

How to Join the Optum Idaho Provider Network

Optum Idaho’s behavioral health provider network is committed to helping one person, one family, one community at a time. Optum Idaho’s behavioral health providers allow more than 380,000 Idaho Medicaid members to have access statewide to mental health and substance use disorder treatment and support, helping them on their wellness journey to live, work and participate productively in their communities.

If you would like to begin the process of joining Optum Idaho’s provider network, we are committed to helping you. The following instructions will help get you started.

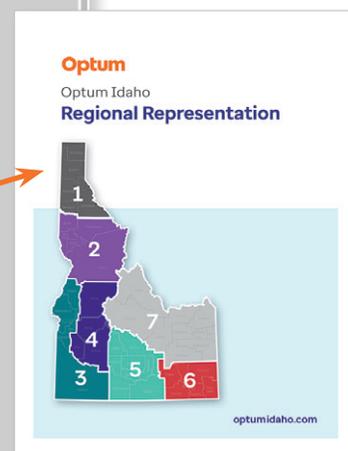
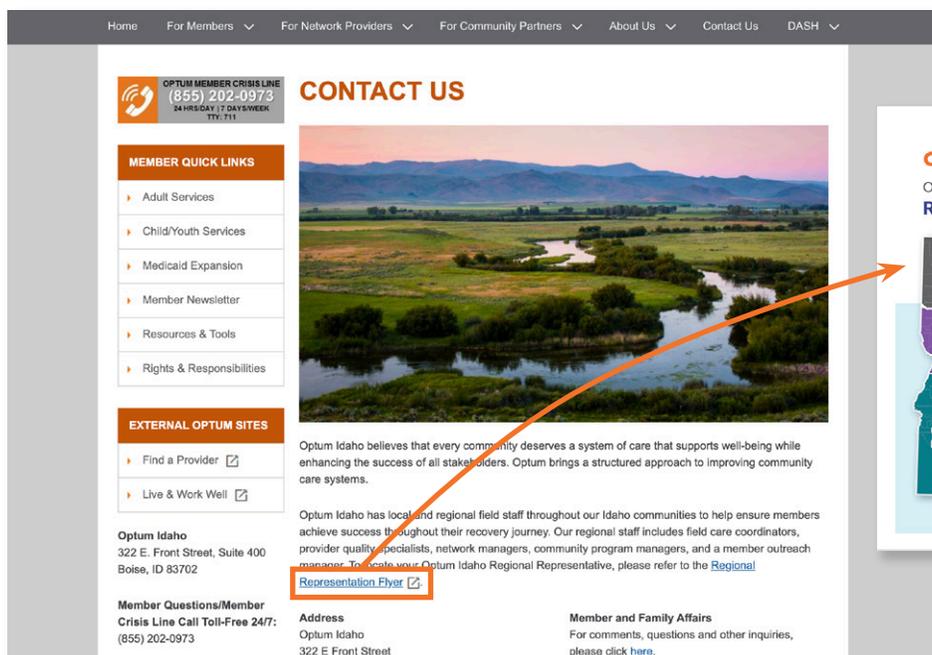
Step 1: How to find your Optum Idaho regional representative

Visit the Optum Idaho website: www.optumidaho.com/content/ops-optidaho/idaho/en.html and find the ‘Contact Us’ tab along the top bar: www.optumidaho.com/content/ops-optidaho/idaho/en/contact-us.html



Click on ‘Contact Us’.

Scroll to the middle of the page and click the link to the Optum Idaho Regional Representation Flyer. The flyer will provide you with your region’s points of contact, including your field care coordinator, provider relations advocate, provider quality specialist, field care coordinator, community and member outreach managers. The flyer includes the phone number and email address for each regional contact.



Step 2: Working with your Optum Idaho Provider Relations Advocate (PRA)

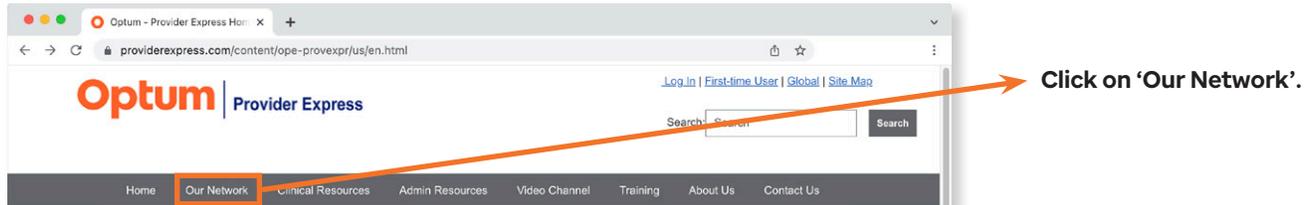
The Provider Relations Advocates (PRA) support providers and assist in navigating provider resources. Contact your PRA within your region and they will assist you in the process.

Your PRA will show you how to begin using the Provider Express website:

www.providerexpress.com/content/ope-provexpr/us/en.html

(Note: Provider Express is the national Optum provider website and it is used in conjunction with the Optum Idaho website.)

From here, select 'Our Network' from the menu.

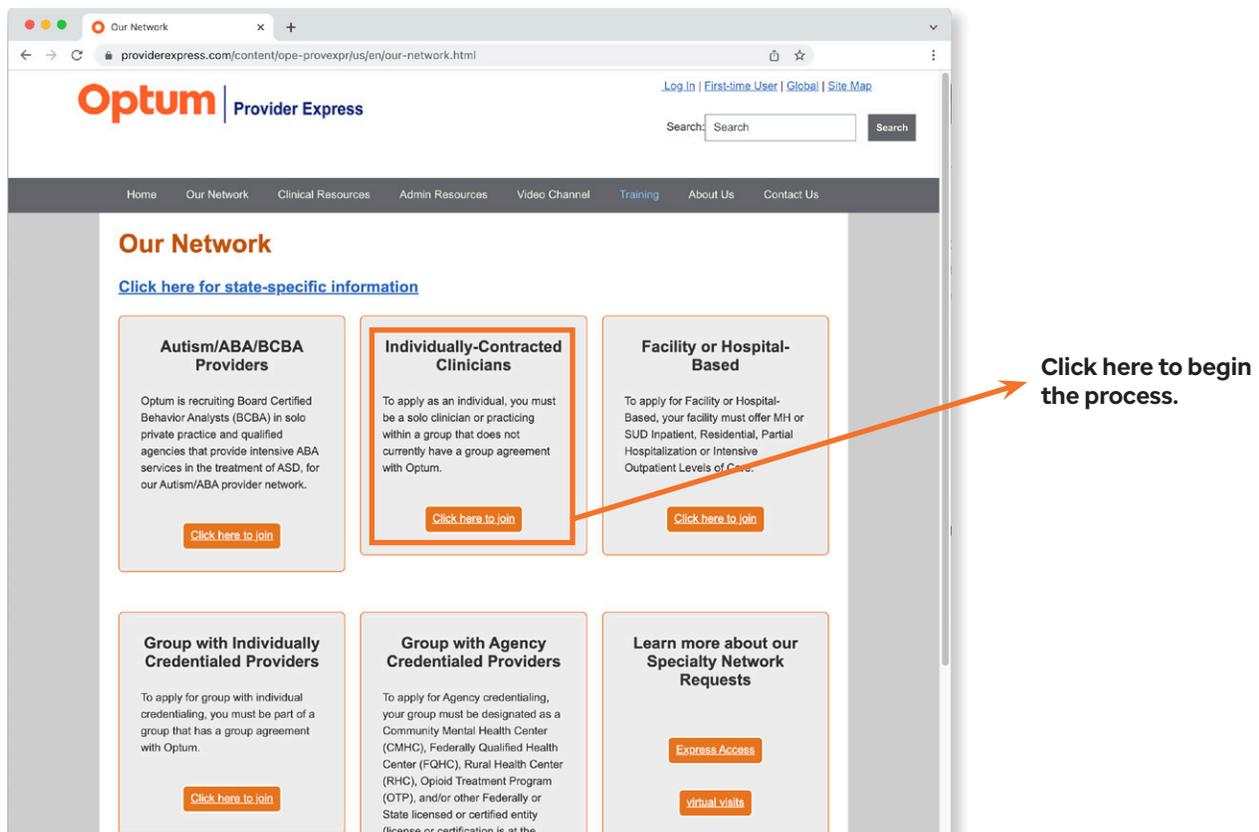


Your PRA will guide you to the appropriate application based on your practice and/or agency type.

Step 3: Determine what type of application you need to submit

For Individually-Contracted Clinician Applications

To apply as an individual, you must be a solo clinician or practicing within a group that does not currently have a group agreement with Optum. If this applies to you, select 'Individually Contracted Clinician' on the Provider Express 'Our Network' page: www.providerexpress.com/content/ope-provexpr/us/en/our-network.html



Create a CAQH Profile

The Council for Affordable Quality Healthcare (CAQH) is a non-profit alliance of health plans and trade associations that help streamline data sharing.

- **Optum requires that providers join CAQH.** You will need to create a CAQH profile via CAQH.org. Please give United Behavioral Health access to your profile.
- At the bottom of the 'Individual-Contracted Clinicians' section, there is a PDF link on how to complete your application. You can print the PDF as your guide.
- Click the Continue button to start your application.

The screenshot shows the Optum Provider Express website. The main heading is "Individually Contracted Clinicians". Below the heading, there is a section titled "To verify the provider's license meets the qualifications to Join Our Network, please check [License](#)". A red box highlights the link www.CAQH.org. Below this, there is a section titled "Improve the Speed of Processing - Tips for Applying to the Network". A table follows, detailing common issues and requirements for CAQH. The table has three columns: Category, Issues, and Requirement. The first row is for CAQH, with issues like "Your CAQH profile status is incomplete or expired" and "Your group information including but not limited to primary and practice locations listed on your UBH Network Participation form does not match what you have listed on your CAQH profile". The requirement is "The information on CAQH must match the information you provide on the Optum NPRF form." Below the table, there is a "Continue" button highlighted with a red box. A red box also highlights a PDF link: "For help with this process: [Registering a Provider Access and Starting the Online Optum Credentialing Application](#)".

Category	Issues	Requirement
CAQH	<ul style="list-style-type: none">Your CAQH profile status is incomplete or expiredYour group information including but not limited to primary and practice locations listed on your UBH Network Participation form does not match what you have listed on your CAQH profileWe do not have authorization to access your CAQH application (log into the CAQH ProView Provider portal, go to the user account setting menu and review the Authorization section to update your preferences to authorize United Behavioral Health/US Behavioral Health Plan)	The information on CAQH must match the information you provide on the Optum NPRF form.
Document Return	<p>Slow response time to requested information.</p> <ul style="list-style-type: none">Individual ContractsDisclosure of Ownership documents	Missing documents are sent out via DocuSign. Sign and return as quickly as possible.

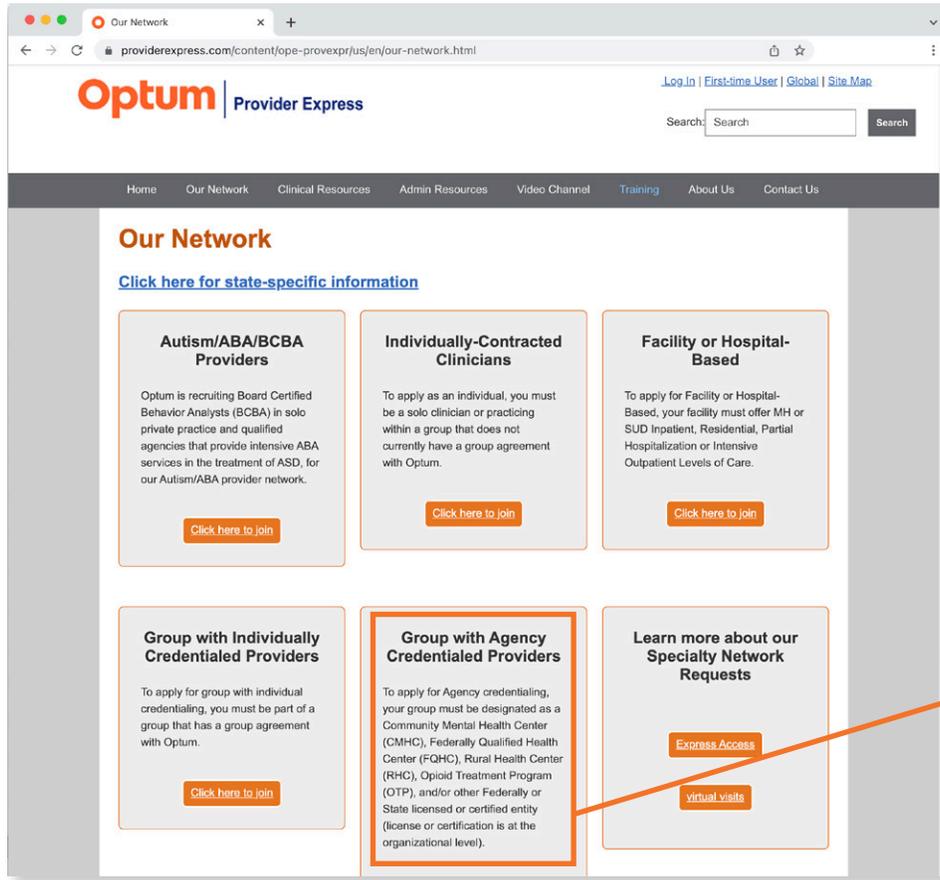
Click here to create your CAQH profile.

Click 'Continue' to start your application.

You can print a PDF with instructions about how to complete your application.

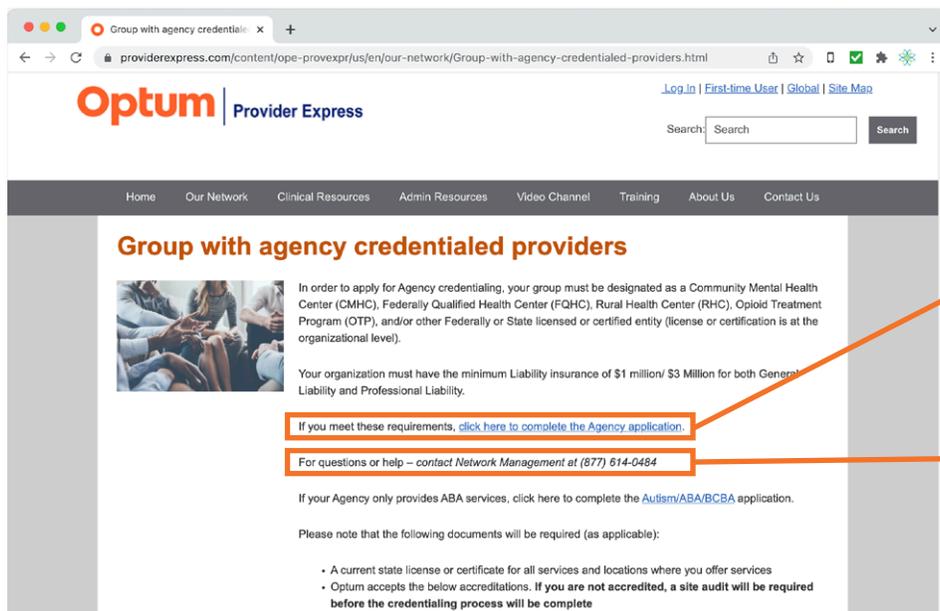
For Group with Agency Credentialed Provider Applications

If you do not have a designation, please select 'CMHC' to access an application. This section is for group agencies with paraprofessionals and staff that work under Supervisory Protocol.



Click here to begin the process.

Select 'CMHC' to advance to the application.



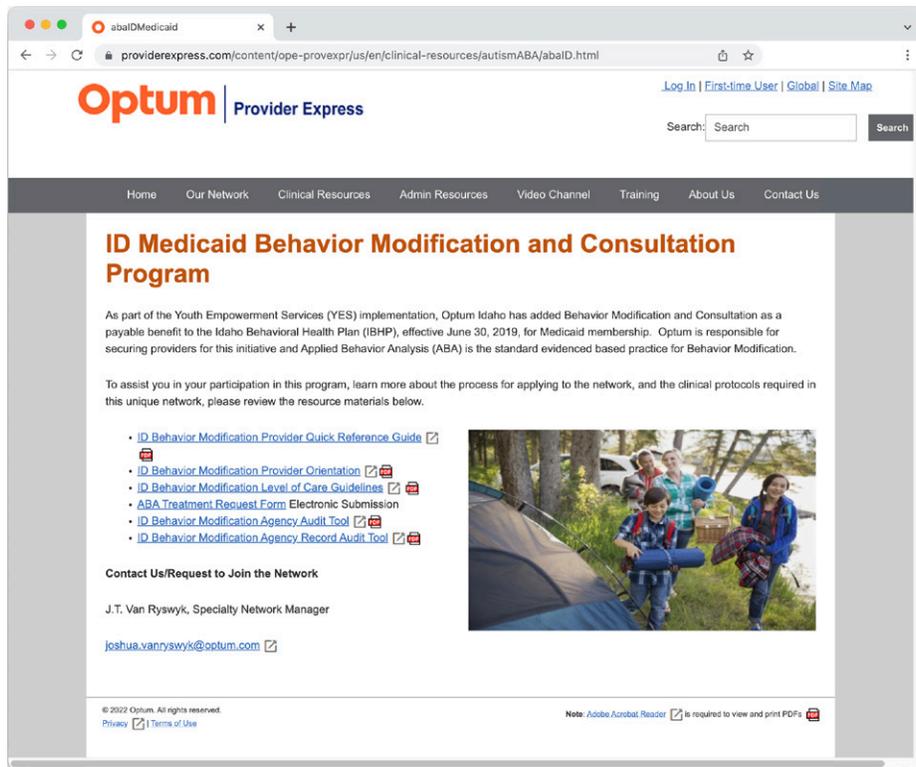
Click here and mark "yes" only under CMHC.

If you have questions, please call your Optum Idaho PRA. The phone number listed here is for Optum commercial networks only and does not connect to Optum Idaho.

For Idaho Medicaid Behavior Modification and Consultation Program Applied Behavioral Analysis (ABA) Credentialing and Resources

Below is a list of resources that are helpful for Idaho providers who want to provide ABA services.

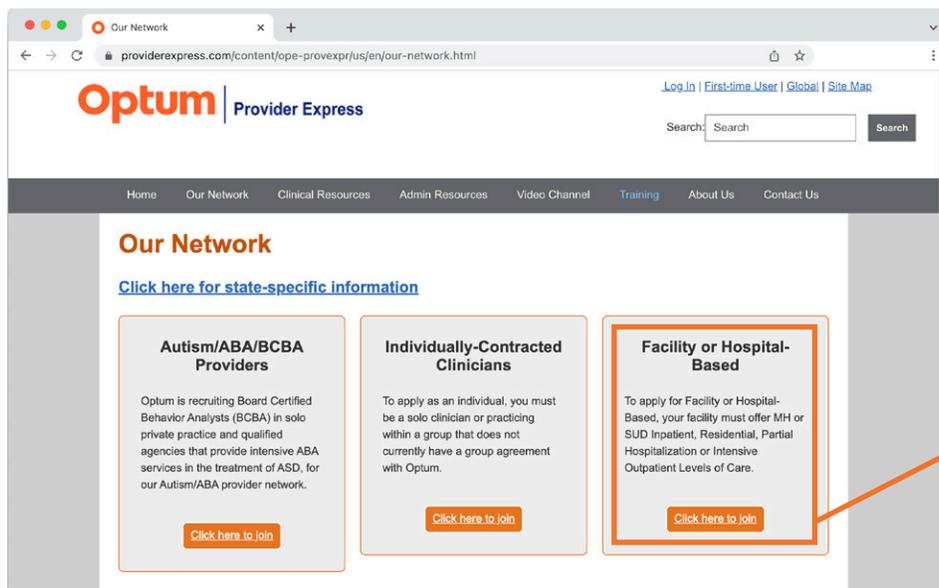
<https://www.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/autismABA/abaID.html>



For Facility Credentialing Applications

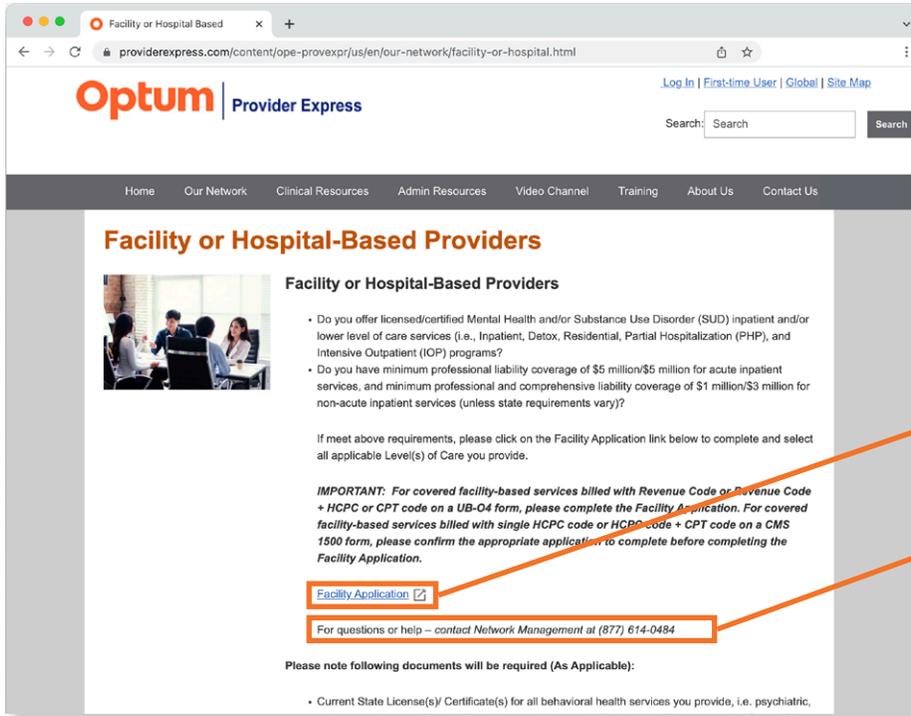
This section is for Partial Hospitalization Program (PHP) and some Intensive Outpatient Program (IOP) programs.

www.providerexpress.com/content/ope-provexpr/us/en/our-network.html



Click here to begin the process.

Complete the application and ensure that all required documents included are current.

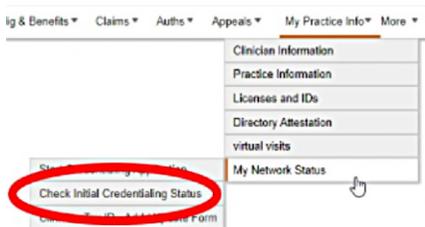


Click here to complete your application.

If you have questions, please call your Optum Idaho PRA. The phone number listed here is for Optum commercial networks only and does not connect to Optum Idaho.

Step 4: Ensure your application is complete and accurate

- Be sure to use your National Provider Identifier (NPI) as your Medicaid number (nppes.cms.hhs.gov).
- An Idaho Department of Health and Welfare (IDHW) background check is required to participate in the network.
- Notify your PRA when you have completed the application.
- Completion of the application process does not guarantee enrollment into the network. The entire credentialing process must be completed prior to providing Medicaid services within Optum Idaho.
- Using the Initial Credentialing Status Toolbar, Individually Contracted Clinicians can easily track the status of the on-line submission as it moves along the approval process. Log into the secure transactions area of **Provider Express**, hover over 'My Practice Info' » 'My Network Status' » click on 'Check Initial Credentialing Status'. For groups and facilities please contact your Provider Relations Advocate.



- Be sure to check the email you submitted on your application for updates from the Credentialing Team and to ensure all documents for signature are completed, including a disclosure of ownership. **This document MUST be completed correctly to be accepted by the Medicaid network.** Please respond to any requests or outreach from the Credentialing Team, to make needed corrections and prevent your application from getting dropped.
- The Credentialing Process takes between 90 to 120 days. This includes the application submission to its effective date. Providers are not active within the network until they have been given an effective date within their welcome letter.
- Idaho Medicaid is managed by two networks: one for the general plan and one for Optum Idaho's behavioral health plan. Therefore, **prescribers will need to be enrolled in both networks or their prescriptions will get denied.** To enroll in the general network plan, please visit the 'Provider Enrollment' page with the Idaho Department of Health and Welfare: <https://healthandwelfare.idaho.gov/providers/idaho-medicare-providers/provider-enrollment>