



Service Authorization Form Submission Live Demonstration of Online Portal

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Thank you

Q&A, Updates, Clarifications after 08.24.22 SA Training

- TELEPHONIC Service Authorizations take a minimum of 30 minutes to complete. This does not translate to all types of service authorization form processes taking 30 minutes or more.
- The access code to get back into an incomplete service authorization is a HIPAA required security feature that will not change. HOWEVER, an idea for providers to simplify the process: create a group email. Only add staff that will be privileged to have access to the SA forms. This will eliminate the need for timed coordination.
- Since the 08.24.22 training, the online portal has been able to add a submitted date to the Submitted Requests section.

Submitted Requests

| Request Ref. Number | Recipient ID | Submitted Date | Request Recovery Email | View |
|---------------------|--------------|----------------|-------------------------|----------------------------|
| Service Auth - 0237 | XXXX2022 | | heather.brady@optum.com | Click Here |

Q&A etc. Continued

- Retrospective Reviews: Do not submit a Service Authorization form. Only submit the Coversheet and supporting documents listed on the coversheet. For full information, please go to the [Alaska.optum.com](https://alaska.optum.com) website to Provider Trainings, Previous Trainings, Technical Assistance Teleconference, 08/24/22 Service Authorizations 101 including Q&A follow up and What, Where, Why, When Guidance. Select the Slides and review slides 53-58.
- Previously, it was asked if the Service Authorization determinations can be sent via email. At this time, Optum's system is not developed to send email. It is an auto-generated response that sends the letter via traditional mail.
- State Fiscal Year Limits (SFY) generally reset on July 1 (start of new fiscal year) annually. The PHE paused this reset from occurring. Once the PHE is ended, SFY will reset (regardless of the month) and then when July 1st rolls around, SFY will reset again.

Service Authorization Online Portal Introduction



Provider Role

Providers have several options when submitting a service authorization request form. Options available are telephonic, fillable pdf form submitted via fax or mail and the online portal electronic submission.



Provider Online Portal Access

Provider portal for Service Authorization (SA) requests.
<https://electronicforms.force.com/alaskaform/s/>

Alaska.Optum.com



Provider Service Information and Access

Online Portal Questions: 1-800-225-8764

Fax completed Service Authorization fillable form to 1-844-881-3753



Providers access online Service Authorization portal and submit requests via electronic submission.

Use your Tax ID or NPI to submit a new request. Tax ID or NPI plus a system generated security token are required to view “Incomplete” requests and to access and download “Completed” or “Submitted” requests.

Submitted requests are processed by Optum Care Advocates using Medical Necessity Criteria.

Medical Necessity Criteria Tools: **ASAM** (SUD), **ECSII** (birth to 6), **LOCUS** (age 18+), **CALOCUS/CASII** (6-18), **Supplemental Clinical Criteria** (Autism services), **APA Guidelines** (Psych/Neuropsych testing services)

Accessing Online Portal Through Optum Alaska Site

Alaska Website and Steps for Accessing Online Portal

AK website: alaska.optum.com

Click on “For Alaska Medicaid Providers”

Select “Service Authorizations” from drop down



The screenshot displays the Optum Alaska website interface. At the top, the Optum Alaska logo is on the left, and a search bar is on the right. The main navigation bar includes links for Home, For Participants, For Alaska Medicaid Providers, For Community Partners, About Us, and Contact Us. A dropdown menu is open under 'For Alaska Medicaid Providers', listing options such as Guidelines & Policies, Forms, Provider Trainings, Alerts, Updates & Announcements, Resources & Tools, and Service Authorizations. The left sidebar contains three sections of quick links: Participant Quick Links (Resources & Tools, Participant Newsletter), Provider Quick Links (Sign up for Alerts, Provider Express, Resources & Tools), and External Optum Sites (Find a Provider, Live & Work Well, Supports and Services Manager). The main content area features a COVID-19 banner with a link to CDC updates and another link to the Alaska state website for updates. Below this is a COVID-19 Mental Health Resource Hub banner with a link to PsychHub. The State of Alaska logo is visible in the bottom left corner.

Accessing Online Portal Through Optum Alaska Site, continued

The screenshot shows the Optum Alaska website interface. At the top left is the Optum Alaska logo. To the right is a search bar with the text 'Search' and a 'Search' button. Below the logo is a dark navigation bar with links: Home, For Participants (dropdown), For Alaska Medicaid Providers (dropdown), For Community Partners, About Us, and Contact Us (dropdown). Below the navigation bar is a breadcrumb trail: Alaska - Optum Provider Portal > For Alaska Medicaid Providers > Service Authorizations. A red banner with white text reads: **Service Authorization are on hold until the end of the Federal Public Health Emergency.** Below this is a section titled **Service Authorization Request Forms**. A paragraph explains that service authorizations are required for all services after participant state fiscal year limits have been exhausted and that providers can submit them through an Online Portal or by completing a PDF and faxing to Optum. A red-bordered box highlights the link **Service Authorization Online Submissions**, which contains the text [Online Service Authorization Form](#) with an external link icon. Below this is a section titled **Service Authorization Fillable Forms** with a list of links to PDF forms: 1115 SUD Waiver Service Authorization (pdf), 1115 BH Waiver Service Authorization (pdf), Autism Services Service Authorization (SA) Request Form (pdf), Mental Health Physician Clinic (MHPC) Service Authorization (SA) Request Form (pdf), Psychological and Neuropsychological Testing Service Authorization (SA) Request, and State Plan Service Authorization (pdf).

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Search:

Home For Participants ▾ For Alaska Medicaid Providers ▾ For Community Partners About Us Contact Us ▾

Alaska - Optum Provider Portal > For Alaska Medicaid Providers > Service Authorizations

Service Authorization are on hold until the end of the Federal Public Health Emergency.

Service Authorization Request Forms

Service authorizations are required for all services after participant state fiscal year limits have been exhausted. Providers can submit service authorizations either through an Online Portal or by completing a PDF and faxing to Optum. Providers are encouraged to use the forms used on this webpage as form versions may change.

Service Authorization Online Submissions

[Online Service Authorization Form](#)

Service Authorization Fillable Forms

- [1115 SUD Waiver Service Authorization \(pdf\)](#)
- [1115 BH Waiver Service Authorization \(pdf\)](#)
- [Autism Services Service Authorization \(SA\) Request Form \(pdf\)](#)
- [Mental Health Physician Clinic \(MHPC\) Service Authorization \(SA\) Request Form \(pdf\)](#)
- [Psychological and Neuropsychological Testing Service Authorization \(SA\) Request](#)
- [State Plan Service Authorization \(pdf\)](#)

Accessing Online Portal Directly

Steps for Accessing Online Portal

Direct Salesforce Portal Link:

<https://electronicforms.force.com/alaskaform/s/>

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Optum Alaska Service Authorization Request Form

Important Note: Internet Explorer browser is not supported. Please use Google Chrome or Microsoft Edge. Use of Internet Explorer may result in performance issues including error messages and/or inability to view submitted forms.

Identification Info

IMPORTANT NOTES:

- Fields marked with * are mandatory to move forward
- The Information entered on this page will be used to store and retrieve your request(s) when needed. Incomplete Requests can be accessed and completed at a later time
- Verification Code needed to access Incomplete or Submitted requests will be sent to email used for "REQUEST RECOVERY EMAIL"
- Either a Tax ID or NPI needs to be entered here before next item can display. Do not use any special characters (examples are ", #, @, \$ etc.)

TAX ID: 9 digit, no Text/Charac Agency NPI: 10 digit, no Text/Charac * REQUEST RECOVERY EMAIL: Request Recovery Email **Save and Continue**

Authorization does not guarantee payment. Payment is subject to recipient's eligibility. Be sure the identification card is current before rendering service.

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Service Authorization Form Online Portal Request Demonstrations



Psychological Testing



1115 SUD Waiver



1115 BH Waiver and State Plan



Amended



Provider Resources



Provider Training and Outreach Plan

Onboarding of providers takes place with the Provider Relations team. During onboarding, providers are referred to sign up for Provider Express and assisted in that process, if needed. Provider Express also contains several training videos to view.



Call Center

Providers can contact the call center to ask questions or receive assistance with service authorizations 24/7. Contact number: 1-800-225-8764.



Provider Questions

Online Portal: 1-800-225-8764 or complete Service Authorization fillable form and fax into 1-844-881-3753

Provider Express: 1-800-225-8764

Providers are welcome to email akmedicaid@optum.com during business hours to alert Optum of any issues



Our provider relations department is here to create long-term relationships with providers and engage with them regularly to ensure providers are appropriately informed and updated on products, service offerings, and the latest technology available.

Provider Relations specialists partner with providers to help navigate the managed care system and are resources for Provider questions, including questions on Online Portal issues.



To everyone involved ...

It is a pleasure to work with you.

Q&A

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