your request should be directed to your clearinghouse, rather than to Optima Health.