

Optum Alaska (Behavioral Health Medicaid) Behavioral Health - Quick Reference Guide

Payment Amounts	Payments of services are based on State regulation and established State fee schedules.
Service Authorizations to Optum	You may request and check statuses of service authorizations by calling 800.225.8764 or electronically through the Optum Alaska website (alaska.optum.com).
Claim Inquiries	Providers may call about claim status, questions about denials, and technical assistance by calling 800.225.8764 or electronically through the Optum Alaska website (alaska.optum.com).
Electronic Claims, Payments & Statements (EPS)	<p>Sign up for electronic claim submission and electronic payment options.</p> <ul style="list-style-type: none">• Electronic Remittance Advice (ERA) Optum Payer ID: 87726• EDI Support: 800.210.8315 or email ac_edi_ops@uhc.com• Request to start the setup process for IEDI via Link here: <p>https://optumprovider.optum.com/uit/PreAuthenticatedLink.jsf?tile=req</p>
Paper Claims Submission	Optum Behavioral Health PO Box 30760 Salt Lake City, UT 84130-0760

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<p>ASAM Criteria</p>	<p>In addition to the level of care criteria published for health care professionals, Optum uses ASAM Level of Care Guidelines for Alcohol and Drug Treatment</p> <p>Visit the American Society of Addiction Medicines (ASAM) resource page on The ASAM Criteria for more information (https://www.asam.org/asam-criteria)</p>	
<p>Level of Care Guidelines</p>	<p>Optum Level Of Care Guidelines for Mental Health Level Of Care can be found at:</p> <ul style="list-style-type: none"> • LOCUS – through Deerfield Solution • CASII – through AACAP • ECSII – through AACAP 	
<p>Appeals & Complaints</p>	<p>First Level Appeals</p> <p>Optum Alaska Attn: Appeals 911 W 8th AVE, #101 Anchorage, Alaska 99501</p> <p>Fax: 855.508.9353 Or Email to ak_appeals_complaints@optum.com</p>	<p>Second Level Appeals</p> <p>Division of Behavioral Health Attn: Appeals 3601 C Street, Suite 878 Anchorage, AK 99503</p>

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Case Management

The Optum Alaska Case Management program is designed to:

- Connect participants with enrolled Alaska Medicaid behavioral health providers
- Support participants in transitions between levels of care by referring to enrolled Alaska Medicaid providers
- Help participants understand their health care coverage and available programs
- Connect participants with local community resources to support their discharge plan
- Provide Peer Support Services while transitioning to community supports

Phone: 1-800-225-8764, toll-free statewide
Monday-Friday 8:00 a.m.- 6:00 p.m., Alaska Time
Free language assistance services are available

Website: <https://alaska.optum.com>

Email Case Management: MedicaidHelpOptumAK@optum.com