

# We're here to help

Use this quick reference guide to help you find the information you need to meet the needs of your patients and practice.

	spectera.com	Interactive Voice Response (IVR) System, available 24/7 866-644-3414	Customer Service 866-644-3414
Verify patient eligibility, benefit details and benefit summary	✓	✓	
Claim submission and status	✓		
View and enroll in electronic payments	✓		
Frequently used forms	✓		
Update provider profile information	✓		✓
General inquiries			✓

#### Customer Service

866-644-3414

Monday–Friday, 8 a.m.–11 p.m. ET

Saturday, 9 a.m.–6:30 p.m. ET

#### Provider Relations

10175 Little Patuxent

Columbia, MD 21044

Contract questions, participation, credentialing and tax IDs

#### Paper Claim Submission

P.O. Box 30978

Salt Lake City, UT 84130

#### Accounts Receivable

Spectera, Inc.

P.O. Box 645469

Pittsburgh, PA 15264-5252

Remit payments for member copays, lens options, frame overages or past due balance

#### EDI Enrollment (electronic claims)

OptumInsight

800-341-6141, option 2

#### Optum Pay Enrollment

(electronic payments)

877-620-6194