









# Optum Alaska (Behavioral Health Medicaid) Behavioral Health - Quick Reference Guide

<b>Call Center for Optum Alaska</b>	<p><b>1-800-225-8764</b> - 8 a.m. to 6 p.m. AKT, Monday - Friday</p> <p>All behavioral health providers previously enrolled in Alaska Medicaid will be added into the Optum Behavioral Health Network.</p> <p>For new provider enrollment, visit the <a href="#">Optum Alaska website</a>.</p>
<b>Websites &amp; What's Available</b>	<p><a href="#">Optum Alaska Website</a></p> <ul style="list-style-type: none"><li>• Alaska Network Manual</li><li>• Alaska Provider Trainings</li><li>• Liveandworkwell.com (LAWW)(Provider Directory)</li><li>• Optum Supports and Service Manager (OSSM)</li><li>• Provider Enrollment Information</li><li>• Service Authorizations</li><li>• Recipient Eligibility</li></ul>
<b>Eligibility Inquiries</b>	<ul style="list-style-type: none"><li>• 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".</li><li>• The Medicaid Card will either say "DenaliCare" or "Denali KidCare."</li><li>• 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.</li><li>• When someone shows a large paper coupon, the provider should always check eligibility using the link on the <a href="#">Optum Alaska website</a>.</li></ul>
<b>Payment Amounts</b>	<p>Alaska Medicaid is Fee-for-Service and Optum will conduct utilization review and payment of services based on State regulation and established State Fee Schedules.</p>
<b>Claim Inquiries</b>	<p>Providers may call about claim status, questions about denials, and technical assistance by calling <b>1-800-225-8764</b> or electronically through the Optum Alaska website: <a href="http://alaska.optum.com/">alaska.optum.com/</a>.</p>
<b>Electronic Claims, Submission and Electronic Data Interchange</b>	<p><b>Sign up for electronic claim submission and electronic payment options. More information is on Optum Provider Express website at:</b></p> <p><a href="#">Electronic Claim Submission and Electronic Data Interchange</a></p> <p><a href="#">EDI and Clearinghouse Information</a></p> <p><a href="#">Operating Rules for Electronic EFT and ERA</a></p> <p><a href="#">Electronic Remittance Advice (ERA) Authorization Agreement</a></p> <p>Electronic Remittance Advice (ERA) <b>Optum Payor ID: 87726</b></p> <p>EDI Support: <b>1-800-842-1109</b> or email <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a></p>

<b>Paper Claims Submission</b>	<p>Mail: Optum Behavioral Health PO Box 30760 Salt Lake City, UT 84130-0760</p> <p>Fax: <b>1-248-733-6085</b></p>	
<b>Claims to Optum as of January 1, 2020</b>	<p>Initially, all 1115 Waiver claims were submitted to Optum.</p> <p>Later in 2020, providers submitted claims to Optum for State Plan Community Behavioral Health Services (CBHS), Mental Health Physician Clinics (MHPC), Autism Services, independently enrolled Psychologists, Acute Psychiatric Hospitals and Psychiatric Residential Treatment Facilities (PRTF) services.</p>	
<b>ASAM Criteria</b>	<p>In addition to clinical criteria published for health care professionals, Optum uses the ASAM criteria for Alcohol and Drug Treatment</p> <p>Visit the American Society of Addiction Medicines (ASAM) resource page on <a href="#">The ASAM Criteria</a> for more information (<a href="https://asam.org/resources/the-asam-criteria">asam.org/resources/the-asam-criteria</a>)</p>	
<b>Clinical Criteria</b>	<p>Optum externally adopted clinical criteria for children, adolescents and adults can be found at:</p> <p><a href="#">LOCUS – through Deerfield Solution</a> </p> <p><a href="#">CASII – through AACAP</a> </p> <p><a href="#">ECSII – through AACAP</a> </p>	
<b>Appeals &amp; Complaints</b>	<p><b>First Level Appeals:</b></p> <p>Optum Alaska Attn: 1<sup>st</sup> Level Appeals and Complaints 911 W. 8<sup>th</sup> Avenue, Suite 101 Anchorage, Alaska 99501</p> <p>Fax: <b>1-855-508-9353</b></p>	<p><b>Second Level Appeals:</b></p> <p>State of Alaska Division of Behavioral Health Attn: 2<sup>nd</sup> Level Appeals 3601 C Street, Suite 878 Anchorage, Alaska 99503</p>
<b>Network Management Contacts</b>	<p>Network Manager</p> <p>Email: <a href="mailto:akmedicaid@optum.com">akmedicaid@optum.com</a> Fax: <b>1-844-881-0959</b></p>	