



Support when you need it

Connecting you to case management services available through Alaska Medicaid

Serving your needs

Optum® Alaska serves Alaska Medicaid participants who are experiencing a behavioral health and/or substance use disorder. Optum Case Management and Peer Support Services are free services under Alaska Medicaid benefits plan.

Connecting you to the right support

Optum Case Management connects you to enrolled Alaska Medicaid behavioral health providers and Peer Support Services. Behavioral Health services include treatment for everything from depression to substance use disorders to emotional crisis. Peer Support Services assist in transition to community supports.

Start the conversation about behavioral health

It's okay to ask for help. Mental health is just as important as physical health and deserves the same attention.

Optum Alaska Member Service Representatives can help you:

- Find a provider
- Get a Participant Handbook
- Peer Support Services
- Work together to reduce barriers to treatment
- And much more

Behavioral health services available

- Treatment plans that focus on your goals and strengths
- Assist to locate and refer:
 - Individual and group therapy
 - Family therapy
 - Residential services or inpatient services
 - Peer support services and more
- Help connect you to Medicaid resources in Alaska:
 - Primary care provider
 - Therapist, psychologist, counselor
 - Food, transportation, housing/shelter
 - Connection to treatment program
 - Community supports

For more information



If you're a participant or a participant advocate and have questions about Medicaid coverage, please call **1-800-225-8764**, toll-free statewide Monday – Friday 8 a.m. – 6 p.m., Alaska Time. After hours, please leave a message and your call will be returned the following business day. Free language assistance services are available to you.



Visit our website at **alaska.optum.com**



Deaf or hard of hearing, please call **711** for TTY services.



Email helpline staff at **MedicaidHelpOptumAK@optum.com**. Optum staff will assist you with your questions about services covered by Alaska Medicaid, enrolled providers and your available benefits.



Services may not yet be available in all areas of Alaska.
Some services require prior authorization

Free language assistance services are available to you. For help, call (800) 225-8764.

Hmong:
Muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 800.225.8764 lossis saib hauv qab.

Korean:
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800.225.8764 번으로 전화해 주십시오.

Russian:
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800.225.8764.

Spanish:
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800.225.8764.

Tagalog:
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 800.225.8764.

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