



Transform your operations



Enhance adoption and lower total cost of ownership

Easier to participate and manage

- Easy-to-use self-service capabilities
- Up-to-date status on all applications and enrollment processes
- Reduced response and processing time
- Eliminate redundancies
- Simplified provider maintenance
- Dynamic screen workflows
- Custom enrollment experience
- Embedded tips and training

Optum Provider Management Services

Simplified user experience and continuous modernization

Optum Provider Management Services is a self-service gateway and support system for Medicaid providers that streamlines administrative activities for agency staff. Providers can easily apply, verify, credential and manage participation in Medicaid programs.

We understand provider experience and leverage a human-centered design (HCD) approach to deliver an intuitive experience based on user feedback.

Enroll in as few as 20 minutes to access an easy, 6-step process

1

Identity/entry

Provider or delegate logs in to webpage and follows intuitive instructions to securely identify and register, then navigates to enrollment option to start the application process.

2

View enrollment status

Navigate through the enrollment process with the ability to exit and return to the last place visited and view status of enrollment application any time.

3

Licensure and verification

Automated verification and credentialing are underway and enrollments statuses are updated.

4

Provider maintenance requests

Once a provider is registered and securely identified, they can log in at any time to check status or request maintenance updates after approval.

5

Respond to provider

Enrollments are approved, denied or moved into a queue for further follow-up.

6

Approve/deny

Enrollment/application status is updated, provider is enrolled, and applicable notifications and statuses are updated.

Why Optum? We know providers.

Extensive experience

\$120B+

in net patient revenue on behalf of our partner hospitals and physicians' practices

90,000+

aligned care delivery physicians

24,000

advanced-practice clinicians

Comprehensive care

300+

Optum Care Ambulatory Surgery Care Centers, including SCA, provide high-quality care

1,600+

primary care clinics

2,470

home and community contracted skilled nursing home facilities in our network

Agency staff can easily manage, monitor and complete provider applications

Optum Provider Management Services was designed to ease administrative burden on states.



Flexibility to meet your needs

- 100+ configurations, allowing for automated enrollment decisions, configurable instructions and more
- Covers all provider types, organizations and atypical providers



Visibility into your provider data

- Robust provider metrics with executive and operational dashboards
- Comprehensive view of your provider network



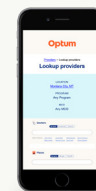
Integrate with your current environment

- Integrate with other modules, your legacy environment and third-party vendors
- Efficient and secure data exchange

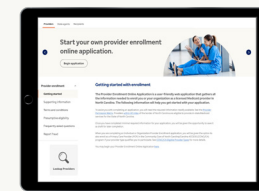
Investing in the future to enhance adoption and user experience

We are committed to delivering a provider management module for our clients that not only works for today, but also advances into the future.

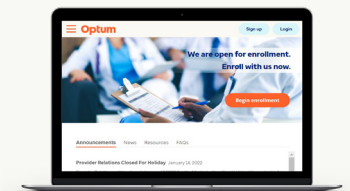
Digital transformation. Human-centered approach. Continuous support.



Mobile-first design



Solutions as simple as using an iPad



Intuitive access to relevant information



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Learn more about how we can partner with you to deliver a new level of efficiency and effectiveness in managing provider relationships.

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