



Contact Sheena Poorman
Telephone (515)283-1230 Ext. 346
Cell (563)449-6246
Email sporman@optimaelifeservices.com
Website www.optimaelifeservices.com

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UNITED HEALTHCARE AUDIT SHOWS OPTIMAE FOLLOWED APPROPRIATE GUIDELINES FOR BILLING SERVICES

AUGUST 1, 2017 (DES MOINES, IA) – Optimae LifeServices has been notified by UnitedHealthcare, one of three Medicaid managed care companies in Iowa, that it followed appropriate guidelines and policies for billing services in the past two years.

As a result, UnitedHealthcare has stopped pending payments to the company and began releasing the \$1.5 million in payments from May and June that were previously withheld due to the audit. Optimae will also no longer be required to submit customer records to verify the services provided matched those submitted for payment.

“This audit was a tremendous undertaking for our staff, who had to fax thousands of pages of records to verify we were billing appropriately,” said Bill Dodds, Optimae President and CEO. “The findings reinforce what we knew from the beginning of this process. We are happy that now we can finally begin to recover from the financial strain this caused.”

UnitedHealthcare began pending all payments to Optimae in May after it sent notices that it was challenging the costs of approximately 100 customers. The notice, however, was sent to a small county office instead of Optimae’s headquarters in Fairfield as stated in the contract and wasn’t received by Optimae officials in time to prevent an interruption in payments.

UnitedHealthcare didn’t initially disclose to Optimae why it was being flagged, but officials with the company publicly said it was in an effort to ensure Medicaid dollars were being spent appropriately after UnitedHealthcare stated they found irregularities in their data. It did not specify what those irregularities entailed.

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About Optimae LifeServices

Optimae LifeServices, Inc. provides healthcare and human services for individuals with disabilities and mental illness from 36 counties Southeastern and Central Iowa counties. For nearly three decades, we have equipped our customers with supports and services that encourage choice, empowerment and community integration. Our programs include community-based, behavioral health, home health and residential care services. We advocate for the rights and needs of more than 5,300 Iowans each year, providing the quality of care we would want for our own family.