

In the News

Reminder – Use our Optum Payment Integrity Portal for Claims Management

Medical Mutual has partnered with Optum to introduce a new claims management portal for providers. The portal allows users to review all claims that are awaiting medical records and offers a streamlined process for uploading documents.

Key features:

- **View Provider Claims:** View claim status for claims with outstanding medical record requests, viewable claims are limited to provider specific TIN
- **Upload Medical Records:** Drag-and-drop upload for medical records and formal notification process after upload is successful
- **Claim Filter:** Search and filter viewable claims by claim #, TIN and/or account #
- **Set Request Preferences:** Set up digital delivery preference with download option to eliminate paper letters

The portal can be accessed at <https://paymentintegrityportal.optum.com/>.

A link is also available at [MedMutual.com/Provider](https://www.medmutual.com/Provider) in the Providers menu under Resources > External Resources.

First time users will need to follow the below steps for registration:

1. Email pi_portal_support@optum.com with the below information
 - Name
 - Email
 - Organization Name & TIN(s)
2. Follow the instructions once an email is received to complete your registration.

For questions, please contact your Medical Mutual Provider Contracting Manager.