



# PROVIDER ALERT

## New Service Request Form Process

June 30, 2017

Dear Provider:

We are excited to introduce our new web-based Service Request Forms, which are available to providers on July 1, 2017. As discussed in the provider training on May 22-24, the new forms are not *required* until August 1, to allow providers time to adjust to the new process. So for the month of July, you may use *either* the new or the old process.

Forms are available for the following services:

✓ Adult CBRS	✓ Peer Support
✓ Child CBRS	✓ Family Support
✓ Partial Care	✓ Extended Psychotherapy
✓ Case Management	✓ Crisis Management
✓ Psychological and Neuropsychological Testing*	

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](http://optumidaho.com), > "For Network Providers" > "Forms & Screening Tools"
  - [providerexpress.com](http://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) Once you have used the form the first time, you may select the button, "Auto-Complete My Information," and your demographic data will auto-populate (which you may override).
- 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.

*\*Psychological and neuropsychological testing is also available at the websites above, but follows a slightly different process. Please refer to the instructions embedded within the form.*

If you have additional questions, please contact your Network Manager or the Clinical team at **1-855-202-0983**, option "1" or "Clinical".

Thank you,  
The Optum Idaho Team