



Optum Alaska

911 W 8th Ave, Ste 101
Anchorage, AK 99501

Alaska.Optum.com

Alaska Medicaid Provider Update

Service Authorization Online Portal - UPDATE

June 19, 2023

What has changed: 1115 SUD Service Authorization form under "Additional Information" has been fixed. If "No" is selected, the form will allow for advancement.

The Service Authorization Online Portal is back online. However, at this time the Save & Exit feature has been disabled. Providers\Agencies will not be able to enter information, save, and return later to finish. Currently, the Save & Exit feature is still unavailable. The anticipated date of the Save & Exit feature being back online is Friday, June 23, 2023.

We appreciate your patience allowing Optum time to work through these issues.

Providers\Agencies are still welcome to use one of the following methods to submit Service Authorizations:

Fax – 1.844.881.3753. (Please ensure that one Service Authorization Request per Participant per fax.)

Phone – 1.800.225.8764. (Please ensure that a clinician from within your agency is available when calling to request a Service Authorization.)

Mail – Optum Alaska
911 W. 8th Avenue
Suite 101
Anchorage, Alaska 99501

Questions? Please contact Provider Relations at akmedicaid@optum.com