



Optum Alaska

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Alaska Medicaid Provider Message

Service Authorization Testing March 14, 2024

On Sunday, May 12th, 2024, State Fiscal Year (SFY) Limits reset, and Service Authorizations will be required for Behavioral Health Services. Due to the 1115 Waiver Regulation system updates in the Optum Claims Payment system, and across all Optum systems that are currently in progress, Optum is unable to allow providers to engage in system testing of Service Authorizations.

On Wednesday, May 1st and 8th, Optum will offer a 2-part training on Service Authorizations. You can register for those here:

Technical Assistance Teleconference: Service Authorization – Preparation for May 12th.

Wednesday, May 1, 2024

9:00 a.m., AK

[Click Here](#) to register

Technical Assistance Teleconference: Service Authorization – Retro-reviews\Appeals\Peer Review Overview

Wednesday, May 8, 2024

9:00 a.m., AK

[Click Here](#) to register

Additionally, provider one-on-one guidance with Service Authorizations will be available to providers, starting May 1st, please contact [SA and ClinicalRecords@optum.com](mailto:SA_and_ClinicalRecords@optum.com) to request assistance.

Questions? Please contact Utilization Management at [SA and ClinicalRecords@optum.com](mailto:SA_and_ClinicalRecords@optum.com)