

OPRS Program Overview

Optum Prepayment Review System (OPRS) is a predictive analytic tool for professional and institutional medical claims. The OPRS review identifies aberrant behavior requiring additional review prior to payment. Post-adjudication, pre-pay claims will be reviewed by OPRS, returning a process recommendation for each claim line. One of four recommendations will be applied:

1. Allow
2. Deny
3. Pend (for medical records)
4. Hold (48hr hold for additional internal review)

OPRS is managed by OptumInsight, a vendor partner to the Optum Care Payment Integrity (OCPI) program.

Medical Record Requests

Pend recommendations will trigger a medical record request from OptumInsight, all reviews are validated by Optum Care Payment Integrity. Providers are encouraged to fulfil all medical record requests within the designated timeline communicated within the request.

Please provide all information relevant to the claim and date of service requested. Failure to provide all essential documentation may delay the review or denial of the claim line charges due to services not being supported.

At times there may be a medical record request for a procedure that was authorized prior. OptumInsight requests are separate from prior authorization reviews, as these reviews are an attempt to verify services billed and documented.

Initial Review Findings

Upon completing the medical record review, you will receive an initial review findings letter from OptumInsight if any part of the associated claim is denied. This letter will state the reason for denial and provide instructions for filing an appeal if you choose to do so.

PROVIDER USE ONLY

OPRS Process for Submitting Medical Records

Medical records may be submitted by secure internet upload, paper copy, or CD/DVD. Instructions on how to submit by each method will be included with each medical record request. *Online submission is preferred for accuracy, speed & security.*

Online:

<https://sftp.databankimx.com/form/RecordUploadService?ID=0031>

Mail (USPS):

Optum
PO Box 51056
Philadelphia, PA 19115

Delivery Service (FedEx, UPS):

Optum
458 Pike Road
Huntingdon Valley, PA 19006

It is requested you do not submit medical records to Optum Care directly. All medical records submitted to OptumInsight directly via the above submission options is required to ensure delivery to the correct department and assigned reviewer.

Provider Inquiry Resolution Team (PIRT)

Should you need to call and discuss a medical record request or review findings, please get in touch with OptumInsight at the number listed below:

Phone: 1-800-940-5732

Hours: 8:00am – 8:00pm EST, Monday - Friday

Please do not utilize the Optum Care assigned claim ID for review inquiries. OptumInsight assigns a different reference number in their system for tracking purposes and does not leverage Optum Care claim ID assignment.