



## PROVIDER ALERT

### United Healthcare Community and State Rhode Island Medicaid (C&S) Optum Behavioral Health Prior Authorization and Notification Information

This notification is being sent to you to provide guidance on the United Healthcare Community and State Rhode Island Medicaid (C&S) Authorization tools that are available to you:

SERVICE	Preferred Auth Method	Other Available Authorization Method(s)
IOP	Call	N/A
Residential (Resi)	*STAR	PAAN/Call
PHP	*STAR	PAAN/Call
OTP	Call	N/A
Psych Testing	Provider Express	PAAN/Call
TMS	Provider Express	PAAN/Call

#### \*STAR – Smart Technology Authorization Request (Facility only)

Currently, STAR is available to Optum-contracted behavioral health facilities that offer inpatient, residential or partial levels of care. Facilities must be signed up and complete online training. The tool will be available once training is completed on Provider Express.

For more information see: [STAR Overview \(optum.com\)](https://optum.com)

#### PAAN – Prior Authorization and Notification tool

Tutorial: Please review the tutorial prior to utilizing the actual online tool.

[Click here for the PAAN Chameleon demo](#) interactive demonstration that guides users through the benefits and features of the PAAN tool.

Online Tool - [Click here for the PAAN Tool](#)

You will need a One Healthcare ID, Tax ID and the Clinicians/Physicians National Provider Identifier (NPI) number.

#### OTP – Call the number on the back of the member’s card; providers will be routed to Authorizations

**IOP** – Call center by line of business:  
1-855-809-2015 Linx business (primarily Commercial and Medicare)  
1-844-201-3788 ICUE business (primarily Medicaid)

Thank You

Optum Behavioral Health