



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas DC Providers  
**Date:** March 14, 2025  
**Subject:** Optum Itemized Bill Review Provider Portal

Dear Provider:

AmeriHealth Caritas District of Columbia (DC) is contracted with Optum for payment integrity services and claim submissions. To streamline processes, Optum is launching a provider portal that will allow users to submit an itemized bill directly to Optum for review. This new feature will be in addition to the email and fax submission methods that already exist.

The portal is scheduled to go live in early April, permitting time for Optum to update all current itemized bill request templates, allow for a proper notification period, and compile detailed instructions for use.

Optum will adhere to the 120-day notification period regarding any changes to the itemized bill request templates and ensure proper notifications are sent out as well as any customer internal/external communications that need to be communicated.

Updated Optum itemized bill request templates will include detailed instructions for providers on how to:

1. Create credentials for secure log-in using One Healthcare ID.
2. Navigate the new portal.
3. Submit itemized bills within the new portal.

If you have questions about this communication, please contact your AmeriHealth Caritas DC Provider Account Executive or Provider Services at 202-408-2237.

Sincerely,  
AmeriHealth Caritas DC