



Optum Alaska

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Alaska Medicaid Provider Update

Service Authorization Online Portal - UPDATE June 7, 2023

Attention a New Issue needs your attention, in the Medical Necessity section of the 1115 SUD Service Authorization form under “Additional Information”, if “No” is selected, the form will not advance. Short term fix, please select “Yes” and add “NA” to the comment box. This will allow the form to advance.

The Service Authorization Online Portal is back online. However, at this time the Save & Exit feature has been disabled. Providers\Agencies will not be able to enter information, save, and return later to finish. The anticipated date of the Save & Exit feature being back online is Friday, June 16th, 2023

We appreciate your patience allowing Optum time to work through these issues.

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