



PROVIDER ALERT

Provider Manual Update

Jan. 1, 2023

Alert Summary: This alert provides information regarding revisions to Optum Idaho's Medicaid Provider Manual, effective Jan. 1, 2023.

Dear Provider,

Optum Idaho is excited to announce an updated version of the Provider Manual. Revisions include the following:

Behavioral Modification and Consultation - description updated to match the Level of Care Guidelines.

SOAR Case Management - new service available effective Dec. 1, 2022. For more information, please see Provider Alert distributed on Dec. 1, 2022.

Intensive Outpatient - revision to payment methodology and additional information sections.

Telehealth (Virtual Visits) - revision to description, provider qualifications and responsibilities and additional information sections.

CANS & HBAI - descriptions updated to include HBAI as a service not requiring the completion of a CANS assessment.

Member Appeal Process - revision to instructions for filing a member appeal.

As a reminder, the Optum Provider Manual and Provider Manual Change Index can be found at the following location: optumidaho.com > For Network Provider > Guidelines & Policies > Network Provider Manual.

Please call your Provider Relations Advocate or email optum_idaho_network@optum.com if you have any questions.

Thank you,

The Optum Idaho team