

Optum Alaska (Behavioral Health Medicaid) Behavioral Health - Quick Reference Guide		
Call Center for Optum Alaska	 800.225.8764 8:00 am to 6:00 pm Alaska Time, Monday - Friday Behavioral Health Providers enrolled in Alaska Medicaid will be added into the Optum Behavioral Health System. 	
Alaska Medicaid Provider Relations Management Contacts	Alaska Medicaid Provider Relations Email: <u>akmedicaid@optum.com</u> Fax: 844.881.0959	
Websites & What's Available	 Direct Links to Resources pages Alaska.Optum.com (alaska.optum.com) Alaska Provider Manual Alaska Provider Trainings Liveandworkwell.com (LAWW) (Provider Directory) Optum Supports and Service Manager (OSSM) Provider Express (providerexpress.com) Register for OptumID Recipient Eligibility 	
Eligibility Inquiries	 Providers should ask for the State of Alaska Medicaid Identification Card, this card will have a Medicaid Eligibility Identification number starting with either "06" or "20". The Medicaid Card will either say "DenaliCare" or "Denali KidCare." If the individual has a large paper coupon, this is not full Medicaid coverage and either indicates that the individual has their Medicare Part A and B paid for by State of Alaska Medicaid, or the individuals is in the Care Management program. When someone shows a large paper coupon, the provider should always check eligibility using the link on the Optum Alaska website (alaska.optum.com). 	

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Payment Amounts	Payments of services are based on State regulation and established State fee schedules.	
Service Authorizations to Optum	You may request and check statuses of service authorizations by calling 800.225.8764 or electronically through the Optum Alaska website (<u>alaska.optum.com</u>).	
Claim Inquiries	Providers may call about claim status, questions about denials, and technical assistance by calling 800.225.8764 or electronically through the Optum Alaska website (<u>alaska.optum.com</u>).	
Electronic Claims, Payments & Statements (EPS)	 Sign up for electronic claim submission and electronic payment options. Electronic Remittance Advice (ERA) Optum Payer ID: 87726 EDI Support: 800.210.8315 or email ac_edi_ops@uhc.com Request to start the setup process for IEDI via Link here: https://optumprovider.optum.com/uit/PreAuthenticatedLink.jsf?tile=req	
Paper Claims Submission	Optum Behavioral Health PO Box 30760 Salt Lake City, UT 84130-0760	

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ASAM Criteria	In addition to the level of care criteria published for health care professionals, Optum uses ASAM Level of Care Guidelines for Alcohol and Drug Treatment Visit the American Society of Addiction Medicines (ASAM) resource page on <u>The ASAM Criteria</u> for more information (<u>https://www.asam.org/asam-criteria</u>)			
Level of Care Guidelines	 Optum Level Of Care Guidelines for Mental Health Level LOCUS – through Deerfield Solution CASII – through AACAP ECSII – through AACAP 	el Of Care can be found at:		
Appeals & Complaints	First Level Appeals Optum Alaska Attn: Appeals 911 W 8 th AVE, #101 Anchorage, Alaska 99501 Fax: 855.508.9353 Or Email to <u>ak appeals complaints@optum.com</u>	Second Level Appeals Division of Behavioral Health Attn: Appeals 3601 C Street, Suite 878 Anchorage, AK 99503		

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Case Management	 The Optum Alaska Case Management program is designed to: Connect participants with enrolled Alaska Medicaid behavioral health providers Support participants in transitions between levels of care by referring to enrolled Alaska Medicaid providers Help participants understand their health care coverage and available programs Connect participants with local community resources to support their discharge plan Provide Peer Support Services while transitioning to community supports Phone: 1-800-225-8764, toll-free statewide Monday-Friday 8:00 a.m 6:00 p.m., Alaska Time Free language assistance services are available Website: https://alaska.optum.com Email Case Management: MedicaidHelpOptumAK@optum.com	