

**Communicating with Optum
after a MassHealth Prior Authorization Denial
May 2022**

Starting in June 2017, a company called Optum has been acting as a Third Party Administrator (TPA) making prior authorization (PA) decisions on behalf of MassHealth for certain Long Term Services and Supports (LTSS) state plan benefits except those administered by MassHealth Managed Care Plans. If you are representing a client who has been denied LTSS, you will need to know whether your client was enrolled in a managed care plan to identify the decision maker as shown in the Table below.¹

Prior Authorization Decision Maker by Health Plan for Certain LTSS			
Health Plan	Fee for Service; PCC Plan, Primary Care ACO Plans	OneCare/SCO or PACE Plans	MCO/ACO Partnership Plans
LTSS			
Adult Day Health (ADH)	Optum	Health Plan	Optum
Adult Foster Care (AFC)	Optum	Health Plan	Optum
Personal Care (PCA)	Optum	Health Plan	Optum
Home Health Agency	Optum	Health Plan	Health Plan
Durable Medical Equipment (DME)	Optum	Health Plan	Health Plan
Prosthetics/Orthotics	Optum	Health Plan	Health Plan
Therapies (PT, OT, ST)	Optum	Health Plan	Health Plan
Oxygen/Respiratory Therapy	Optum	Health Plan	Health Plan

If Prior Authorization has been denied by Optum, members and advocates can communicate with Optum in the following ways:

Email: support@masshealthtss.com

Telephone: 844-368-5184 Select option 1 for members, then option 2 for appeals.

Fax: [888-832-3006](tel:888-832-3006)

¹ Optum does not make decisions for LTSS that are only available as enhanced services under Home and Community Based Waivers pursuant to 130 CMR 519.007. Optum is also not involved in authorizing services for continuous skilled nursing services (CSN) pursuant to 130 CMR 403.420 and 403.414 (Home Health Agency CSN and Complex Care) and 130 CMR 414.408 and 414.411 (Independent Nurse CSN and Complex Care).

Mailing address: MassHealth LTSS
 PO Box 159108
 Boston, MA 02215

Optum Appeals Coordinator: **Laura Rose**. To reach Laura, it is best to request a call back from her from the Optum contact numbers above. Her email is laura.l.rose@optum.com.

Requesting a case file after an appeal has been filed but not yet scheduled:

Appellants have a right to see the case file and any documents or records MassHealth will use at the hearing. 130 CMR 610.050. Requests can be made by phone, fax, mail or email using the contact information listed above. If not already identified as the appellant's Appeal Representative, the individual making the request must submit a release form signed by the member such as the MassHealth Permission to Share Information (PSI) form. According to MassHealth, Optum's goal is to assemble and supply the case file within one business day of receiving the request by the mode requested (fax, mail, electronic file by secure email).

Obtaining a case file after an appeal has been scheduled for a hearing.

Optum will send the case file by overnight mail to the appellant ten calendar days before the scheduled hearing date. If the Board of Hearing notice identifies an Appeal Representative, Optum will also send the case file to the Appeal Representative.

Talking to Optum by telephone about the underlying decision after an appeal has been filed

Optum has designated an R.N. or other qualified professional as the lead for each service area (Home Health, DME, PCA, etc). In order for an advocate to talk to the lead, the advocate will need to submit the client's signed release (a PSI will suffice) and a document indicating that the advocate is the appeal representative. The lead should return a call to an advocate who has submitted the necessary forms and should be able to discuss the reasons for the denial, possible pre-hearing resolution, and other substantive matters. All calls to or from Optum are tracked & will show whether calls are returned.

Requesting a case file before an appeal has been filed.

A MassHealth member and a representative with authorization from the member (signed PSI form) also has a right to see his/her case file when no appeal has been filed. To obtain the case file in this situation, make a request through the MassHealth privacy office. More information about where to make the request is posted here: <http://www.mass.gov/eohhs/public-records/eohhs-masshealth/masshealth-records.html>

For questions or comments about this information, call or email Kate Symmonds at MLRI at ksymmonds@mlri.org 617-357-0700 Ext 349