

1/19/2023

001191722

Sarah Lustig

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Dear Sarah Lustig:

I am pleased to inform you that our Credentialing Committee approved your participation in our network effective 1/19/2023 . You are now a contracted provider eligible to receive Member referrals from Optum and brands covered by other Payors, in accordance with your Agreement. The information below will help you get started.

**Provider Express:** You and/or administrative staff should self-register to obtain your One Healthcare ID at [providerexpress.com](http://providerexpress.com) > "First-time User". Please allow 5 business days from the date of this notification before attempting to register. Please review your provider profile for accuracy in Provider Express and submit corrections within 10 business days. Provider Express allows access to information and services you need 24/7, including:

Provider Express General Information	Secure Transactions
Forms (Wellness Assessments, Psychological Testing Request, Coordination of Care Checklist, Clinician Add/Change)	Claims submittal, Claim Adjustment Requests, Optum Pay
State-specific documents – "Our Network" > "Welcome to the Network"	My Practice Info – Update your practice information securely online
Detailed information about Provider Performance Program ACE and access to the Wellness Assessment Dashboard	Authorization request and verification
Network Manual	Benefits and eligibility inquiry
Utilization Management Criteria and Policies	Provider Message Center – send inquiries to Optum securely via Provider Express
For information specifically designed for newly credentialed providers including an introductory webinar, go to "Quick Links" from the home page and select "Navigating Optum"	
Provider Service Line: <b>1-877-614-0484</b>	

**Authorization:** for routine outpatient services, when required, is typically obtained by the Member prior to their first visit. Please verify that the authorization is in place prior to providing services through *Provider Express*.

**Wellness Assessment:** Provide a Wellness Assessment (WA) to each member at the initial session and between the third and fifth sessions to track patient progress through our Wellness Assessment Dashboard.

**Achievements in Clinical Excellence (ACE):** ACE is a quality-focused measurement program that recognizes excellent service from our network clinicians and creates more transparency for care advocates and our Members. Using nationally-based, regionally-adjusted metrics, Optum identifies clinicians and groups who deliver both effective and efficient care for Members.

**Recredentialing:** Optum recredentials all providers every 36 months or as required by law. We will send materials to the recredentialing contact you provide; please be sure to update your demographic information as needed.

We appreciate and value your participation in our clinical network.

Sincerely,



Jeanne Schutter

Vice-President, Network Operations

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**\*--Secure Delivery--\***