



Optum Alaska

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Alaska Medicaid Provider Message

Clinical Operations Team Secure Email March 27, 2024

Dear Alaska Providers:

To help streamline processes, Optum Alaska is happy to announce a new, secure e-mailbox for providers to send questions/comments regarding Service Authorizations or Clinical documentation as requested by Retrospective Review or Peer to Peer process.

The new email address is: SA_and_ClinicalRecords@optum.com

This mailbox is be monitored by the clinical team and received requests will be researched and responded to within 24 hours of receipt.

Please share with your staff who complete Service Authorizations.

Sincerely,

Optum Clinical Operations Team