



IDAHO PROVIDER CONTACT LIST

Optum Idaho Website	optumidaho.com			
Provider Demographic and Availability Updates Optum Idaho regulations require you update us within 10 days of changes to your availability and 10 days for any demographic change to your practice.	providerexpress.com <u>Real-time updates to your practice information can be submitted on providerexpress.com*</u> <i>*Login using your Optum ID or obtain one by selecting "First-time User" link in the upper right-hand corner of the home page on providerexpress.com.</i>			
Optum Idaho Provider Line	1-855-202-0983 ▪ Treatment & Authorizations press prompt 1 ▪ Benefits & Eligibility, Claims/Payments, Appeals & Grievances press prompt 2 ▪ Behavioral Network Services press prompt 3 ▪ Website Help press prompt 4 ▪ For Help with Determining State of Idaho Medicaid Eligibility press prompt 5			
Access Standards for Scheduling Appointments (Clients referred must be seen within the indicated time frame)	Appointment Type	Mental Health and SUD Services		
	Routine/Non-Emergency	Within 10 business days		
	Urgent	Within 48 hours		
	Emergency	Within 6 hours		
	After Hours	Assistance provided 24 hours a day/7 day a week with instructions to the Member regarding what to do in an emergency situation. (Coverage for emergencies should be arranged with another participating clinician).		
Online Clinician Directory and Member Portal	liveandworkwell.com			
CLAIMS SUBMISSION (Payor ID 87726)	Optum	PO Box 30760	Salt Lake City, UT	84130-0760
	Optum Idaho Customer Service	1-855-202-0983 and press prompt 2		
	For faster claims payment we highly recommend submitting your claims using providerexpress.com or a third party vendor.			
Provider Relations & Contracting	Phone: 1-855-202-0983 and press prompt 3 Email: optum_idaho_network@optum.com Provider Relations and Contracting are responsible for developing and maintaining the Optum network of providers and can assist with questions related to network participation, credentialing or contracting.			
Appeals & Grievances	322 E. Front Street, 4 th Floor Boise, ID 83702 Fax: 1-855-272-7053 Phone: 1-855-202-0983 and press prompt 2 Email: optumidaho.appeals_grievance@optum.com			

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Wellness Assessment Forms (ALERT®)	PO Box 30780 Salt Lake City, UT 84130-0780 Fax: 1-800-985-6894 Phone: 1-800-888-2998 ext. 5759 Email: ALERT_CNS_Ref@uhc.com	
Provider Express Support	1-866-209-9320 (Online chat support is also available at <i>providerexpress.com</i>)	
Optum Member Line	1-855-202-0973	
Hearing & Speech Impaired	1-855-202-0973 (TTY) 711	
Language Assistance Program	1-855-202-0973	
Optum Member Crisis Line (24 HRS/DAY 7 Days/Week)	1-855-202-0973 (TTY) 711	
Optum Substance Use Treatment Helpline	1-855-780-5955	
Optum Idaho Email Contacts	Team	
Optum Idaho Email Contacts	Authorizations	Email
	Customer Service	optum_idaho_auths@optum.com
	Education and Training	optum_idaho_mfa@optum.com
	Network Services	optum.idaho.education@optum.com
	PCSP & OSSM	optum_idaho_network@optum.com
	YES	optum.idaho.pcsp@optum.com
	Day Treatment & IHCBS	optum.idaho.yes@optum.com
	TASSP	optum.idaho.IHCBS_dt@optum.com

For a current listing of Regional Representation, please visit optumidaho.com

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Regional Representation



**Members and providers, click here to
contact Optum Idaho's**

Regional Representatives

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