

**To: AmeriHealth Caritas Next and First Choice Next Providers**

**Date: October 28, 2024**

**Subject: Introduction to Optum’s “Prospective Inpatient Claim Review” and “Credit Balance Review” Programs**

Dear Provider,

In a continuing effort to manage and control health care costs, AmeriHealth Caritas Next and First Choice Next have contracted with Optum to allow Optum to assist with AmeriHealth Caritas Next’s and First Choice Next’s cost containment program. This is a courtesy informational letter to introduce Optum’s Prospective Inpatient Claim Review and Credit Balance Review programs.

Optum is a business associate, as defined by the regulations implementing the Health Insurance Portability and Accountability Act of 1996, and is authorized to request, receive, document, and discuss any medical information including, but not limited to, itemized bills and medical record information regarding the diagnosis and plan of care for AmeriHealth Caritas Next and First Choice Next members. Please call Optum if you have any questions at the numbers noted below for each program.

## Prospective Inpatient Claim Review

Beginning on 01/01/2025, Optum will begin to review all in all inpatient DRG facility claims for services performed on or after 01/01/2025 that will pay greater than \$75,000 with billed cost outliers of \$1,000 or greater. This prospective review service will be conducted to review inpatient hospital bills for billing inconsistencies and variances from industry billing practices. To conduct this review AmeriHealth Caritas Next and First Choice Next **will require that you submit an itemized bill with each inpatient DRG facility claim that will pay greater than \$75,000 with billed cost outliers of \$1,000 or greater.**

These claims must be submitted with an itemized bill at the time of original claim submission to avoid an upfront denial code - *Pymnt exceeds \$75K resub with itmzd bill*. If you receive this type of denial after 01/01/2025 you may send the itemized bill directly to Optum in one of the following formats:

- Excel format – send via secure email to [MCA@optum.com](mailto:MCA@optum.com) (*preferred*)

AmeriHealth Caritas Next and First Choice Next are individual and family health plans offered both on and off the Health Insurance Marketplace® by certain companies within the AmeriHealth Caritas Family of Companies. AmeriHealth Caritas Next is offered by AmeriHealth Caritas VIP Next, Inc. in Delaware; AmeriHealth Caritas Florida, Inc. in Florida; AmeriHealth Caritas North Carolina, Inc. in North Carolina; and First Choice Next by Select Health of South Carolina, Inc. in South Carolina.



- PDF or Word format – send via secure email to [MCA@optum.com](mailto:MCA@optum.com) or secure fax to 1-800-435-2049
- Mail – send via mail to one of the addresses listed below

Standard USPS:

Optum  
Medical Claims Analyst - Admin  
PO Box 2469  
Shawnee Mission, KS 66201-2469

FedEx and UPS:

Optum  
Medical Claims Analyst - Admin  
6860 W 115th St  
Overland Park, KS 66211

Once the claim and itemized bill are received, Optum will conduct a prospective review and submit its findings to AmeriHealth Caritas Next or First Choice Next for claim adjudication. Your remittance advice will reflect any payment differences resulting from Optum’s review. If billing issues have been identified, Optum will send a facility packet, which includes the Forensic Review Report outlining review findings, within 20 business days of the date of your remittance advice.

If you are not satisfied with the report findings, you can work with Optum to resolve any questions regarding the report’s findings. Please review the report and contact Optum’s Claim Resolution Team directly via Secure Email: [Reconsiderations@optum.com](mailto:Reconsiderations@optum.com)

General questions regarding these prospective reviews should be directed to Optum at 1-800-985-2357 or via secure email to [claimsresolution@optum.com](mailto:claimsresolution@optum.com) to discuss any inquiries you may have regarding the report’s findings or the documentation and explanations necessary to clarify the charges in question.

If you have questions regarding this program, feel free to contact Optum’s Claims Resolution Team, which is available Monday through Friday between 7 a.m. and 7 p.m. Central Time at 1-800-985-2357 or via email to [claimsresolution@optum.com](mailto:claimsresolution@optum.com).

## Credit Balance Review

Beginning on 01/01/2025, Optum will be acting on behalf of AmeriHealth Caritas Next and First Choice Next to identify and assist in resolving credit balance issues.

Please respond to Optum’s requests for information, including requests for personal health information, as Optum will require the requested information to facilitate its review.

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**Delaware**  
1-833-301-3377  
[amerihealthcaritasnext.com/de](http://amerihealthcaritasnext.com/de)

**Florida**  
1-833-983-3577  
[amerihealthcaritasnext.com/fl](http://amerihealthcaritasnext.com/fl)

**North Carolina**  
1-855-266-0219  
[amerihealthcaritasnext.com/nc](http://amerihealthcaritasnext.com/nc)

**South Carolina**  
1-833-986-7277  
[firstchoicenext.com](http://firstchoicenext.com)



A representative of Optum may be contacting you on behalf of AmeriHealth Caritas Next or First Choice Next to arrange a convenient day and time to schedule and complete a review or to request AmeriHealth Caritas Next or First Choice Next member medical records.

If you have any questions or require additional information on Optum's credit balance review, please feel free to contact Optum at 1-800-243-8246, Monday through Friday between 9:30 a.m. and 5 p.m. EST.

Thank you for your cooperation and assistance in our Program Integrity efforts.

Sincerely,

AmeriHealth Caritas Next and First Choice Next

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**South Carolina**  
**1-833-986-7277**  
[firstchoicenext.com](http://firstchoicenext.com)