

**AmeriHealth Caritas Delaware**  
Christiana Executive Campus  
220 Continental Drive, Suite 300  
Newark, DE 19713



September 2, 2025  
ATTN: Designated Staff  
RE: Update to Optum's "Prospective Inpatient Claim Review Process"

Dear Provider:

We are writing to inform you that AmeriHealth Caritas Delaware has engaged Optum to review certain inpatient claims. As a result, submission criteria for certain inpatient claims is changing. Beginning October 1, 2025, Optum will begin to review all inpatient facility claims for services performed on or after October 1, 2025 that will pay greater than \$50,000. This prospective service will be conducted to review inpatient hospital bills for inconsistencies and variances from industry billing practices. In order to conduct this review **AmeriHealth Caritas Delaware will require that you submit an itemized bill with each inpatient DRG facility claim that will pay greater than \$50,000 if paid as billed.** Itemized bills and claims must be submitted to:

**Paper Claim via USPS Mail**

AmeriHealth Caritas Delaware  
Attn: Claims Processing Department  
P.O. Box 80100  
London, KY 40742-0100

Or

**EDI claim submission with itemized bill**

Providers can submit itemized bills through the 275 claim attachment process.

AmeriHealth Caritas Delaware is accepting ANSI 5010 ASC X12 275 unsolicited claim attachment transactions. The 275 attachments are accepted via Optum/Change Healthcare and Availity. Please contact your Practice Management System Vendor or EDI clearinghouse to inform them that you wish to initiate electronic 275 claim attachment transaction submissions via Payer ID **77799**.

Additional information on the 275 attachment process can be located on our website at <https://www.amerihealthcaritasde.com/provider>.

These claims must be submitted with an itemized bill to avoid an upfront denial code - ***Pymnt exceeds \$50K resub with itmzd bill***. If you have already received this type of denial, you may elect to send the itemized bill in one of the following formats to Optum directly:

- Excel– send via secure email to [MCA@optum.com](mailto:MCA@optum.com) (preferred)
- PDF or Word– send via secure email to [MCA@optum.com](mailto:MCA@optum.com) or secure fax to 1-800-435-2049

Standard/USPS mail: Optum - IBR / PO Box 2469 / Shawnee Mission, KS 66201-2469	UPS/FedEx packages: Optum - IBR / 6800 W. 115th St. / Overland Park, KS 66211
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Once the claim and itemized bill are received, Optum will conduct a prospective review and send findings to AmeriHealth Caritas Delaware for claim adjudication. Your remittance advice will reflect any payment differences resulting from Optum's review. If billing issues are found, Optum will send a facility packet, which includes the Forensic Review Report outlining review findings.

If you disagree with the report findings, contact Optum's Claim Resolution Team at [reconsiderations@optum.com](mailto:reconsiderations@optum.com) or call 1-800-985-2357.

General questions regarding these prospective reviews should be directed to Optum by phone at **1-800-985-2357** or secure email to: [claimsresolution@Optum.com](mailto:claimsresolution@Optum.com) to discuss any inquiries you may have regarding the report's findings or the documentation and explanations necessary to clarify the charges in question.

If you believe Optum findings are inaccurate, you must appeal in writing within 30 days of the facility packet date. Send appeals to Optum at the address listed for USPS, FedEx, or UPS.

#### Contact Information

- USPS: Optum, Medical Claims Analyst Admin  
PO Box 1090  
Draper, UT 84020 – 1090
- FedEx/UPS: Optum, Medical Claims Analyst Admin  
2921 S. Vista Station Blvd.  
Draper, UT 84020 – 1090
- Email: [reconsiderations@optum.com](mailto:reconsiderations@optum.com)
- Phone: 1-800-985-2357

Optum is AmeriHealth Caritas Delaware's business associate under HIPAA. They are authorized to request and review medical records, including itemized bills, for certain adjudication and member care. For questions, contact Optum, LLC at **1-800-985-2357 or [claimsresolution@optum.com](mailto:claimsresolution@optum.com)**.

Thank you for your cooperation and assistance in our efforts to ensure the integrity of the Medicaid program.

Sincerely,  
AmeriHealth Caritas Delaware