



PROVIDER ALERT

COVID-19 Update

June 17, 2020

Alert Summary: This alert contains updates on the efforts related to COVID-19 including the status of serving members via telemental health or telephonically, the Crisis Services 20% rate increase and the temporary suspension of prior authorization requirements.

Dear Provider,

As Idaho moves through the phases of re-opening from the shelter-in-place order due to the COVID-19 pandemic, Optum is monitoring the impact and needs of Idaho's Medicaid members. Consistent with previous federal government emergency authorities related to COVID-19, Optum continues to provide flexibility in supporting member access to care. We are grateful to the provider network for supporting the members accessing services during this challenging time and are dedicated to providing the resources and support you need to be successful in these efforts. We recognize that for some Idahoans, there is a need for caution when visiting offices in person. Based on this situation, Optum Idaho will continue to allow COVID-19 accommodations until further notice to serve these members which include:

Telemental Health (TMH) and Telephonic Services Continue

The measures that were implemented allowing services to be offered via telemental health or telephonically continue to remain in effect with no changes at this time to serve those members with vulnerabilities that make in-person services a risk. Members that would benefit from in-person services and are able to do so safely, should resume their office sessions. See Provider Alert published [March 16, 2020](#) and updated [March 18, 2020](#).

Crisis Services 20% Rate Increase

Optum will continue to pay the enhanced rate for crisis services. The Provider Alert published on April 24, 2020 detailed the temporary Optum fee schedule increase of 20% for Crisis Services including: Crisis Psychotherapy (90839 and 90840); Crisis Response (H0030); Crisis Intervention (H2011) and Crisis Center (S9485). We are extending the effective date of this rate until further notice as the recovery from the pandemic remains fluid.

Suspension of Prior Authorizations

Optum Idaho will continue to temporarily remove prior authorization requirements for Skills Building/CBRS (H2017) and Day Treatment (H2012) to allow members access to the care. Additionally, if threshold amounts for Case Management (T1017), Peer Support (H0038), Youth Support (H0038), Family Support (H0046), Recovery Coaching (H0038 HF), and Extended Office Psychotherapy (90837, 90838), have been suspended, there will be no need to submit a prior authorization. See the Provider Alert published [April 15, 2020](#). Requirements to meet medical necessity guidelines remain in place, detailed information can be found in the Level of Care Guidelines ([OptumIdaho.com](#)).

We will continue to monitor the situation, provide updates and will allow 30-day notice for any changes to these measures.

Thank you,
The Optum Idaho Team