

## Optima Health Community Care Frequently Asked Questions

***Joining the Network:***

p: (855) 359-5391

f: (866) 421-4135

e: [joincentipede@heops.com](mailto:joincentipede@heops.com)

***Mail documents to:***

CENTIPEDE Health

P.O. Box 291707

Nashville, TN 37229-1707

***Optima's Provider Portal - Provider Connection:***

- Available 24 hours a day / 7 days a week.
- Self Service for Providers.
- Member Eligibility / Benefit Verification
- Pre-Authorization Submissions
- Claims and Billing
- View Remits and Pend Reports.

Register for Provider Connection on [www.optimahealth.com/providers/](http://www.optimahealth.com/providers/)

Provider Relations: (844) 512-3172

Care Coordinators: (866) 546-7924

***Authorization Requests for Consumer Directed can be:***

- Entered directly via the Optima Health Provider Connection
- Faxed to the Utilization Management Department at (844) 828-0600

Communicate planned increases/decreases to the assigned Care Coordinator.

Call (866) 546-7924 to be connected.

***Problems with authorizations within the PPL portal:***

Adrianna Jordan, Manager Consumer Direction

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