

Advanced Communication System (ACE)

Provider quick reference guide

The Advanced Communication System is an EDI capability that identifies potential billing errors within a claim and allows care providers the opportunity to review and repair the claim before it is processed.

Program overview

ACE Edits are sent within 24 hours of a claim submission, so problematic claims may be reviewed in a matter of hours instead of formerly resulting claims denials days later.

- ACE edits are designed to identify the specific error that triggered the edit.
- A message on the 277CA clearinghouse rejection report will explain why the claim was flagged and provide direction on how to update and resubmit the claim, or if any future action needs to be taken. An informational banner is exhibited on all claims receiving ACE edits. The intent of the banner is to provide resources for further information on ACE edits and the associated policies at a claim level – see example to the right.



Example:

“INFORMATIONAL - For additional information regarding this edit please refer to Optum Care policies at optum.com/business/hcp-resources.”

ACE edit definitions

The Optum Care health care professional’s resource portal will include a complete list of ACE edits with descriptions and policy direction, please visit: optum.com/business/hcp-resources

ACE edit types

Return edit

Sent when the claim in question is likely to result in a denial, reduce potential medical record requests or reduce potential future overpayment requests if it continues into the Optum Care claims processing system. This edit is found at the line level of the claim.

Rejection edit

Sent when the claim is automatically returned and needs immediate attention. If no action is taken to correct the claim, it will not enter the Optum Care claims processing system. This edit is found at the line level of the claim.

Documentation edit

Will notify you when a claim requires additional information. Supporting documentation can be submitted through the Provider Portal. This edit is found at the line level of the claim.

Information edit

Message notifies you of key information in the claim submission process or about upcoming events that require your attention. Informational Edits are found at the line level of the claim and do not impact the specific claim.



Need help?

Visit the Optum Care provider portal
<https://optumcare.linkplatform.com/home>



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