



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

<p>Call Center for Optum Alaska</p>	<p>800.225.8764 8:00 am to 6:00 pm Alaska Time, Monday - Friday</p> <p>Behavioral Health Providers enrolled in Alaska Medicaid will be added into the Optum Behavioral Health Network.</p>
<p>Websites & What's Available</p>	<p><i>Direct Links to Resources pages</i> <i>Alaska.Optum.com</i> (alaska.optum.com)</p> <ul style="list-style-type: none"> • Alaska Provider Manual • Alaska Provider Trainings • Liveandworkwell.com (LAWW) (Provider Directory) • Optum Supports and Service Manager (OSSM) • Provider Express (providerexpress.com) • Register for Optum ID • Recipient Eligibility
<p>Eligibility Inquiries</p>	<ul style="list-style-type: none"> • 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 Alaskawebsite (alaska.optum.com).
<p>Payment Amounts</p>	<p>Payments of services are based on State regulation and established State fee schedules.</p>

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<p>Service Authorizations to Optum as of 2/15/2020</p>	<p>Service Authorizations for dates of service prior to 2/15/2020 should continue to be submitted to the Division of Behavioral Health.</p> <p>Service Authorizations for dates of service on or after 2/15/2020 should be submitted to Optum.</p> <p>You may request and check statuses of service authorizations by calling 800.225.8764 or electronically through the Optum Alaska website (alaska.optum.com).</p>
<p>Claim Inquiries</p>	<p>Providers may call about claim status, questions about denials, and technical assistance by calling 800.225.8764 or electronically through the Optum Alaska website (alaska.optum.com).</p>
<p>Electronic Claims, Payments & Statements (EPS)</p>	<p>Sign up for electronic claim submission and electronic payment options. More information is at:</p> <ul style="list-style-type: none"> • Electronic Claim Submission and Electronic Data Interchange • EDI and Clearinghouse Information • Operating Rules for Electronic EFT and ERA • Electronic Remittance Advice (ERA) Authorization Agreement <p>Electronic Remittance Advice (ERA) Optum Payer ID: 87726</p> <p>EDI Support: 800.210.8315 or email ac_edi_ops@uhc.com</p> <p>Secure File Transfer Protocol (SFTP) using Optum Intelligent EDI (iEDI): 866.367.9778, option 3</p>
<p>Paper Claims Submission</p>	<p>Optum Behavioral Health PO Box 30760 Salt Lake City, UT 84130-0760</p>
<p>Claims to Optum as of 2/1/2020</p>	<p>On 2/1/2020 Optum will accept 1115 Waiver Substance Use Disorder (SUD) claims ONLY. Please submit SUD claims to Optum for dates of service on or after 2/1/2020.</p> <p>Later in 2020, providers will submit claims to Optum for 1115 Waiver Behavioral Health Services, 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>

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ASAM Criteria	<p>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</p> <p>Visit the American Society of Addiction Medicines (ASAM) resource page on The ASAM Criteria for more information (asam.org/resources/the-asam-criteria)</p>	
Level of Care Guidelines	<p>Optum Level Of Care Guidelines for Mental Health Level Of Care can be found at:</p> <ul style="list-style-type: none"> • LOCUS – through Deerfield Solution • CASII – through AACAP • ECSII – through AACAP 	
Appeals & Complaints	<p>First Level Appeals</p> <p>Optum Alaska Attn: Appeals & Complaints 310 K Street, Suite 200 Anchorage, AK 99501</p> <p>Fax: 855.508.9353</p>	<p>Second Level Appeals</p> <p>Division of Behavioral Health Attn: Second Level Appeals 3601 C Street, Suite 878 Anchorage, AK 99503</p>
Alaska Medicaid Provider Relations Management Contacts	<p>Alaska Medicaid Provider Relations Manager</p> <p>Email: akmedicaid@optum.com</p> <p>Fax: 844.881.0959</p>	