



PROVIDER ALERT

Clarification Related to Appeal Rights for Peer Services

June 14, 2017

Dear Provider:

Optum Idaho would like to provide clarification on appeal rights for Peer Support Services and Family Support Services. Consistent with other Idaho Behavioral Health Plan Services, Optum reviews requests for services for medical necessity per the Level of Care Guidelines (LOCGs). Should Peer Support or Family Support Services not be authorized (or partially authorized), members will have the right to appeal this decision.

Clarification on this matter will be posted on the: For Network Providers > Alerts & Announcements page and on the: For Members > Member Benefits Overview Page of *optumidaho.com*. Optum Idaho is working to update the Member Handbook to ensure consistency with this communication.

Thank you,

Optum Network Management