



Optum Townhall FAQ

Q: Who would I speak with regarding marketing support for certain doctor's offices?

A: Please refer to the Optum growth team contact list and reach out with additional details. We're happy to support the growth of our offices.

Q: Are weekend appointments an Optum decision or a provider's?

A: Our clinics are open from 8am-5pm, we do have after-hours and weekend care available through our employed and contracted UCC locations (please refer to list). Our IPA physician partners, set their own hours of operation; please contact each office for further inquiry.

Q: Does Optum have any Chinese speaking providers?

A: Yes, we're happy to offer a wide selection of multilingual clinicians. You can search our Optum California webpage for clinicians who speak Mandarin, Cantonese, and other Chinese dialects. Feel free to also reach out to your local growth teammate for recommendations. [Optum Chinese speaking clinicians](#)

Q: How long is your referral process?

A: Keeping our member's and physicians in mind, approximately 70% of our referrals are auto approved and include specialties that seniors routinely seek such as, cardiology, gastroenterology, dermatology, etc. For referrals that require review and approval, Optum consistently exceeds regulatory requirements. Many authorizations are approved in a little as 2-3 business days.

Q: Who can I report Optum enrollments to?

A: You can email any enrollment reports to your local growth teammate. Please remember to secure all PHI to help us protect our members.