

Duncan-Sanford, Judy A

From: Duncan-Sanford, Judy A on behalf of sdu_Provider Services Help
Sent: Thursday, March 19, 2020 2:09 PM
Subject: FW: Optum Public Sector San Diego - Working Remotely = Business as Usual

Importance: High

Expires: Tuesday, September 15, 2020 12:00 AM

Addendum :

- FFS Medi-Cal and/or TERM Providers:
 - 1) What Optum typically sends via USPS mail will be faxed when we have your fax number on file. (if you do not have a fax, it will mailed via USPS).
 - 2) When you send requests via fax rather than USPS mail it will expedite processing. If not, mail is acceptable, however, we are working to reduce it to avoid possible delays.
 - 3) **It is critical that we have your correct fax number (if you have one). You may send your new or corrected fax number to sdu_providerserviceshelp@optum.com**

Please contact us as soon as possible if you determine there are any barriers to receiving your documents via fax.

Thank you,

From: Duncan-Sanford, Judy A **On Behalf Of** sdu_Provider Services Help
Sent: Thursday, March 19, 2020 11:29 AM
Subject: Optum Public Sector San Diego - Working Remotely = Business as Usual
Importance: High



Dear FEE For Service Medi-Cal and TERM Providers:

Optum San Diego Public Sector has officially closed our physical office as of 03/18/2020 due to COVID-19. All of the staff are currently working remotely and are completing business as usual.

We have the ability to process claims remotely and do not anticipate delays in processing them or issuing payments.

Please assist us by following the steps below to ensure our business together continues per our normal process:

- Until further notice please DO NOT come to the office to conduct business.
- Only send claims to the P.O. Box:
 - P.O. Box 601340, San Diego, CA 92160-1340
- Provider Services Correspondence:
 - Fax: 877-309-4862
 - Email:: sdu_providerserviceshelp@optum.com
- Questions/Concerns/Additional Information: Please refer to the Provider Handbook(s) found on our website at www.optumsandiego.com for additional contact email addresses, phone and fax numbers.
 - [FFS Provider Operations Handbook](#)
 - [TERM Provider Handbook](#)

NOTE: Optum has a plan in place for any USPS mail that may be in transit to our physical office.

Thank you for working together with us during this time.

Best regards.

Provider Services Team / Optum San Diego

Optum San Diego Public Sector

**Due to COVID-19 all correspondence
should be sent through fax or email**

T 1 800-798-2254 Ext. 7

F 1 877-309-4862

sdu_providerserviceshelp@optum.com

www.optumsandiego.com

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