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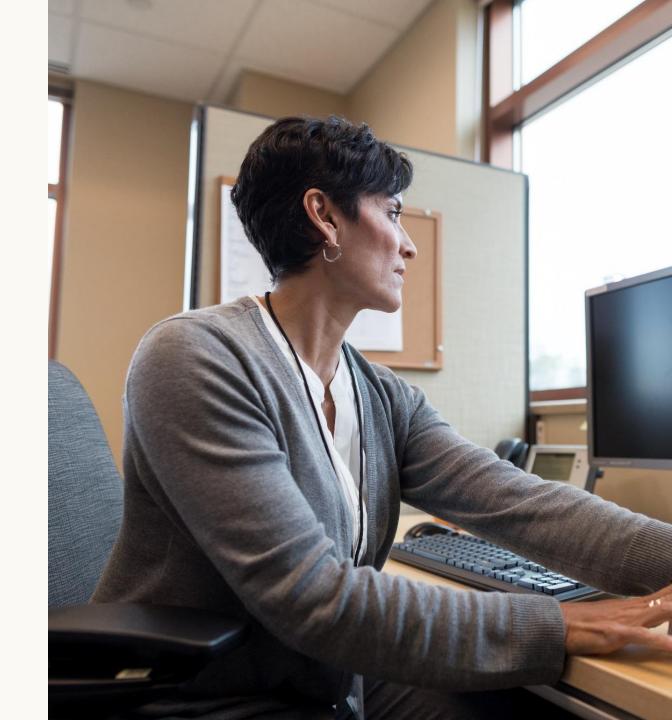
Service Authorization Form Submission Live Demonstration of Online Portal

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Agenda

1 Welcome and Introductions

2 Q&A Follow-up to include updates from 08.24.22 Service Authorization Technical Assistance Training

3 Online Portal Introduction

4 Accessing Online Portal through the Optum AK Site

5 Accessing Online Portal Directly

6 Service Authorization Online Portal Demonstration

7 Provider Resources

8 Q&A
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 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)
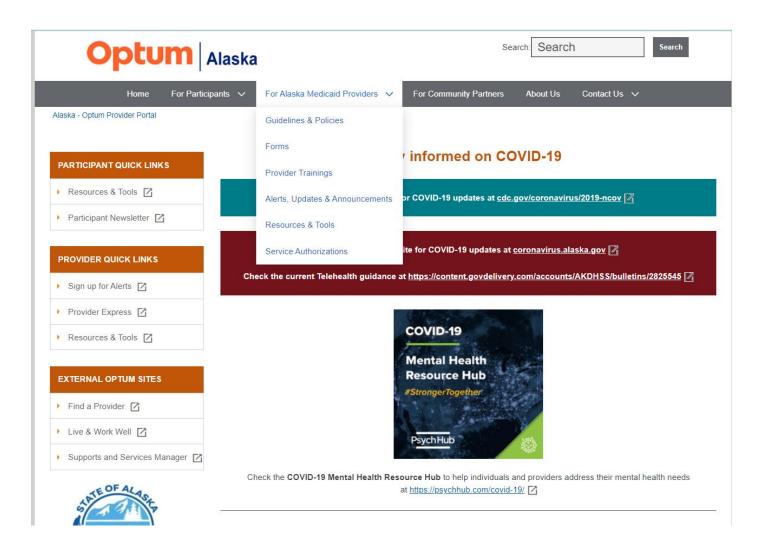
Accessing Online Portal Through Optum Alaska Site

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

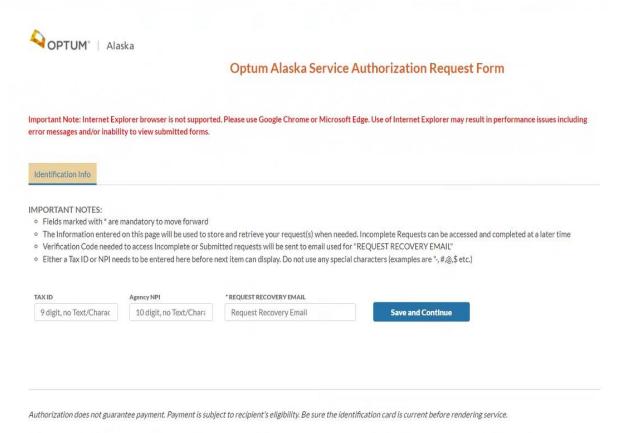# Accessing Online Portal Through Optum Alaska Site, continued

Accessing Online Portal Directly

Steps for Accessing Online Portal

Direct Salesforce Portal Link:

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

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

Optum