

# Member Claim Submission Instructions

## OptiMedHealth

Before going to the medical provider, make sure you have both copies of your Insurance ID Cards. OptiMed is your **Secondary Insurance Carrier**, this means you will **ALWAYS** have a Primary Insurance Carrier. Present both ID cards to your provider. If you are unsure of the primary insurance carrier, please refer to your Human Resources Department or Benefits Representative.

### Claim Submission Options

If you pay the bill out of pocket, we can reimburse you if you submit a claim to us. OR you can supply the provider with your insurance ID card and they can file on your behalf.



- 1) Online Submission:**
  - Go to our website <https://www.optimedhealth.com> Resources Tab, then File a Claim Tab

OptiMed's Website is Mobile Device Compatible, you can submit your claim from your phone!

### **1) Submit Claim Online**



### **2) Mail Submissions**

ATTN: OptiMed Health Plans  
5600 Spalding Drive, Unit 927050,  
Norcross, GA 30010

### **2) US Mail Claims Submission**



### **Need Help with Submitting a Claim....**

Contact our Customer Care team, and we can help with navigation or questions about your claim submission.

[customersupport@carynhealthms.com](mailto:customersupport@carynhealthms.com)

1-800-836-6036

Call-In Hours Available: Monday-Friday 8:30 AM- 5:30 PM (EST)

### **REQUIRED INFORMATION AND DOCUMENTATION FOR CLAIM SUBMISSIONS:**

In order for us to process your claim online you will need to obtain a copy of the provider claim form.\*

- The Provider claim form needed is UB-04 or HCFA/CMS 1500 including the following:**

- Diagnosis Codes
- Procedure Codes
- Provider's Address
- Tax ID Number

- Copy of your primary carrier's EOB\*\***

\*Your provider will have a copy of the required claim form, contact your provider for a copy if you do not already have one.

\*\* EOB or Explanation of Benefits comes from your Primary Insurance Carrier after your provider submits the claim from your visit. The EOB is mailed to you directly or can be pulled from your primary insurance carrier's website.

***If you need help with Primary Insurance, please contact Human Resources or your Benefits Representative***

# Provider Claim Submission

Please provide this page to your doctor, to ensure claims are submitted correctly for payment!

**Hello! We are OptiMedHealth, and we are the administrator for your patient's Secondary Health Plan, commonly known as GAP. To get started, submit the claim to the Primary Insurance.**



Please ask the Patient for their GAP ID card so that you can collect the information necessary to process a claim with OptiMedHealth. Once the Primary Insurance has been processed you can choose any of the options below to submit your claim to us.

## Options Available for Claim Submission:



### 1) EDI Claims Submissions

#### 1) EDI Information:

- Clearing House: ChangeHealthcare
- Payor ID: 96277
- Primary Insurance EOB



### 2) Submit A Claim Online

*OptiMed website is mobile device compatible*

#### 2) Online Documentation Required:

- Claim Submission Form ( HCFA Form)\*\*
- Primary Insurance EOB

Go to our website\*

<https://www.optimedhealth.com/claim-forms/>

\*Resources Tab, then File a Claim Tab



### 3) US Mail Claims Submission

ATTN: OptiMed Health Plans  
5600 Spalding Drive, Unit 927050, Norcross,  
GA 30010

#### 3) US Mail Documentation Required:

- Claim Submission Form (HCFA Form)\*\*
- Primary Insurance EOB

**Please use the mailing address provided, to ensure the claims are delivered we recommend priority mail with a tracking number.**

## Need Help with Verifying Coverage.....

Contact our Customer Care team, and we can help with navigation or questions about your claim submission? You can go online or you can give us a call.

Online: <https://provider.optimedhealth.com>

**1-800-836-6036**

*Call-In Hours Available: Monday-Friday 8:30 AM- 5:30 PM (EST)*



## \*\*The Itemized bill or HCFA form MUST include:

- ✓ Diagnosis Codes
- ✓ Procedure Codes
- ✓ Provider's Address
- ✓ Tax-ID Number

# OptiMed Self-Service Member Portal

When you become a member with OptiMedHealth you will instantly have tools available to keep track of your benefits, as well as service your needs. Our member portal gives you the support and freedom to access your benefits 24/7.



## What can member's do on the portal?

- View Processed Claims that have been Submitted
- View deductible information, current year utilization of the plans, and limits of coverage
- Print a Temporary ID card, or request a new ID card to be mailed
- Update member information within the profile

## Need Help with our Portal....

Contact our Customer Care team, and we can help with navigation or questions about your member portal.

[customersupport@carynhealthms.com](mailto:customersupport@carynhealthms.com)

1-800-836-6036

Call-In Hours Available: Monday-Friday 8:30 AM- 5:30 PM (EST)

Returning users can login to their portal using this link: <https://claims.optimedhealth.com/>

First time portal users will need to register for our portal using this [link](#).

## Register

Please select the portal you wish to register for.

### Portal

Please Select a Portal...

Please Select a Portal...

Administrator

Agent/Broker

Customer Service

Employer

Member

Once on registration screen select the **Member** option.

Enter Information and Register.

### Portal

Member

### SSN

000-00-0000

### Birthdate

### First Name

### Last Name

### Username

### Email Address

### Cell Phone Number \*

123-456-7890

If you prefer not to enter your cell phone number, please enter 999-999-9999. Thank you.

### Password

### Confirm Password

CANCEL

SUBMIT

