



PROVIDER ALERT

Service Request Form & Process Reminders

September 20, 2017

Dear Provider:

We just wanted to remind you of a few items regarding the new Service Request Forms and process:

- We recently added an instructional video to our website that walks providers through completion of the Adult CBRS Service Request Form. It can be located at optumidaho.com, > “For Network Providers” > “Forms and Screening Tools” > “Service Request Forms”.
- Services requiring prior authorization may not begin until the request has been approved. **Optum recommends allowing 14 days** turnaround time.
- If you are completing and submitting a request that requires attestation by an independently licensed clinician (for CBRS and Partial Care) please remember:
 - ✓ Optum does not receive and review the request until the attesting provider has approved the form and selected “Submit”.
 - ✓ If you select a service start date earlier than date of the Attester’s submission of their approval, those overlapping dates cannot be considered for approval. **Optum recommends that Requesting Providers allow the Attester at least 14 days lead time to review, complete, and submit the service request form in advance of the requested start date.**
 - ✓ The attesting provider will need to login (also using their own name, email address, and Optum ID) to view and submit/reject the request.
- You may access your created and/or submitted forms for 30 days using a combination of your name, email address, and Optum ID (which can be obtained on providerexpress.com) if you do not already have one or have forgotten it.
- Your secure Optum ID is unique to you and secures the privacy of the forms you complete. You should safeguard your Optum ID much like you would your bank PIN.
- The portal is designed to be a service request submission site and it is not used for document storage.
- Please **print copies of your completed Service Request Forms** for your records, because you may view these forms for 30 days only.
- Incomplete, un-submitted requests will be deleted from a provider’s summary page after they have been untouched for 30 days. Providers will be alerted by an email if a request is scheduled for deletion, so they have the chance to update it.
- If a provider leaves your agency, please contact the Optum Idaho Clinical Team immediately so that any service request forms on that individual’s summary page can be transferred to a newly assigned person from your agency.

If you have any questions, please contact the Clinical Team at **1-855-202-0983**, then Option “1”.

Thank you,
The Optum Idaho Team