

# Therapy Providers Roster Changes Notice

## **Credentialing and Recredentialing**

**Credentialing** is a process of verification of training, experience, licensure, and subsequent review of the information gathered to assess the provider's ability and qualifications for providing quality care to the members of Optum clients. The provider must complete the credentialing process and receive an effective participation date before being considered a participating network provider.

Applicants who are denied participation will receive a letter stating the reason for denial. Denied applicants may be given the right to appeal. In order to be considered, all appeals must be received by Optum within 30 days of the date of the denial notice.

**Recredentialing** in the majority of states is completed every 36 months, per NCQA standards. Recredentialing may be performed more frequently depending on state law or client requirements. The process includes re-verification, review, and approval by the Optum Credentialing Risk Management (CRM) Committee. To initiate the process, the provider will receive notification that they must complete the recredentialing process. Participating providers who successfully pass the recredentialing process will receive a letter of acknowledgement of successful recredentialing.

If the provider fails to return the application, does not provide necessary information, or does not respond to requests for information, the provider's participation will be terminated. If reconsideration of this termination for failure to complete the application process is desired, the provider will have 30 days from the date of the termination notice to submit all missing documentation.

## **Provider Status Change**

Please submit demographic changes (including relocation and TIN changes) to one of the following:

- Web: [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com) > Tools and Resources > Forms."
- Fax: 888-626-1701
- Mail:

Optum Provider Data Mgmt.  
PO Box 1459MN103-0700  
Minneapolis, MN 55440-1459

