

IDAHO PROVIDER CONTACT LIST

Optum Idaho Website	optumidaho.com			
Provider Demographic and Availability Updates <small>Optum Idaho regulations require you update us within 10 days of changes to your availability and 10 days for any demographic change to your practice.</small>	providerexpress.com <u>Real-time updates to your practice information can be submitted on providerexpress.com*.</u>			
Members may have account specific customer service numbers. It is best to call the number on the member ID card or remittance.				
Optum Idaho Provider Line	1-855-202-0983 <ul style="list-style-type: none"> ▪ Treatment & Authorizations press prompt 1 ▪ Benefit and Eligibility press prompt 2 ▪ Claims Status & Inquiry press prompt 3 ▪ Complaints press prompt 4 ▪ Network press prompt 5 ▪ Forms press prompt 6 ▪ Website press prompt 7 			
Scheduling Appointments <small>(Clients referred must be seen within the indicated time frame)</small>	Appointment Type	Mental Health		
	Routine/Non-Emergency	Within 10 business days		
	Urgent	Within 48 hours		
	Non-life-threatening emergency	Within 6 hours		
After Hours	Assistance provided 24 hours a day/ 7 days a week with instructions to the member regarding what to do in a non-life-threatening emergency situation. (Coverage for emergencies should be arranged with another participating clinician).			
Online Clinician Directory and Member Portal	liveandworkwell.com			
CLAIMS SUBMISSION <small>(Payor ID 87726)</small>	Optum	PO Box 30760	Salt Lake City, UT	84130-0760
	Optum Idaho Customer Service	1-855-202-0983 and press prompt 3		
	For faster claims payment we highly recommend submitting your claims using providerexpress.com or a third party vendor.			
	Coordination of Benefit Claims, How to Submit Corrected Claims	Provider Express Home Page > Training tab > Guided Tours > Overview of Filing COB and Corrected Claims		
Provider Relations & Contracting	Phone: 1-855-202-0983 and press prompt 4 Email: optum_idaho_network@optum.com Provider Relations and Contracting are responsible for developing and maintaining the Optum network of providers and can assist with questions related to network participation, credentialing or contracting.			

Appeals & Grievances	322 E. Front Street, 4 th Floor Boise, ID 83702 Fax: 1-855-272-7053 Phone: 1-855-202-0983 and press prompt 4 Email: optum_idaho_network@optum.com	
Wellness Assessment Forms (ALERT®)	PO Box 30780 Salt Lake City, UT 84130-0780 Fax: 1-800-985-6894 Phone: 1-800-888-2998 ext. 5759 Email: optum_idaho_network@optum.com	
Provider Express Support	1-866-209-9320 (Online chat support is also available at providerexpress.com)	
Hearing & Speech Impaired	1-855-202-0973 (TTY) 711	
Language Assistance Program	1-855-202-0973	
Optum Member Crisis Line (24 hours/day 7 days/week)	1-855-202-0973 (TTY) 711	
Optum Substance Use Treatment Helpline	1-855-780-5955	
Optum Public Toll-Free Helpline	1-866-342-6892	
Optum Regional Representation	Optum Idaho > Contact Us > Regional Representation Flyer	
Optum Idaho Email Contacts	Team	Email
	Authorizations	optum_idaho_auths@optum.com
	Customer Service	optum_idaho_mfa@optum.com
	Education and Training	optum.idaho.education@optum.com
	Network	optum_idaho_network@optum.com
	PCSP & OSSM	optum.idaho.pcsp@optum.com
YES	optum.idaho.yes@optum.com	

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