

In This Issue

- *What's Happening*
- *Your Well Being*
- *Optum Participant Newsletter*
- *Get on the List*
- *1115 Waiver Crisis Services*
- *Change in claim ID number*
- *Provider Trainings*
- *Dates to Remember*

Optum Alaska Contacts

Phone: 800.225.8764

Fax: 844.881.0959

Email: akmedicaid@optum.com

Helpful links

[Optum Alaska Website](#)

[Optum - Provider Express Home](#)

[Live and Work Well: Member Home](#)

[Division of Behavioral Health \(alaska.gov\)](#)

Optum Participant Newsletter

The 9th issue of the Alaska Medicaid Newsletter for Participants has been published. This issue focuses on exercise and mental health as well as tips on identifying anxiety in children.

We encourage Providers to share this with participants as appropriate. It is a great resource. The newsletter is available on the Optum Alaska Portal under Participant Quick Links. Participant Newsletter (optum.com)

What's Happening

Welcome to In Touch. In this edition, refresh your knowledge of 1115 crisis services S9484 and S9485, learn about Changes in Claim ID numbers and upcoming important dates to remember in our community and around the world.

Connect with Provider Relations via akmedicaid@optum.com

Your Well-Being is as important as the well-being of your patients.

It's the end of the holiday season which means it's back to reality and business as usual. For some, it's a major relief. According to the National Alliance on Mental Illness, 64% of people report being affected by holiday depression, and it's most often triggered by financial, emotional, and physical stress of the season. But for others, coming down from the high after the 'most wonderful time of the year' (and the inevitable return to work) can bring on a bout of the post-holiday blues too.

Working yourself out of a post-holiday funk requires putting some extra emphasis on the basics of physical and mental well-being and adjusting expectations. Quality sleep, regular exercise, and a nutrient-dense diet—these healthy lifestyle cornerstones are recommended by experts to boost mood and manage depression symptoms. Between late-night festivities, sugary snacks and long to-do lists, these practices often fall to the wayside during the holiday season. Re-establishing them as a regular and non-negotiable fixture in your routine is essential for getting back on track if you're struggling emotionally.

Get on the List

Are you receiving **Optum Provider Alerts**? It's free and easy to do.

[Sign up by clicking here](#) to be sure that you and your agency are up to date with the latest Optum Alaska news. (Be sure to use an email address that allows receipt of third-party cookies)

Crisis Services S9484 and S9485

S9484- 23-Hour Crisis Observation and Stabilization (COS)

S9484 services are intended to provide prompt observation and stabilization services to individuals presenting with acute symptoms of mental or emotional distress for up to 23 hours and 59 minutes in a secure environment. A secure and protected environment is an unlocked facility designed to allow staff to stay in close contact with clients. This service must be provided by medical staff supervised by a physician, a physician assistant, or an advanced practice registered nurse. It must result in the prompt evaluation and stabilization of the individual’s condition; and ensure the individual is safe from self-harm, including suicidal behavior.

Qualified COS providers are expected to follow the SAMHSA Essential Expectations for Crisis Services.

S9484 may be used to bill services for all ages of individuals who are presenting with acute symptoms or distress that cannot be managed safely or effectively in a less restrictive environment.

Services are comprised of-

- Individual assessment
- Treatment plan development
- Psychiatric evaluation services
- Nursing services
- Medication Services—including medication prescription, review of medication, medication administration, and medication management
- Crisis intervention services
- Crisis stabilization services designed to stabilize and restore the individual to a level of functioning that does not require inpatient hospitalization
- Stabilization of withdrawal symptoms
- Referral to the appropriate level of treatment services and follow-up to support Connection

Billable procedure code/modifier combination grid:

S9484	V1	
S9484	V2	

Crisis Services S9484 and S9485

S9485- Crisis Residential and Stabilization Services (CSS)

S9485 services are intended to provide a medically monitored, short-term, residential program in an approved facility that provides 24/7 psychiatric stabilization. Crisis stabilization services must be provided as a short-term residential program with 16 or fewer beds; as a medically monitored stabilization service designed to restore the individual to a level of functioning that does not require inpatient hospitalization; and to assess the need for medication services and other post-discharge treatment and support services. Clients must be seen by a physician, physician assistant, psychiatrist, or advanced nurse practitioner within 24 hours of admission to conduct an assessment, address issues of care, and write orders as required.

Qualified providers of crisis stabilization services are expected to follow the SAMHSA Essential Expectations for Crisis Services.

S9485 is billable for Individuals eligible under 7 AAC 139.010 (<https://health.alaska.gov/dbh>) presenting with acute mental or emotional disorders requiring psychiatric stabilization and care.

Services are comprised of-

- Individual assessment
- Crisis intervention services
- Crisis stabilization services designed to stabilize and restore the individual to a level of functioning that does not require inpatient hospitalization
- Stabilization of withdrawal symptoms
- Psychiatric evaluation services
- Nursing services
- Medication Services—including medication prescription, review of medication, medication administration, and medication management
- Treatment plan development services; and
- Referral to the appropriate level of treatment services

Billable procedure code/modifier combination grid:

S9485	V1	
S9485	V2	

On November 8, 2023, the Optum Claims Payment System was updated. As a result of this update, claims numbers now appear with a character of alphabet in the order in the 4th position of the claim number ID, instead of an alphanumeric character. Claim numbers will remain 12 characters, the only change is a character of alphabet being introduced to the 4th position of the claim number ID.

Previous Claim ID's:

YY (YEAR) + X (Character) + Sequential order starts from 0 (0000000) -> YYX000000000

Example- 23X000000100

Current Claim ID's:

YY (YEAR) + X (Character) + A (Character) Sequential order starts from 0 (0000000) -> YYXA00000000

Example- 23XA00000100

Provider Trainings

Optum Alaska is pleased to work with our Alaska Medicaid providers to provide training opportunities throughout the year. Technical Assistance Teleconferences are held on the 2nd Thursday of the month. Please check our website for posted trainings and updates on the [Optum Alaska Web page](#).

Did you miss a training? You can find past trainings [here](#) under previous trainings.

Be sure to sign up for email alerts to stay in touch with events and happenings by [clicking here](#) to be sure that you and your agency are up to date with the latest Optum Alaska news. under previous trainings.

Dates to Remember

*Alaska Division of
Behavioral Health and
Optum Working
together for Alaska*



March 05, 2024, Multiple Personality Day 2024

Multiple Personality Day is an annual holiday on March 5. Multiple Personality Disorder is a relatively new condition that psychiatrists are still learning about. For those diagnosed with it, it can be a terrifying experience accompanied by unreliable mood swings and self-distrust. Multiple Personality Day aims to change those fears by spreading awareness of its existence, helping patients and their families with resources and methods to cope. Some observe this day by connecting with the many sides of their personality.

April 02, 2024, Autism Awareness Day

World Autism Awareness Day is an internationally recognized day annually on April 2, encouraging Member States of the United Nations to take measures to raise awareness about autistic individuals throughout the world. Don't forget to Light It Up Blue on April 2 in celebration of people with autism and those who love and support them.

Whether you have autism, love someone who does or are looking to support a diverse, accepting and kind community – let's stand together and pledge our support to make a world of difference by helping all people with autism reach their full potential.