



PROVIDER ALERT

Provider Manual Update

Jan. 1, 2024

Alert Summary: This alert provides information regarding revisions to Optum Idaho's Medicaid Provider Manual, effective Jan. 1, 2024.

Dear Provider,

Optum Idaho is excited to announce an updated version of the Provider Manual. Revisions include the following:

Provider Dispute - revision to clarify the provider dispute process.

Family Psychoeducation - reference to SAMHSA Family Psychoeducation Evidence-Based Practice removed.

Skills Building/Community-Base Rehabilitation Services (CBRS)- revision to additional information.

Intensive Outpatient Program (IOP)- revision to clarify program requirements.

Partial Hospitalization Program (PHP) - revision to clarify medical director requirements, best practices and what is included in the bundled rate.

Member Appeal - revision to clarify the member appeal process.

Retrospective Review - revision to clarify the retrospective review process.

As a reminder, the Optum Provider Manual and Provider Manual Change Index can be found at the following location: optumidaho.com > For Network Provider > Guidelines & Policies > Network Provider Manual.

Please call your Provider Relations Advocate or email optum_idaho_network@optum.com if you have any questions.

Thank you,

The Optum Idaho team