



PROVIDER ALERT

Provider Manual Update

March 16, 2020

Alert Summary: This alert includes mention of the newly revised Provider Manual effective May 1, 2020, as well as a notification regarding the upcoming title change for the current Regional Network Managers to Provider Relations Advocates.

Dear Provider,

Optum Idaho is excited to announce the launch of a newly formatted Provider Manual coming May 1, 2020. Some of the changes include:

- A comprehensive Table of Contents with more headings to better assist you with finding the information you need
- Consistency in formatting across the listed services
- A re-ordering of the content to include a better flow of information

It is our hope that the revisions to this resource will better support you in your continued efforts to deliver services that meet the needs of our individual members.

As a reminder, the Optum Provider Manual and Provider Manual Change Index can be found on: [Provider Express](#) > Our Network > State-Specific Provider Information > Welcome ID *and* [optumidaho.com](#) > For Network Providers > Guidelines & Policies > Network Provider Manual.

As of April 1, 2020, the Regional Network Manager title is changing to Provider Relations Advocate. This title is changing to reflect the main focus of this role which is to assist you in providing services to the Idaho Medicaid members.

We will continue to work on improving the information and resources available to you. Thank you for the work that you do with all of our members.

Should you have any questions, please contact your Optum Provider Relations Advocate.

Sincerely,
The Optum Idaho Team