

Who to Contact for CCBH Issues – OPTUM USE

	Issue	Who to Contact	Contact Info
E.H.R. Access and Navigation	<ul style="list-style-type: none"> Citrix or CCBH Password Resets CCBH System Outages CCBH Navigation Progress Note Corrections Close FFS Hospital Assignments A, B, AB, γ Suspense Codes Optum Website / SOC Access Reports Available on Optum Website NACT Monthly Website Reports 	Optum Support Desk	<p>Phone: 800-834-3792</p> <p>Fax: 855-840-5398</p> <p>sdhelpdesk@optum.com</p>
CCBH or SanWITS Training Inquiries	<ul style="list-style-type: none"> CCBH or SanWITS Training Reservations CCBH or SanWITS Training Reschedule Virtual Training 	Optum Training	<p>Phone: 800-834-3792, Opt. 3</p> <p>sdu_sdtraining@optum.com</p>
Billing Issues	<ul style="list-style-type: none"> UMDAP M/Cal Eligibility Third Party Insurance Claimed & Paid Services Service Void, Replace & Disallowance 9998 – Update Insurance Policy Medicare, OHC & Medicare Risk EOB Posting Medi-Cal Denial Report Medicare & Insurance Unbilled Report 	MH Billing Unit	<p>Phone: 619-338-2612</p> <p>Fax: 858-467-9682</p> <p>mhbillingunit.hhsa@sdcounty.ca.gov</p>
User Account Inquiries	<ul style="list-style-type: none"> Account Request Forms (ARF) / Status NPI Updates PTAN Updates Licensure Updates Last Login +90 Days 	MH MIS	<p>Phone: 619-584-5090</p> <p>Fax: 858-467-0411</p> <p>MISHelpDesk.hhsa@sdcounty.ca.gov</p>
Clinical Issues	<ul style="list-style-type: none"> Form Documentation Billable Services Medical Record Review NOABD Claim It Anyway for Suspended Services Custom Report Requests 	QI Matters	<p>Phone: N/A</p> <p>Fax: 619-236-1953</p> <p>qimatters.hhsa@sdcounty.ca.gov</p>
System Issues	<ul style="list-style-type: none"> System Slowness or Freezing Environment Promotions 	Cerner	<p>Phone: 800-651-4411</p>
Utility Inquiries	<ul style="list-style-type: none"> Table Changes Client Data Modifications Combine Clients MCO Issues 	Optum System Maintenance	<p>Phone: 800-834-3792</p> <p>sdhelpdesk@optum.com</p>