



Provider Claim Reconsideration Request

Note: Submission of this form constitutes agreement not to bill the patient

INSTRUCTIONS

Submit your claim reconsiderations online

Contracted providers who need to submit a claim reconsideration request should use the **Optum Pro portal**. By submitting your request on the portal, you can view the request status and completion date, and upload supporting documentation.

If your supporting documentation exceeds 7 MB or you're an out-of-network provider, follow the instructions below for submitting your request by secure email or mail.

- Please complete the below form. Fields with an asterisk (*) are required.
- Be specific when completing the description of your reconsideration request
- Provide additional information to support the description of the reconsideration request. You do not need to resubmit the original claim.

Secure email: If you have a secure email system, please submit reconsideration requests to claimdispute@optum.com

Mail: You can mail the completed form to:

**Provider Dispute Resolution
P.O. Box 30781
Salt Lake City, UT 84130**

Note: This form is for reconsiderations only. To submit a formal appeal, please see the instructions listed on the back of your Explanation of Payment (EOP).

*Provider name:	*Provider TIN:		
Provider address:			
Provider type:	<input type="checkbox"/> MD	<input type="checkbox"/> Mental Health Professional	<input type="checkbox"/> Mental Health Institutional
	<input type="checkbox"/> Hospital	<input type="checkbox"/> ASC	<input type="checkbox"/> SNF <input type="checkbox"/> DME <input type="checkbox"/> Rehab
	<input type="checkbox"/> Home Health	<input type="checkbox"/> Ambulance	
	<input type="checkbox"/> Other _____ (please specify type of "other")		

Claim information: Single Multiple "like" claims (**attach spreadsheet**) Number of claims: _____

*Patient name:	*Date of birth (MM/DD/YYYY):
*Member's health plan ID:	*Patient account number:
*Service from date (MM/DD/YYYY):	*Service to date (MM/DD/YYYY):
*Claim ID number:	(If multiple claims, use attached spreadsheet)

Please check the description that best fits: <input type="checkbox"/> Claims <input type="checkbox"/> Authorizations <input type="checkbox"/> Contract Issues <input type="checkbox"/> Medical records	
Description of dispute:	
*Contact name: _____	*Telephone number (111-111-1111): _____ Ext. _____ (if applicable)
*Signature: _____ (Hard copy only)	*Fax number (111-111-1111): _____



Provider claim reconsideration request (for use with multiple “like” claims)

	* Patient name		*Date of birth	*Health plan ID number	*Claim ID number	*Service from/ to date	Claim amount billed	Claim amount paid	Expected reimbursement amount	Comments
	Last	First								
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										

Check here if additional information is attached

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