



Specialty Management Access Portal

USER ACCESS MANUAL





WELCOME AND INTRODUCTION

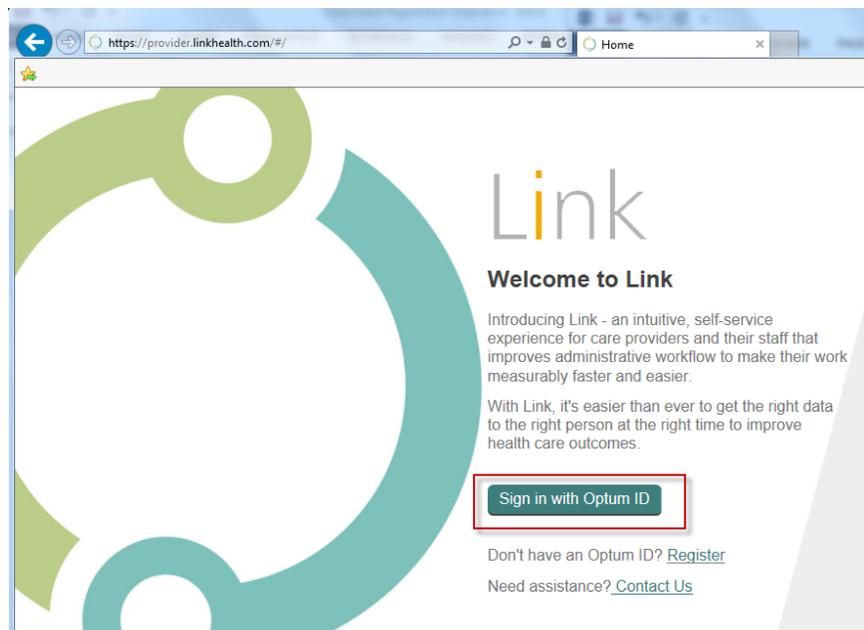
OptumRx is providing this user manual for contracted providers which use the Specialty Medication Access Portal (SMAP) for the submission of claims for medications which are administered within a medical treatment in compliance with the Agreement. The portal is not intended for the submission of associated medical supplies or services associated with the medical treatment with which the medication was utilized (for current clients of OptumRx with coverage for medications allowing medical Providers to use this portal does not include the additional service and supplies utilized with administration).

This user manual should be used by personnel from contracted medical Providers to assist in the submission of medication claims, however is not the only mechanism by which a Provider may submit a claim transaction. Use of the Specialty Medication Access Portal (SMAP) is allowing for a Provider to submit key elements required of a claim transaction for the purpose of assessment of coverage and payment of these claims. Submission of a claim is ultimately the responsibility of the Provider.

Note: Names of users, patients, providers etc. within this manual are intended for demonstration purposes and do not represent details of individuals.

WEBSITE AND LINK

The Specialty Management Access Portal (SMAP) is contained with the Link portal which is a self-service website with a number of portals for use by health care providers. The portal includes a number of accessible tools for healthcare professionals and their office staff, however for the purpose of this manual and the submission of specialty medications by contract medical Providers will be limited to the use of SMAP.

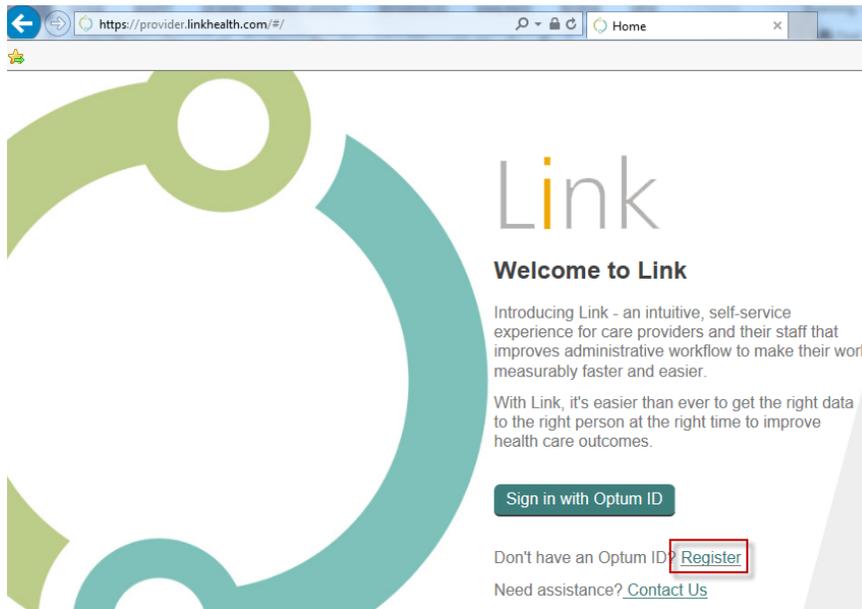


Accessing Link may be found at the website: <https://provider.linkhealth.com/#/>





ENROLLMENT AND USAGE REQUIREMENT



If you are not already a user of Link or were not provided an Optum ID then use the Register link to complete the registration process

See additional details in the Enrollment and Registration section. Once an Optum ID and password have been created, the user can then sign in with the newly created Optum ID.

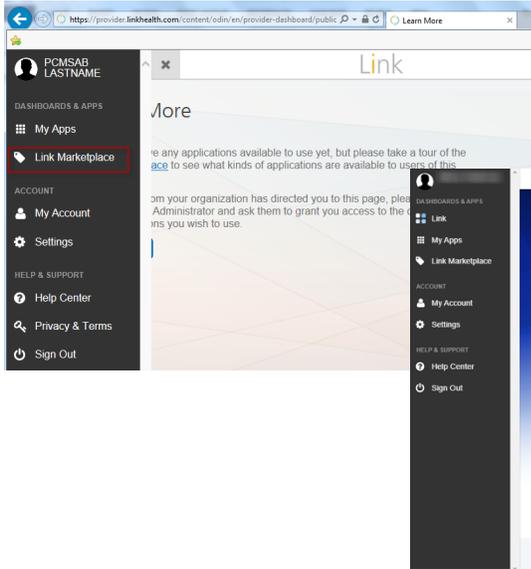
The user can enter in their Optum ID and password to gain access to the Link Marketplace. -Each user must register an Optum ID to Link Marketplace for each location they will be working out of by clicking the Register option and then fill in the Required fields. Users can use the same email address for multiple Optum IDs (if the user works out of more than one location that will need SMAP access) but will require one OptumID per location.



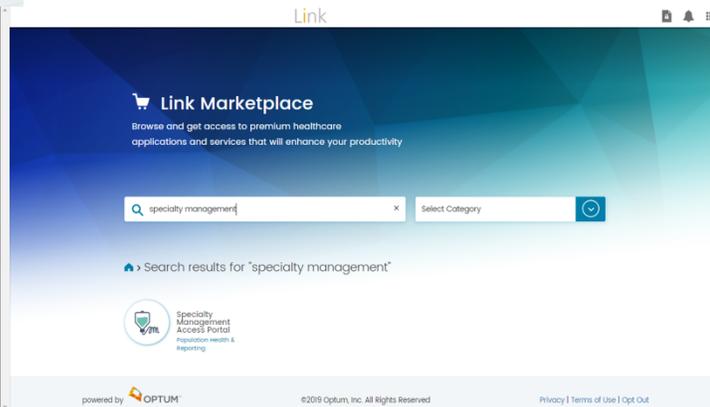
Specialty Management Access Portal

SPECIALTY MANAGEMENT ACCESS PORTAL (SMAP) DOWNLOAD FROM MARKETPLACE

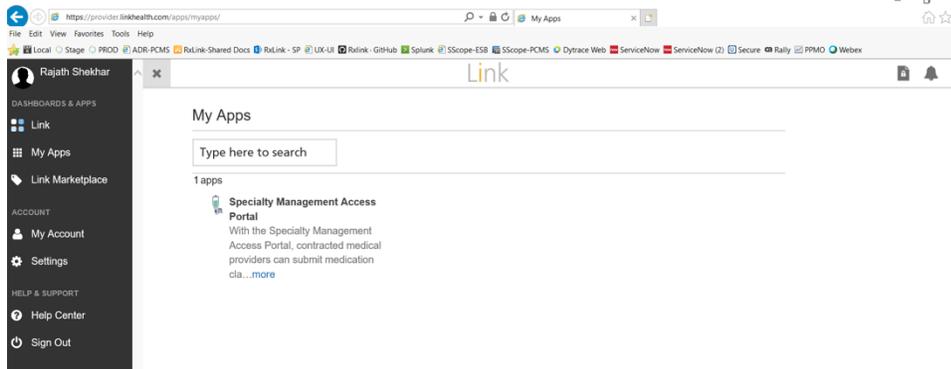
During the first use of the Link Marketplace it is required to search and download the link or tile associated with the portal. User should click Link Marketplace in the left-hand menu and then search for “Specialty Management”. User can click the Specialty Management Access Portal icon once found



and either continue on to review registration information, or if already provisioned for access, they can go on to the SMAP application.



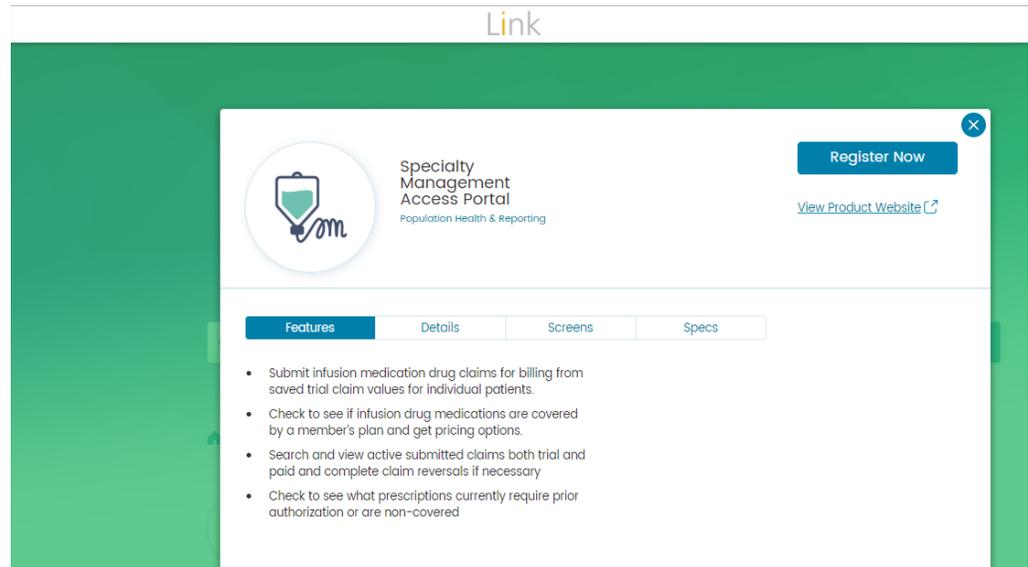
Your Optum ID may already be linked by Optum to the SMAP system. If this is the case you will see the



following displayed SMAP link which can be found by selecting “My Apps” from the Menu.



If your Optum ID has not been linked to the SMAP system you will need to register for access to that tile or system on your marketplace. Select the “Register Now” button and instructions will be displayed. Completing registration way



require a call to our service desk for Link Marketplace. Once registration is completed, you will see the SMAP icon under their Apps in Link Marketplace (see above).

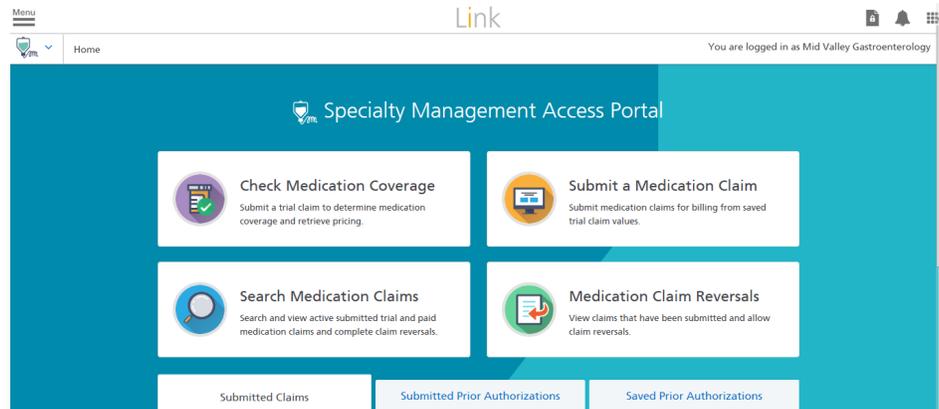


PORTAL MAIN PAGE

The SMAP main page displays the four main components available for the user:

Check Medication

Coverage – this application allows the user to submit a trial claim to evaluate coverage of both the patient and the medication; it will provide details on required prior authorization and upon successful trial completion details as to the financial responses reflective of a future paid claim – patient cost share, provider payment, etc.



Search Medication Claims – this application allows the user to search claims for a specific patient. The patient demographics, insurance information, claim history, and prior authorization history can be found in this section. Submitting a paid or reversed claim can be done from this section because the patient's claim history is listed in this section.

Submit a Medication Claim – this application allows the user to submit a real claim for billing from previously saved trial claims. The user can bookmark a frequently used trial claim, change trial claim details, or delete a trial claim all together. Once a user selects a trial claim from the list, a real claim can be submitted for payment. This section lists all the saved trial claims for the infusion facility.

Medication Claim Reversals – this application allows the user to submit a claim reversal for previously submitted real claims. A paid claim can be reversed up to 180 days from the claim submittal date. This section lists all the paid claims for the infusion facility that can be reversed.

The SMAP main page also displays tabs with past Submitted Claims, Submitted Prior Authorizations, and Prior Authorizations in Progress. The Submitted Claims tab will display all the paid and reversed claims that have been submitted by the infusion facility. It will allow the user to search all the claims based on a date range, the claim status, or keyword search. The Submitted Prior Authorizations tab will display all the electronic prior authorizations that have been submitted by the infusion facility. It will display the patient name, the drug name, the prior authorization case ID, the date it was created, and the status of the prior authorization. The Prior Authorizations in Progress tab will display all the electronic prior authorizations that have been saved by the infusion facility so they can be continued at a later time. It will display patient name, the drug name, the case ID, and the time remaining before the electronic prior authorization will expire.



Check Medication Coverage

Check Medication Coverage
Submit a trial claim to determine medication coverage and retrieve pricing.

Submit a Medication Claim
Submit medication claims for billing from saved trial claim values.

Search Medication Claims
Search and view active submitted trial and paid medication claims and complete claim reversals.

Medication Claim Reversals
View claims that have been submitted and allow claim reversals.

SEARCHING FOR A PATIENT/PATIENT

Menu | Home | Member Search | You are logged in as Duane Reede Pharmacy

Search for a Member
Enter the required fields to select a member.

SELECT A MEMBER
All fields required unless otherwise indicated. [Recent Searches](#) | [Saved Searches](#)

Member Last Name: Member First Name (optional):

Date of Birth (mm/dd/yyyy): ZIP Code: Member ID (optional):

[Back](#) [Search](#)

This section is used to begin the process of searching for a patient to evaluate coverage. This portal is only intended for use with the provision of medication administered during the provision of a medical service. Additionally, there are only specific plans and therefore patients for which coverage of the

medication of these medical treatments are payable on the pharmacy benefit and therefore should be submitted through the SMAP. (Please refer to details provided directly by OptumRx and/or by a health plan as to which plans are currently using this program.) The portal will require the user to enter at least the first 2 characters of the last name, full date of birth, and full zip code of the specific patient to perform the patient search. The portal will return only the specific patient which matches all those variables and will display the patient's eligibility.

Menu | Home | Check Coverage - Select Member | You are logged in as Duane Reede Pharmacy

Check Medication Coverage [Cancel](#)

1 Select a member 2 Select a medication 3 Select a prescriber

You searched: [LN: Fowler / ZIP: 55406 / DOB: 03/01/1961 / ID: 985652117] [Edit](#)

4 Members found SHOW Active (3) Inactive (1) All (4)
Showing 3 of 4 members

Name	Address	Member ID	Eligibility	Save
Fowler Stacy	3700 Edmund Blvd.	985652117	Active	☆ >
Fowler Sonoma	3732 46th Ave.	963852741	Active	☆ >
Fowler Sean V	700 Michigan Dr.	5489671203547	Active	☆ >



SELECTION OF THE MEDICATION AND PRESCRIBER

To begin the process of medication selection, the user will enter the medication, dosage, quantity, days supply, ingredient cost claimed, and the usual & customary information.

Medication Name or NDC – The user will be able to select the medication by medication name or by specific NDC. The brand or generic medication name can be searched.

Medication Strength – Once a medication is selected, then the user can select the medication strength from a drop-down list.

Medication Quantity – The quantity dispensed must reflect the exact metric decimal quantity, without rounding representative of the package, such as a vial or each (e.g. using 5 -10 ml vials entered as 5.) The portal displays help text which will calculate and display the total being submitted.

Medication Days' Supply – The days supply should accurately reflect the documented utilization and quantity dispensed as a therapeutic duration (e.g. medication provided in a single dosage/treatment yet therapeutic duration entry is 28 days).

Ingredient Cost Claimed – this value would represent the Ingredient Cost amount that should apply to the product/claim. (Note: for plans with a lesser of logic this amount will drive decision on payment when the amount entered is less than the contracted rate.)

U&C – this value would represent the Usual and Customary amount that should apply to the claim, which is the amount that your facility would charge for this medication to a cash-paying consumer.

(Note: for plans with a lesser of logic this amount will drive decision on payment when the amount entered is less than the contracted rate.)

STEP 2 OF 3: MEDICATION REQUEST INFORMATION [Recent Medications](#) | [Saved Medications](#)

All fields required unless otherwise indicated.

Contracted Network Provider: GOOD SAMARITAN HOSPITAL

Medication Name or NDC	Medication Strength	
<input type="text" value="ACTEMRA (TOCILIZUMAB)"/>	<input type="text" value="ACTEMRA INJ 200/10ML, 10 ML Vial(s)"/>	
Quantity	Days Supply	
<input type="text" value="1"/>	<input type="text" value="28"/>	<div>Based on quantity entered, 10 ML will be submitted.</div>
Ingredient Cost Claimed (Submitted Charge/Billed Amount)	U&C- Usual & Customary (Submitted Consumer Cash Price)	
<input type="text"/>	<input type="text"/>	



SELECTION OF THE PRESCRIBER

To begin the process of selection of the prescriber, the user can search by the prescriber NPI or by prescriber name. Once the NPI or prescriber name is entered, a list of prescribers are displayed by name, primary address, and NPI. The user will select the appropriate prescriber from the list.

The screenshot shows the 'Check Medication Coverage' page with three progress indicators: 'Select a member' (checked), 'Select a medication' (checked), and 'Select a prescriber' (3). Below the progress bar are two search tabs: 'Search by NPI' and 'Search by Prescriber Name'. The 'Search by NPI' tab is active, showing an input field for NPI with a magnifying glass icon and a 'Search' button. There are also 'Cancel' and 'Clear' buttons.

The screenshot shows the 'Check Medication Coverage' page with the same progress indicators. The 'Search by Prescriber Name' tab is active. Below the search fields, there are 'Cancel', 'Clear', and 'Search' buttons. Below the search fields, it says '2 Prescribers found. Click to add.' and 'Showing 2 of 2 prescribers'. A table displays the results:

Name	Primary Address	NPI	
Hartsfield Brady W.	7500 East Grant Minneapolis, MN 55402	9513574568	>
Hartsfield Deborah A.	1408 Oak Dr Minneapolis, MN 55402	3578526541	>

Once the user selects the prescriber, then the trial claim will process. If the medication requires a prior authorization, the "Initiate PA" link will appear which will allow the user to start the electronic PA process (ePA). The ePA process is a four-part transaction (further explained in the next section).

1. The question sets will be displayed to the user.
2. The answered questions will be sent to the prior authorization system.
3. The questions will be reviewed by the prior authorization team.
4. The approval or denial will be sent back to the portal.

If the prior authorization is approved, then the user can re-execute the trial which should result in a paid trial claim. The user can then either save the trial details for real claim submittal later or they can submit the claim for payment.



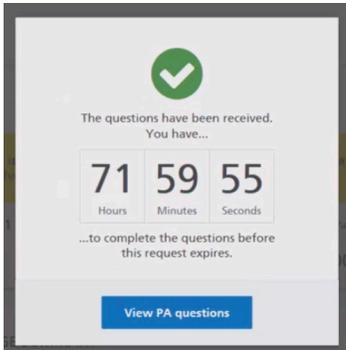


PROCESSING OF A PRIOR AUTHORIZATION (PA)

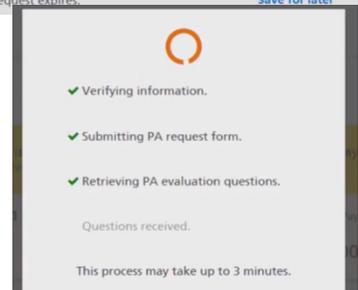
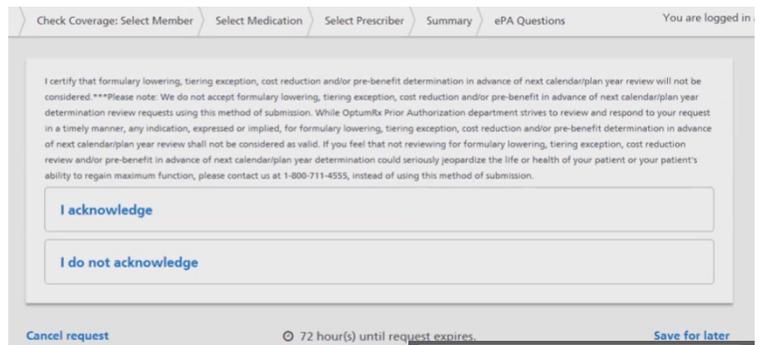
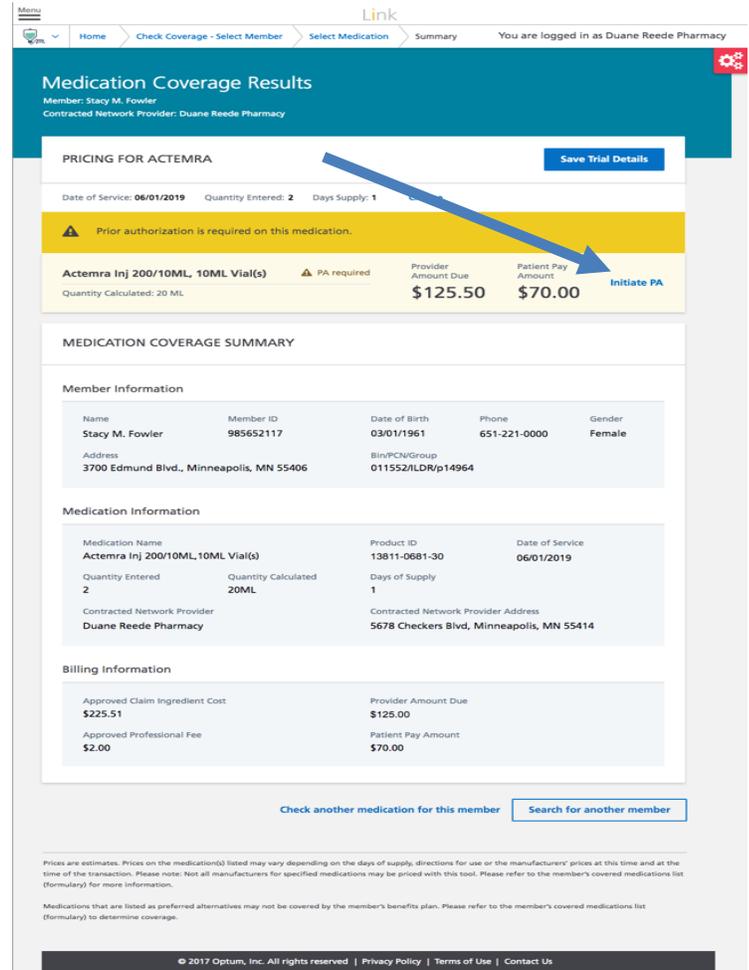
After the user selects the prescriber and a trial claim is processed, if the medication requires a prior authorization, the "Initiate PA" link will appear which will allow the user to start the electronic PA process (ePA). You may initially see a pop-up box indicating that the system is Verifying Information and Submitting the PA request form. It may also detail out if PA evaluation questions are being retrieved from the OptumRx Prior Authorization System (PAS).

The ePA process is a four-part transaction.

1. The questions will initially be displayed to the user after the user is alerted of the timeline in which the system allows for your office to complete the process of answering all questions (this is typically 3 days).



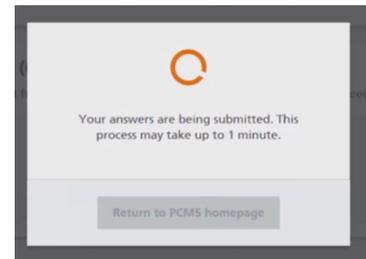
The system will prompt the user to acknowledge if there are any expectations of the plan such as use of the system for formulary lowering which is prohibited by the plan. The system will also require the user to confirm if the prior authorization waiting period could jeopardize the patient's health and well-being. After these two preliminary administrative questions the PA qualification questions will begin to appear allowing you time to review and answer each question. Answering each question with true and accurate representations of





patient care and charted notes is important. Additionally, you will have the opportunity to upload any relevant documents. Once all questions are complete. You may Save for Later at anytime allowing you the opportunity to come back and complete the prior authorization at a later time.

2. The answered questions will be sent to the prior authorization system at which time you will see a pop-up box which states "Your answers are being submitted."
3. The questions will be reviewed by the prior authorization system and if the system to determine if an immediate authorization is warranted or if the authorization request needs to be reviewed by the Prior Authorization team.
4. The approval or denial will be sent back to the portal, however you do not need to wait on this screen and may resume other tasks. The details of the Prior Authorization may always be reviewed at a future time.



If the prior authorization is approved, then the user can re-execute the trial which should result in a paid trial claim.

The user can then either save the trial details for real claim submittal later or they can submit the claim for payment.



Figure is a demonstration of a claim that is considered “payable” which means that patient eligibility, drug coverage, and PA (prior authorization) have been established and provides the details regarding the payment details which would be provided if/when the claim is converted to a billed claim (i.e. after the “Submit Claim” button is used to submit the claim for payment). This detail is for the point in time when the trial claim was submitted and subject to change, therefore a trial claim would need to be submitted to confirm detail on same date of service

[Menu](#)
[Home](#) > [Check Coverage - Select Member](#) > [Select Medication](#) > [Summary](#)

Link
 You are logged in as Duane Reede Pharmacy

Medication Coverage Results

Member: Stacy M. Fowler
Contracted Network Provider: Duane Reede Pharmacy

PRICING FOR ACTEMRA

Date of Last Trial: 06/02/2019

Re-execute Trial

Date of Service: 06/01/2019
Quantity Entered: 2
Days Supply: 1
Change

✓ The claim is payable.

Actemra Inj 200/10ML, 10ML Vial(s)	Provider Amount Due	Patient Pay Amount	
Quantity Calculated: 20 ML	\$125.50	\$70.00	Submit Claim

MEDICATION COVERAGE SUMMARY

Member Information

Name	Member ID	Date of Birth	Phone	Gender
Stacy M. Fowler	985652117	03/01/1961	651-221-0000	Female
Address		Bin/PCN/Group		
3700 Edmund Blvd., Minneapolis, MN 55406		011552/ILDR/p14964		

Medication Information

Medication Name	Product ID	Date of Service
Actemra Inj 200/10ML, 10ML Vial(s)	13811-0681-30	06/01/2019
Quantity Entered	Quantity Calculated	Days of Supply
2	20ML	1
Contracted Network Provider		Contracted Network Provider Address
Duane Reede Pharmacy		5678 Checkers Blvd, Minneapolis, MN 55414

Billing Information

Approved Claim Ingredient Cost	Provider Amount Due
\$225.51	\$125.00
Approved Professional Fee	Patient Pay Amount
\$2.00	\$70.00

[Check another medication for this member](#)
[Search for another member](#)

Prices are estimates. Prices on the medication(s) listed may vary depending on the days of supply, directions for use or the manufacturers' prices at this time and at the time of the transaction. Please note: Not all manufacturers for specified medications may be priced with this tool. Please refer to the member's covered medications list (formulary) for more information.

Medications that are listed as preferred alternatives may not be covered by the member's benefits plan. Please refer to the member's covered medications list (formulary) to determine coverage.

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Search Medication Claims

The Search Medication Claims tab is where the user can search for claims by patient name. The user will find the patient by entering the at least the first 2 characters of the patients’ last name, full date of birth, and full zip code. The patient will then be selected from the list provided in the search.

Search for a Member
Enter the required fields to select a member.

SEARCH BY: [Recent Searches](#) | [Saved Searches](#)

Member Last Name: Member First Name (optional):

Date of Birth (mm/dd/yyyy): ZIP Code: Member ID (optional):

[Back](#) [Search](#)

Search Results
1 member found. Show: Active (7) Inactive (0) All (7)

Name	Address	Member ID	Group ID	Eligibility	Save
Test1412 Auto	2300 MAIN STREET	AUT2939216	071019700450045	Active	☆ >

Member Profile: Test1412
[LN: TEST1412 / DOB: 01/05/1982 / ZIP: 92614] [Edit](#)

Date of Birth	Gender	Phone Number	Address
01/05/1982	Male		2300 Main Street Irvine, CA 92614

INSURANCE INFORMATION [Refresh eligibility status](#)

Policy Status	Dates Eligible	Last Updated
Active	01/01/2010 - Current	08/16/2019 @00:39 a.m.

Member ID	Group ID	Relationship	Person Code
AUT2939216	071019700450045	Cardholder	001

Once the patient is selected, the page will display all the patient’s demographics, insurance information, claim status for every claim that has been submitted for that patient, prior authorization history for that patient, and any prior authorizations that are in progress for that patient.



The user will be able to do the following on this page:

1. Submit a paid claim from any saved trial claims; if the trial claim was not executed recently re-executing the trial claim may be required. If a shows "Trial" or if you are in the PA History and have an "Approved" claim then you may re-execute the trial. (See also – Submit a Medication Claim section.)

Claim Status [View all claims](#)

Below are the claims that have been submitted for this patient.

Date range: Status:

Medication	Prescriber	Date	User	Status
Actemra Inj 200/10ML	Hartsfield, MD Brady	06/10/2019	Peterson Paul	Trial
Entyvio Inj 200/10ML	Melfi, MD Jennifer	06/10/2019	McCray Paulina	Reversed
Ocrevus Inj 400/20ML	Hartsfield, MD Brady	06/09/2019	Smythe George	Paid

2. Reverse a claim from any paid claim. This should only be done if the claim was submitted in error and once completed cannot be undone. There are reminders that will display that this is a step that cannot be reversed.

3. Review any prior authorizations that have been submitted for this patient; and re-execute trial claims when needed, or process the claim for payment.

Prior Authorization History [Prior Authorizations in Progress](#)

Prior Authorization History

Below are the prior authorization requests that have been submitted for this patient.

VIEW

Drug name	Prescriber	Case ID	Start Date	End Date	Status
Actemra Inj 200/10ML	Hartsfield, MD Brady	PA-00611242	05/26/2019	11/26/2019	Approved
Entyvio Inj 200/10ML	Hartsfield, MD Brady	PA-00745874	04/14/2019	09/14/2019	Denied
Orencia Inj 200/10ML	Melfi, MD Jennifer	PA-27542115	4/14/2019	- - - -	Pending

4. Resume the process or resubmit any prior authorizations for this patient for those in process. The amount of remaining time will display for this action.

[Prior Authorizations History](#) Prior Authorizations in Progress

Prior Authorizations in Progress

Select a saved prior authorization to resume your work, or resubmit an expired prior authorization request.

Drug Name	Prescriber	Case ID	Time Remaining	
Entyvio Inj 200/10ML	Hartsfield, MD Brady	PA-00456703	17 hrs 09 mins	Resume
Inflectra Inj 80MG/4ML	Hartsfield, MD Brady	PA-00394399	Expired	Resubmit



Submit a Medication Claim

Check Medication Coverage
Submit a trial claim to determine medication coverage and retrieve pricing.

Submit a Medication Claim
Submit medication claims for billing from saved trial claim values.

Search Medication Claims
Search and view active submitted trial and paid medication claims and complete claim reversals.

Medication Claim Reversals
View claims that have been submitted and allow claim reversals.

This section will be utilized if a user created a saved trial claim previously. This allows the user to submit the real claim for payment without having to check the medication coverage again. Users will be able to see all the saved trial claims for every patient that have been submitted for that facility in this section.

The user will be able to do the following on this page:

1. Select a particular saved trial claim so it can be submitted for payment
2. Bookmark a saved trial claim to use for a separate claim submission in the future
3. Change the saved trial details if needed
4. Delete the saved trial claim

Saved Trial Claims Bookmarked Claims

Date Range: Last 30 days

Member	Medication	Prescriber	Date	User
Test1726 Auto	ACTEMRA INJ 80MG/4ML, 4 ML Vial(s)	Black Alexander	09/10/2019	Mudiraj Naveen
Test580 Auto	ENTYVIO INJ 300MG, 1 EA Vial(s)	Tester Emily	09/09/2019	Govardhan P
Test1412 Auto	ACTEMRA INJ 80MG/4ML, 4 ML Vial(s)	Bidabadi Bobak	09/06/2019	Tiffany L

Actions
Bookmark
Change
Delete



Once a user selects a record from this page, it will lead the user to the previously processed trial claim. The user will then verify date of service, quantity and days supply fields on this page.

Medication Coverage Results
Member: Stacy M. Fowler
Contracted Network Provider: Duane Reede Pharmacy

PRICING FOR A **Warning: You must re-execute the trial before submitting a claim.** Date of Last Trial: 06/01/2019 [Re-execute Trial](#)

Date of Service: 06/01/2019 Quantity Entered: 2 Days Supply: 1 [Change](#)

The claim is payable.

Actemra Inj 200/10ML, 10ML Vial(s)	Provider Amount Due	Patient Pay Amount
Quantity Calculated: 20 ML	\$125.50	\$70.00

[Submit Claim](#)

MEDIATION COVERAGE SUMMARY

Member Information

Name	Member ID	Date of Birth	Phone	Gender
Stacy M. Fowler	985652117	03/01/1961	651-221-0000	Female

Address: 3700 Edmund Blvd., Minneapolis, MN 55406
Bin/PCN/Group: 011552/ILDR/p14964

Medication Information

Medication Name	Product ID	Date of Service
Actemra Inj 200/10ML, 10ML Vial(s)	13811-0681-30	06/01/2019

Quantity Entered	Quantity Calculated	Days of Supply
2	20ML	1

Contracted Network Provider: Duane Reede Pharmacy
Contracted Network Provider Address: 5678 Checkers Blvd, Minneapolis, MN 55414

Billing Information

Approved Claim Ingredient Cost	Provider Amount Due
\$225.51	\$125.00

Approved Professional Fee	Patient Pay Amount
\$2.00	\$70.00

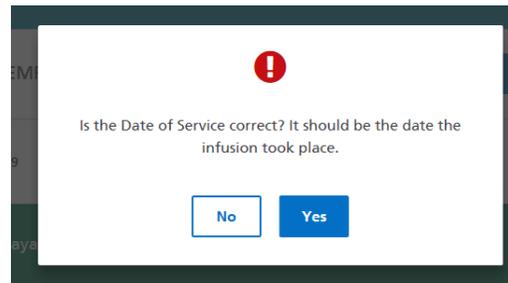
[Check another medication for this member](#) [Search for another member](#)

Prices are estimates. Prices on the medication(s) listed may vary depending on the days of supply, directions for use or the manufacturer's prices at this time and at the time of the transaction. Please note: Not all manufacturers for specified medications may be priced with this tool. Please refer to the member's covered medications list (formulary) for more information.
Medications that are listed as preferred alternatives may not be covered by the member's benefits plan. Please refer to the member's covered medications list (formulary) to determine coverage.

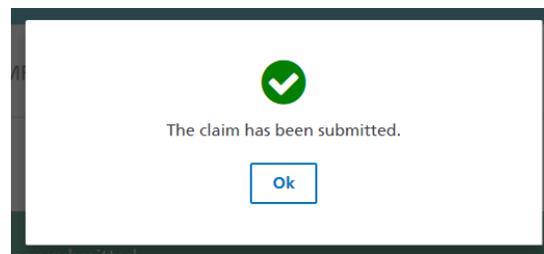
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Before submitting a claim for payment, the user will be required to re-execute the trial to make sure the patient's coverage hasn't changed. If the user tries to submit the claim before re-executing the trial, an error message will display instructing the user to re-execute the trial first.

Once the Submit Claim button has been clicked, the user will be asked to verify the date of service and then they can continue with the claim submission.



Verification that the claim has been submitted will then display.



The user can then either be finished with the claim submission or they can reverse the claim if they have made a mistake.



Medication Claim Reversals

Check Medication Coverage
Submit a trial claim to determine medication coverage and retrieve pricing.

Submit a Medication Claim
Submit medication claims for billing from saved trial claim values.

Search Medication Claims
Search and view active submitted trial and paid medication claims and complete claim reversals.

Medication Claim Reversals
View claims that have been submitted and allow claim reversals.

This section allows the user to reverse a previously paid claim. They can select a paid claim from a list of all the paid claims that have been submitted for that infusion facility. They can search the paid claims by date range or by any keyword.

Once the user selects a record to reverse, they will be routed to the Paid Claim Results page.

Medication Claim Reversals

Click on a claim below to view its details. Narrow your results by using the filter or search options. Paid claims can be reversed up to 180 days from the date that it was submitted.

All Paid Claims

Date Range:

Member	Medication	Prescriber	Date	User
Test1412 Auto	ORENCIA INJ 250MG, 1 EA Vial(s)	Bidabadi Bobak	09/09/2019	Tiffany L
Test580 Auto	ACTEMRA INJ 200/10ML, 10 ML Vial(s)	Bidabadi Bobak	08/30/2019	Hari Anoosh

Paid Claim Results

Member: Iron Man
Contracted Network Provider: Mid Valley Gastroenterology
RX#: 1234567890

PRICING FOR ACTEMRA Date of Claim Submission: 08/07/2019

Date of Service: 08/02/2019 Quantity Entered: 30 Days Supply: 1

The claim has been submitted.

ACTEMRA INJ 400/20ML, 20 ML Vial(s)	Provider Amount Due	Patient Pay Amount
Quantity Calculator		

Are you sure you want to reverse this claim?
This action can't be undone.

The claim has been successfully reversed.

The user can then click the Reverse Claim button to reverse the claim. They will be asked to confirm the reversal because the action is final. If a user reverses a claim in error, they will need to submit a new trial claim and once payable submit the claim again for payment. Once the reversal is complete, the system will display a message.



CONTACT INFORMATION

Optum ID and Specialty Management Access Portal questions should be directed to:

1-877-237-5299

Optum ID Specialty Medical Providers network questions should be directed to:

1-855-349-1375

Contact Specialty Management Access Portal

If you have any questions, please contact us with questions using the information below.

<h4>Optum Pharmacy Help Desk</h4> <p>For questions related to prior authorizations and pharmacy claim submission through the Specialty Management Access Portal contact the OptumRx Pharmacy Help Desk.</p> <p>☎ 1-800-797-9791</p>	<h4>Optum Support Help Desk</h4> <p>For Optum ID questions, please contact the Optum Support Help Desk.</p> <p>☎ 855-819-5909 ✉ OptumSupport@optum.com</p>	<h4>Link Support Help Desk</h4> <p>For questions related to Link, please contact the Link Support Help Desk.</p> <p>☎ 855-349-1375 ✉ LinkSupport@optum.com</p>
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Link and Optum Pharmacy Help Desk Information

Hours of Operation (Central Time)	Observed Holidays
Monday - Friday 6:00 a.m. - 10:00 p.m.	• New Year's Day
Saturday 6:00 a.m. - 6:00 p.m.	• Martin Luther King, Jr. Day
Sunday 9:00 a.m. - 6:00 p.m.	• Memorial Day
	• Independence Day
	• Labor Day
	• Thanksgiving Day
	• Day after Thanksgiving
	• Christmas Day