



PROVIDER ALERT

New Service Request Forms Required August 1, 2017

July 28, 2017

Dear Provider,

As a reminder, the new web-based Service Request Forms, discussed in May's provider training, will be required as of August 1, 2017. Old Service Request Forms will not be processed after this date.

Below are the steps to complete a Service Request Form for the services above:

- 1) Go to either **Provider Express** or **Optum Idaho**:
 - optumidaho.com >> For Network Providers >> Forms & Screening Tools
 - providerexpress.com >> Quick Links >> Forms >> Optum Forms – Clinical
- 2) Select the form you need based on the service you are requesting
- 3) Each unique user will be identified based on name, email address and NPI number
- 4) After the first time using the form, you may select the button, "Auto-Complete My Information," and your demographic data will auto-populate (which can be overridden)
- 5) Save each section as you go, in case you need to complete it later
- 6) Click "Submit for Review" when complete
 - A) Requests for CBRS and Partial Care completed by non-licensed clinicians (including LMSWs) will then be sent to either the diagnosing or supervising clinician for attestation. This occurs when you select "Submit for Review" by emailing the attesting provider
 - B) If the attesting provider approves the document, they will select "Approve" and the form is transmitted to Optum
 - C) If the attesting provider does not approve the document, they will select "Deny" and the document is returned to the requesting provider, and is not submitted to Optum
 - D) Either way, the submitting provider will be notified

Please view our informational video to be posted soon at: optumidaho.com >> **For Network Providers >> Forms & Screening Tools**

If you have additional questions about the new forms, please contact the Clinical team at **1-855-202-0983**, option "1" or "Clinical".

Thank you,
The Optum Idaho Team