



PROVIDER ALERT

Rescission of Sept. 16, 2019 and Sept. 25, 2019 Provider Alerts Regarding Conflict-Free Case Management June 16, 2021

Alert Summary: The Sept. 16, 2019 and Sept. 25, 2019 Optum Idaho Provider Alerts regarding conflict-free case management are immediately rescinded per Medicaid Information Release MA21-16, pending guidance that will clarify federal expectations on conflict-free case management and appropriate safeguards to preserve Medicaid Member's rights.

Dear Provider,

The Idaho Division of Medicaid's [Information Release MA21-16 on Conflict Free Case Management](#) issued June 15, 2021 immediately rescinds the [Sept. 16, 2019 Optum Idaho Provider Alert](#) and the [Sept. 25, 2019 Optum Idaho Provider Alert](#) regarding conflict-free case management enforcement starting July 1, 2021. Enforcement of conflict-free case management is pending Medicaid development of guidance that will clarify federal expectations on conflict-free case management and appropriate safeguards to preserve Medicaid Member's rights.

The Division of Medicaid will conduct two stakeholder meetings to gather input on the draft guidelines, the first on July 29, 2021 at 2 p.m.MDT Please read Medicaid's [Information Release MA21-16 on Conflict-Free Case Management](#) for more information and to participate in the public comment process. For any questions regarding Medicaid Information Release MA21-16, please contact the Idaho Division of Medicaid.

Thank you,

The Optum Idaho Provider Relations Team