



Optum Alaska

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Alaska.Optum.com

Alaska Medicaid Provider Update

Service Authorization Online Portal - UPDATE June 30, 2023

The New/Upgraded Service Authorization Online Portal is online and available to use.

Currently, the Recipient Details sections has been tested and is functioning as expected.

At this time, the Save & Exit feature related to the Medical Necessity section is still not functioning correctly and is still unavailable.

What should providers do? Complete Service Authorization request in one session.

When will this be corrected? As soon as possible. Optum will provide a specific time frame by end of day on 07/05/2023.

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