

Here is a quick reference guide that provides information and resources for working with Medica Behavioral Health.



### Provider Express

[www.providerexpress.com](http://www.providerexpress.com)

**Provider Express is your primary resource for claim submittal, practice updates, information about new initiatives and programs, finding guidelines, manual(s), newsletters, etc.**

**Available 24 hours a day / 7 days a week**

- Through secure [Transactions](#) (requires One Healthcare ID):
  - Submit and check status of claims
  - Make claim adjustment requests
  - Check member eligibility and authorization requirements
  - Update practice information
  - Register for Optum Pay™, including Electronic Funds Transfer (EFT)
- Provider Express Support Center: 1-866-209-9320



### Provider Services

Call **800-848-8327** to answer questions regarding:

- Benefits and eligibility
- Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization

**\*\*Fax# 855-454-8155**

### Medica Select / Mayo Provider Services:

Call **800-458-5512** to answer questions regarding:

- Benefits and eligibility
- Claim decisions
- Billing



### Behavioral Health Provider Relations

[ohbs.centralregion@optum.com](mailto:ohbs.centralregion@optum.com)



### EDI Claims

To submit claims using EDI, use Payer ID 87726.

To submit Medica Select / Mayo claims using EDI, use Payer ID 71890



### Network Provider Manual

You'll find information in our provider manual at [Network Manual \(providerexpress.com\)](http://www.providerexpress.com).

If you have questions, please contact your Provider Relations Advocate at

[ohbs.centralregion@optum.com](mailto:ohbs.centralregion@optum.com)