



Optum Alaska

911 W 8th Ave, Ste 101
Anchorage, AK 99501

Alaska.Optum.com

Alaska Medicaid Provider Update

Service Authorization Online Portal - UPDATE July 5, 2023

The New/Upgraded Service Authorization Online Portal is online and available to use.

All reported issues have been tested and corrected.

For the Save & Exit functions, Providers\Agencies will need to select *Save & Continue* after **each** page in order to truly Save all data. The *Save & Exit* button is truly an Exit function that Saves the draft record, not individual pages.

A **new** feature has been added: pop-up reminder reminding users to Save the page prior to Exiting.

Are you sure you want to exit out of this request?

Please note that data entered will be lost if **"Save and Continue"** is not clicked on any section

Yes

No

Providers\Agencies are still welcome to use one of the following methods to submit Service Authorizations:

Fax – 1.844.881.3753. (Please ensure that one Service Authorization Request per Participant per fax.)

Phone – 1.800.225.8764. (Please ensure that a clinician from within your agency is available when calling to request a Service Authorization.)

Mail – Optum Alaska
911 W. 8th Avenue
Suite 101
Anchorage, Alaska 99501

Questions? Please contact Provider Relations at akmedicaid@optum.com