



Network Provider Newsletter

Quarter 3 2022



Training Calendar

PCONN training

ProviderConnect training is offered on the 4th Tuesday of every month. This training is a great opportunity to receive a refresher of how to navigate ProviderConnect. If you would like to attend, please RSVP at saltlakecounty.networkbox@optum.com Please state if you are a current Provider Connect user.

Upcoming ProviderConnect trainings:

August 23rd at 10 AM

September 27th at 10 AM

New Authorizations

- FY23 blanket authorization numbers were distributed via email in May 2022. They are effective July 1, 2022 -June 30, 2023.
- Optum will continue to manage outpatient levels of care for in-network providers with blanket authorizations. These are available for all members with Salt Lake or Tooele County eligibility who are receiving general outpatient services.

If you have not received your new auth numbers, please contact Optum Network at: saltlakecounty.networkbox@optum.com.



Network needs

One of the challenges we are experiencing during the pandemic is finding providers that treat eating disorders. Please let us know if you already have a provider with this specialty.

Covid-19 Emergency Period extended

As of July 15th, 2022, the Covid-19 public health emergency has been extended another 90 days.



HIPAA Compliant software Post Covid Emergency period

As a friendly reminder, with the closure of the Covid Emergency period, Providers must discontinue the use of telephone only services, and the use of Non-HIPAA compliant telehealth software. Please visit [HIPAA flexibility for telehealth technology | Telehealth.HHS.gov](https://www.hhs.gov/telehealth) to find a Telehealth platform that is HIPAA compliant if you have not already done so. For any further questions regarding Optum's requirements of a HIPAA compliant software, please visit <https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/clinResourcesMain/tmh/2022TMHFAQs.pdf>

Claim adjudication calendar

Our Claim adjudication calendar can be found on our website at [For Network Providers \(optumhealthslco.com\)](https://optumhealthslco.com) under the provider training documents.



Login to PCONN every 45 days

Telehealth Authorization group - retired

The authorization group 'TELEHEALTH' has been retired, effective June 30, 2022.

In addition, all GT codes in all other authorization groups have also been removed, effective July 1, 2022.

GT modifier - retired

GT modifier denoting services performed via HIPAA compliant technology has been suspended for dates of service on or after July 1, 2022. Please Note: Services prior to July 1 where HIPAA compliant technology was used, should still be billed with the GT modifier, as previously instructed.



Reminder

Beginning Jan. 1, 2022, providers are required to verify the demographic information of each clinician within their group entity for accuracy every 90 days. Please follow the instructions below to attest that your practice information is correct.



Preferred Method for Routine Directory Attestations:

- Login to [ProviderExpress.com](https://www.providerexpress.com) ⇒ My Practice Profile.
- Ensure group contact and practice info are correct on the 'Practice Profile' and 'Practice Information' tabs.
- On the 'Roster' tab,
 - Remove clinicians no longer with group
 - View each clinician's practice information
- If changes are required, submit updates
- If/when information is confirmed as correct, submit attestation

Please set a reminder in your calendar to log in to your Provider Connect account every 45 days to avoid having your account disabled. If your account is disabled, you must contact the network team at saltlakecounty.networkbox@optum.com for an account reset.

Last attestation date will reflect the current date, and any directory suppressions will be removed immediately.

Employee highlight

✦ Please welcome **David Pederson** to our finance team as our new Associate Director of Finance. David will be replacing Jason Norwood. Jason has accepted a new role with in the Optum organization as a Regional Finance Director. With these changes it is important to note that our Financial Analyst- **Kaden Groves**, has taken on the role of communicating with providers regarding CAP payments, payment issues, etc.

✦ After 11 years with the Optum Salt Lake and Tooele County network, our clinical director **Connie Mendez** has accepted a position as the Associate Director for Optum Alaska. Please join us in thanking Connie for her hard work and passion that she has poured into our network the last 11 years.

✦ Congratulations to **Gina Attallah**, who has accepted the SLCo and Tooele County Deputy Director position. During her time with Optum, Gina has worked in different units of our business, giving her the opportunity to learn all aspects of our health plan. Throughout this time, she has also collaborated with customers, creating credibility, and fostering trust to build strong partnerships.

WE MOVED!

Optum SLCo / TCo is now located at 12921 S Vista Station Blvd, Draper, UT 84020.

