



PROVIDER ALERT

Expedited Reviews

May 17, 2017

Dear Provider:

As we work to ensure we are operating consistently and effectively, we wanted to remind you of some important information regarding expedited service requests.

Providers may request an expedited review of a service request when the provider can document situations where the application of non-urgent Utilization Management (UM) procedures could seriously jeopardize the member's life, health, or ability to regain maximum functioning.

In these situations, it is incumbent on the provider to:

- 1) First submit a service request
and then
- 2) Directly contact Optum Idaho to request the expedition of the UM process

Providers may contact the Optum Idaho clinical team: Monday - Friday from 8 a. m. to 6 p. m. MDT at **1-855-202-0983**, and then select option "1" or "Clinical".

Thank you,

The Optum Idaho Team