



# PROVIDER ALERT

June 1, 2024 (updated June 15, 2024)

**Alert Summary:** This alert is to inform you about Optum Idaho provider process and program changes due to the Idaho Department of Health and Welfare's Division of Medicaid transition of Idaho Behavioral Health Plan to a new managed care organization effective July 1, 2024. Optum Idaho will cease managing the IBHP at midnight MT on June 30, 2024. **Please print or save a copy of this alert as [optumidaho.com](https://optumidaho.com) will be decommissioned at contract close** and there will be no further access to Optum IBHP provider resources.

All additional information regarding the administration of the new IBHP after June 30, 2024 will be communicated to members, providers and stakeholders by the State of Idaho and the new managed care contractor, Magellan Healthcare. Please visit the [Idaho Department of Health and Welfare website](https://idaho.gov) and [Magellan of Idaho](https://magellan.com) to learn more. For questions, email [IBHP@dhw.idaho.gov](mailto:IBHP@dhw.idaho.gov)

Dear Provider,

This is to inform you of Optum Idaho provider process and program changes due to the Idaho Department of Health and Welfare's Division of Medicaid transition of Idaho Behavioral Health Plan to a new managed care organization effective July 1, 2024. Optum Idaho will cease managing the IBHP at midnight MT on June 30, 2024.

Here are provider alerts related to the transition of the IBHP managed care contract from Optum:

## Audits

For dates through June 30, 2024, already scheduled Initial and re-Credentialing Audits will proceed. New applications and audits for new services will no longer be processed after June 1, 2024.

## Appeals after June 30, 2024

Instructions for filing an appeal after June 30, 2024, for dates of service before June 30, 2024 will be included in your Adverse Benefits Determination letter.

## Claims and provider disputes

For dates through June 30, 2024, please continue to submit claims to Optum Idaho through your clearinghouse, the Provider Express portal, or paper claims. For any claims and eligibility questions, please continue to contact Provider Customer Service at 855-202-0983. Option 2 through June 30, 2024.

**Beginning July 1, 2024, for claims questions and provider disputes please contact 855-202-0984 from Monday-Friday 8 a.m. to 6 p.m. MST or contact [ibhpclaims@optum.com](mailto:ibhpclaims@optum.com).** (Note: This inbox will not be monitored until July 1, 2024, and is only for claims issues and provider disputes for dates of service through June 30, 2024.)

Claims Address:  
P.O. BOX 30760  
Salt Lake City, UT 84130  
Electronic Payer ID #:  
87726

Information on how to submit Provider Disputes for Dates of Service BEFORE June 30, 2024, will continue to be included in your Claim Denial Letter.

### **Critical incidents**

Continue to follow all current Optum processes for reporting Critical Incidents through June 30, 2024. Beginning July 1, 2024, refer to the new IBHP and Magellan provider resources for guidance.

### **Accessing Relias transcripts and certificates**

Access to Relias through Optum Idaho will end June 30, 2024. To access and print, email or download your past Relias training transcripts and certificate before June 30, 2024, please follow the step-by-step instructions contained in this [user-friendly infographic](#). It is also available in the announcements in Relias by selecting the bell notification icon prior to June 30, 2024.

To access and print, email or download your past Relias training transcripts and certificates after June 30, 2024, please contact 1-800-381-2321. You have 90 days from the end of the contract date, June 30, 2024, to access all previous Relias transcripts and certificates.

### **Retrospective reviews**

Instructions on how to submit Retrospective Reviews for Dates of Service before June 30, 2024, will be included in your Adverse Benefit Determination letter.

Thank you,

The Optum Idaho Team