



### **Contracted provider reconsiderations**

As a provider, you have the right to request a reconsideration if you believe your request for payment was denied, paid incorrectly, or your authorization for services was not appropriately approved. If you would like to file a reconsideration, you may do so **within 60 calendar** days from the date of this notice by submitting a written request to the following:

OptumCare Provider Dispute Resolution  
P.O. Box 30539  
Salt Lake City, UT 84130-0539

### **Appeals process for non-contracted Medicare providers**

Pursuant to federal regulations governing the Medicare Advantage program, non-contracted providers may request reconsideration (appeal) of a Medicare Advantage plan payment denial determination including issues related to bundling or downcoding of services. To appeal a claim denial, submit a written request **within 60 calendar days** of the remittance notification date and include at a minimum:

- A statement indicating factual or legal basis for appeal
- A signed Waiver of Liability form (you may obtain a copy by going to <https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Notices-and-Forms.html>, at the bottom of the page under the “Downloads” section select the zip file for ‘Model Waiver of Liability\_Feb2019v508’).
- A copy of the original claim
- A copy of the remittance notice showing the claim denial
- Any additional information, clinical records or documentation that supports the argument for reimbursement

#### **Mail the appeal request to:**

UnitedHealthcare Medicare & Retirement  
P.O. Box 6106  
Cypress, CA 90630  
MS: CA124-0157

## Payment dispute process for non-contracted Medicare providers

Pursuant to federal regulations governing the Medicare Advantage program, non-contracted health care professionals may file a payment dispute for a Medicare Advantage plan payment determination. A payment dispute may be filed when the provider contends the amount paid by the Plan for a Medicare covered service is less than the amount that would have been paid under Original Medicare. To dispute a claim payment, submit a written request within 120 calendar days of the remittance notification date and include at a minimum:

- A statement indicating factual or legal basis for the dispute
- A copy of the original claim
- A copy of the remittance notice showing the claim payment
- Any additional information, clinical records, or documentation to support the dispute

### Mail payment dispute to:

OptumCare Provider Dispute Resolution  
P.O. Box 30539  
Salt Lake City, UT 84130-0539

If you have additional questions relating to a dispute decision made, you may contact us at:

**Phone:** 1-877-370-2845 for Arizona and Utah

**Phone:** 1-888-685-8491 for Colorado

**Phone:** 1-855-893-2297 for Nevada

**Phone:** 1-800-620-6768 for New Mexico

**Phone:** 1-855-822-4340 for Idaho

**Phone:** 1-855-822-4325 for Kansas City

**Mail:** P.O. Box 30539, Salt Lake City, UT 84130-0539

**Email via our secure web portal:** <https://professionals.optumcare.com/portal-login.html>

### **Billing Alerts**

Section 1905(n) of the Social Security Act prohibits a provider from billing an individual with coverage as a Qualified Medicare Beneficiary (QMB), with or without other Medicaid coverage, or someone receiving Supplemental Security Income benefits and Medicare for the Medicare deductible or coinsurance.