Dear Provider:

We are excited to introduce our new web-based Service Request Forms, which are available to providers on July 1, 2017. As discussed in the provider training on May 22-24, the new forms are not required until August 1, to allow providers time to adjust to the new process. So for the month of July, you may use *either* the new or the old process.

Forms are available for the following services:

| ✓ Adult CBRS | ✓ Peer Support |
| ✓ Child CBRS | ✓ Family Support |
| ✓ Partial Care | ✓ Extended Psychotherapy |
| ✓ Case Management | ✓ Crisis Management |
| ✓ Psychological and Neuropsychological Testing* |

Below are the steps to complete a Service Request Form for the services above:

1) Go to *either Provider Express or Optum Idaho*:
   - optumidaho.com, > “For Network Providers” > “Forms & Screening Tools”
   - providerexpress.com, > “Quick Links” > “Forms” > “Optum Forms – Clinical”
2) Select the form you need based on the service you are requesting.
3) Each unique user will be identified based on name, email address, and NPI number.
4) Once you have used the form the first time, you may select the button, “Auto-Complete My Information,” and your demographic data will auto-populate (which you may override).
5) Save each section as you go, in case you need to complete it later.
6) Click “Submit for Review” when complete.
   A) Requests for CBRS and Partial Care completed by non-licensed clinicians (including LMSWs) will then be sent to either the diagnosing or supervising clinician for attestation. This occurs when you select “Submit for Review” by emailing the attesting provider.
   B) If the attesting provider approves the document, they will select “Approve” and the form is transmitted to Optum.
   C) If the attesting provider does not approve the document, they will select “Deny” and the document is returned to the requesting provider, and is not submitted to Optum.
   D) Either way, the submitting provider will be notified.

*Psychological and neuropsychological testing is also available at the websites above, but follows a slightly different process. Please refer to the instructions embedded within the form.*

If you have additional questions, please contact your Network Manager or the Clinical team at 1-855-202-0983, option “1” or “Clinical”.

Thank you,
The Optum Idaho Team