

# Alaska Behavioral Health Administrative Services Organization Service Authorization Training for 1115 Waiver SUD Services

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# Agenda

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- Where to access the Service Authorization Form
- Current Service Authorization Form
- Contact Information for Service Authorization Support and Status Inquiries

# Important Service Authorization Notices

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- ✓ Service Authorizations for dates of service prior to 2/15/2020 should continue to be submitted to the Division of Behavioral Health
- ✓ Beginning on 2/15/2020, Service Authorizations for 1115 Waiver SUD Services are processed by Optum
- ✓ The Service Authorization process with Optum is for dates of service on and after 2/15/2020



# Important Service Authorization Notices

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- ✓ Periodically, the Service Authorization Form will be updated on the Optum Alaska webpage
- ✓ It is important to use a new request form, from the webpage, for each new request, in order to submit the correct version of the form
- ✓ Always use the current version on the webpage



# Service Authorizations

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To assure that providers are using the most up-to-date Request Form at all times, please save this [website location](#) *not a copy of the Request Form.*

The Request Form can be found at:

[Optum Alaska](#) > [For Alaska Medicaid Providers](#) > [Forms](#)

Please complete and return all pages by fax to:

**1.844.881.3753**

or

Call to provide the information telephonically:

**1.800.225.8764** (follow the prompts)



# Go To: Optum Alaska

The screenshot shows the Optum Alaska website interface. At the top left is the Optum logo and the text 'OPTUM® | Alaska'. To the right is a search bar with the text 'Search:' and a 'Search' button. Below the logo is a navigation bar with links: 'Home', 'For Participants', 'For Alaska Medicaid Providers', 'For Community Partners', 'About Us', and 'Contact Us'. A red arrow labeled 'CLICK' points to the 'For Alaska Medicaid Providers' link. A dropdown menu is open under this link, containing the following items: 'Guidelines & Policies', 'Forms', 'Provider Trainings', 'Alerts & Announcements', 'Provider Press Newsletter', and 'Resources & Tools'. A red arrow labeled 'CLICK' points to the 'Forms' link, which is also circled in red. On the left side of the page, there are three sections: 'PARTICIPANT QUICK LINKS' with links for 'Participant Newsletter' and 'Resources & Tools'; 'PROVIDER QUICK LINKS' with links for 'Provider Express' and 'Resources & Tools'; and 'EXTERNAL OPTUM SITES' with links for 'Find a Provider', 'Live & Work Well', and 'Supports and Services Manager'. The main content area features a paragraph about behavioral health benefits for Alaska Medicaid participants, followed by a paragraph about collaborative work with the State of Alaska. At the bottom of the main content area is a large landscape photograph of mountains and a lake.



# Bookmark this Page: [Forms](#)



Search:

Search

[Home](#) [For Participants](#) [For Alaska Medicaid Providers](#) [For Community Partners](#) [About Us](#) [Contact Us](#)

[Home](#) > [For Alaska Medicaid Providers](#) > [Forms](#)

## Forms

### Service Request Forms

The following forms are for services requiring prior authorization. Please complete and submit the request before providing the service to a member.

On 2/15/2020, Optum Alaska began processing 1115 Waiver SUD Service Authorizations requests, for services on and after 2/15/2020. To request authorizations for services that occurred before 2/15/2020, please contact the Division of Behavioral Health. Always come to this page to assure you are utilizing the most current request form.

- [1115 SUD Waiver Service Authorization \(pdf\)](#)



### Other Forms

- [Additional Information Survey \(pdf\)](#)

# Form is Posted in PDF Fillable Format

Effective 2/15/2020 Page 1 of 5

## 1115 SUBSTANCE USE DISORDER WAIVER PROVIDER SERVICE AUTHORIZATION (SA) REQUEST

To assure that providers are using the most up to date request form at all times:

\*\*\* Please save this [Webpage location](#), not the Request Form!

The form is located at:

[Optum Alaska](#) >> [For Alaska Medicaid Providers](#) >> [Forms](#)

Please complete and return all pages by:

Fax to: 1.844.881.3753

Or call to provide this information telephonically: 1.800.225.8764 and follow the prompts

(\* Denotes required field)

*1. Provider Agency Name	<input type="text"/>	*3. Recipient Name	<input type="text"/>	*5. Request Date	<input type="text"/>
*2. Provider ID	<input type="text"/>	*4. Recipient ID	<input type="text"/>	*6. AK AIMS Client ID	<input type="text"/>

### Provider Information

\*7. Billing Office Contact Name and Address

\*8. Phone No.

9. Fax No.

10. DSM E-Mail Address:

### Recipient Information

\*13. Gender:  Male  Female  Other

\*14. Date of Birth

\*15. Recipient eligibility (please select an applicable box):

- A child (age 12-17) who may have a substance use disorder
- A youth (age 18-21) who may have a substance use disorder
- An adult with a substance use disorder

\*16. Recommended level of care (please select an applicable box):

- Intensive Outpatient
- Partial Hospitalization



# Service Authorization Support and Status Inquiries

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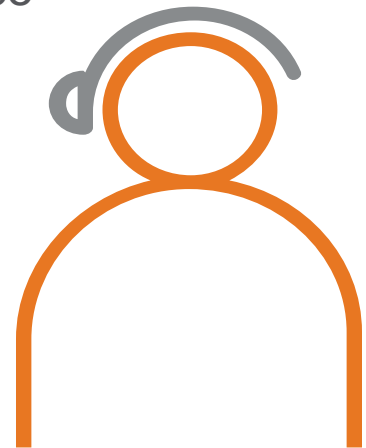
**To submit, please complete and return all pages by:**

**Fax:** 1.844.881.3753

*or*

**Call** to provide this information telephonically: 1.800.225.8764  
and follow the prompts.

You may request assistance and check the status of Service Authorizations by calling 1.800.225.8764 or electronically through the Optum Alaska website ([alaska.optum.com](http://alaska.optum.com)).



# The Optum AK Provider Relations Team

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We're here to help you

As a new Provider to Optum, the Provider Relations Team is your local guide to navigating Optum.

## The AK Provider Relations Team can:

- Act as your Optum liaison
- Answer important questions
- Facilitate ongoing process improvement
- Keep you abreast of changes that impact your practice
- Provide useful tools and resources

## The Optum AK Provider Relations Team:

Lisa Brown: 763.797.2092

Lorraine Afe & Vaoita Puletapuai

Email: [akmedicaid@optum.com](mailto:akmedicaid@optum.com)

Fax: 1.844.881.0959

# Thank you

Optum Behavioral Health Team

