



PROVIDER ALERT

Sept. 1, 2023

Alert Summary: This provider announcement is to inform you about Optum's new streamlined prior authorization request process starting Oct. 1, 2023 that will reduce provider burden and speed turnaround time to expedite member care. The current process using .pdf forms will be replaced Oct. 1, 2023 with online Service Request Forms (SRF) for Partial Hospitalization (PHP), Drug Testing, Day Treatment, Intensive Home and Community Based Services (IHCBS), and Health Behavior Assessment Intervention (HBAI).

Dear Provider,

Consistent with Optum Idaho's efforts to reduce administrative burden, the Optum Idaho process for submitting Service Request Forms (SRF) is being replaced with a new, dynamic online fillable forms process. The following changes will be implemented beginning Oct. 1, 2023 on [this Optum Idaho webpage](#).

- Implementation of an electronic SRF submission process for the services listed in the alert summary above.
- Removal of the PDF submission process for the above identified services.
- Addition of two new SRFs plus new, reduced length SRFs.

These changes will reduce administrative burden by:

- Eliminating the current time-consuming SRF submission process of downloading, printing, filling out forms by hand, scanning and emailing back to Optum.
- Online form prompting for required information, preventing incomplete requests being submitted and decreasing turnaround time.
- Improving tracking of pending SRFs, allowing providers to see previous SRFs in the system.

A brief training video for the new streamlined prior authorization process will be included in an upcoming Provider Alert email; please cascade this Optum Idaho Provider Alert into your organization as well as to third-party billing and paraprofessional staff who currently utilize Optum SRFs. Providers will be required to submit using the electronic process starting on Oct. 1, 2023.

Any questions can be directed to your regional provider relations advocate.

Thank you,

The Optum Idaho Team