



Attn: BH Provider Demographic Maintenance  
Provider Management - MN103-0700  
P. O. Box 1459 Minneapolis MN 55440-1459



November 9, 2020

310ADHOCPRC1Adhoc1SC010040001-11531-01

Herring, Chariny M.  
2530 E 71st St Ste B  
Tulsa OK 74136

Dear Participating Provider,

Effective January 1, 2021, Optum will be expanding management of behavioral health benefits for **Oscar Insurance Corporation** and its affiliates (collectively, "Oscar") under Oscar's Exclusive Provider Organization (EPO) health plans in the State of Oklahoma. The purpose of this communication is to inform you that your participation in the Optum network allows you to provide services to members covered under Oscar. Services rendered to any Oscar member will be processed in accordance with your current Agreement and corresponding Commercial Standard Payment Appendix and/or outpatient fee schedule.

Through seamless technology and personalized support Oscar helps their members navigate the health care system. This approach has led to industry high member engagement by providing members with access to easy-to-use digital tools that better manage their care. These tools include a website and mobile app that let members view their health history, speak directly with their dedicated Concierge team, and access their account information.

It is also important to add, as a participating provider, that you are adhering to the specific access standards, which are outlined within the Optum Network Manual and are defined as follows:

- Respond within 24 hours to a Member request for routine outpatient care
- An initial MH/SUD appointment must be offered within 10 business days of the request
- Urgent appointments must be offered within required timeframes (MH/SUD – 48 hours, EAP - 24 hours)
- Non-life-threatening emergencies must be offered within six (6) hours
- An immediate appointment must be offered for any life-threatening emergencies
- A MH/SUD outpatient appointment must be offered within seven (7) days of an acute inpatient discharge

If, at any time, you are unable to adhere to these standards you are asked to notify Network Management of your lack of availability for new referrals so you can be placed on unavailable status.

Thank you for your continued participation in our network. If you have any questions about this communication, please contact the Oscar Health Provider Relations telephone lines at 1-855-672-2755.

Sincerely,

Optum Behavioral Network Services  
Oscar Insurance Corporation

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The first of these is the fact that the patient is not in a position to give a reliable history of his symptoms. This is due to the fact that the patient is in a state of unconsciousness and is unable to give a reliable history of his symptoms.

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Provider Management - MN103-0700  
P. O. Box 1459 Minneapolis MN 55440-1459

MEDICA®



November 12, 2020

316ADHOCPRC1Adhoc1SC010034001-06902-01  
Herring, Chariny M.  
2530 E 71st St Ste B  
Tulsa OK 74136

Dear Participating Provider:

Effective January 1<sup>st</sup>, 2021, Optum is taking on the membership currently covered by Medica Individual and Family Business. Medica will be offering this plan in Iowa, Kansas, Missouri, Nebraska and Oklahoma.

As a participating Optum provider, your existing Agreement requires no action and allows you to provide services to these members beginning January 1<sup>st</sup>, 2021. Medica Individual and Family Business members receiving care through the Optum Network are identified by their Medica Member Identification Card.

All authorization and claim processes outlined within the Optum Network Manual will apply to this membership effective January 1<sup>st</sup>, 2021. Services rendered to any Medica Individual and Family Business member will be processed in accordance with your current Agreement and corresponding Standard Payment Appendix and/or outpatient fee schedule. All claims for dates of service on or after January 1<sup>st</sup>, 2021 should be sent directly to Optum.

For electronic claims, please use Optum's **Payer ID number 87726**.

We encourage you to utilize the secure functions available to registered users on our provider portal located at **providerexpress.com**.

Paper claims may be mailed to:

**Optum Claims  
PO Box 30757  
Salt Lake City, UT 84130**

If you have any questions, please contact Network Management at **1-877-614-0484**.

Sincerely,

Provider Relations Team  
Optum