



PROVIDER ALERT

Nov. 15, 2023

Alert Summary: This provider announcement is to remind you about Optum's new streamlined prior authorization request process and requesting prior authorization for additional units of Skills Building/CBRS.

Dear Provider,

As part of Optum Idaho's efforts to reduce administrative burden, the process for submitting Service Request Forms (SRF) has been replaced with a streamlined prior authorization process. Please see Provider Alert [Sept. 1, 2023 - New Streamlined Prior Authorization Request Process begins Oct. 1, 2023](#)

For Skills Building/ Community-Based Rehabilitative Services (CBRS) unit threshold and prior authorization requests, please note:

- All members received a yearly allotment 308 units of Skills Building/CBRS as of May 12, 2023.
- For units beyond the threshold of 308, a provider must submit a service request form demonstrating medical necessity.
- Please do not submit the request for additional units until the number of units is close to being exhausted.
- There is a 9-minute training video explaining the new prior authorization process and how to complete the SRF on Relias: Optum Idaho Process for Submitting Service Request Forms (SRF) course number: 1512630.
- There is a 2.5-hour CBRS training video on Relias: Optum Idaho Documentation Throughout the Skills Building/CBRS Treatment Process course number 1439364.
- Any additional units requested should only be units necessary through Dec. 31, 2023.
- A request for excessive units could result in a delay in authorization.

Please note that all members will receive their yearly allotment 308 units of Skills Building/CBRS on Jan. 1, 2024. Like other threshold authorized services, the units for Skills Building/ CBRS will be counted per member per calendar year regardless of if the member has changed providers during the year.

For clinical authorization criteria and/or process questions, please visit optumidaho.com or call the Optum Provider Line at 855-202-0983 and select Option 1 for Clinical. Any other questions can be directed to your regional provider relations advocate.

Thank you,

The Optum Idaho Team

