



Idaho Provider Contact List

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| Optum Idaho Website | optumidaho.com | | | | |
| Provider Demographic and Availability Updates 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. | providerexpress.com Real-time updates to your practice information can be submitted on providerexpress.com *. <i>*Login using your Optum ID or obtain one by selecting "First-time User" link in the upper right-hand corner of the home page on providerexpress.com.</i> | | | | |
| Optum Idaho Provider Line | <p style="text-align: center;">1-855-202-0983</p> <ul style="list-style-type: none"> ▪ Treatment & Authorizations press prompt 1 ▪ Benefits & Eligibility, Claims/Payments, Appeals & Grievances press prompt 2 ▪ Behavioral Network Services press prompt 3 ▪ Website Help press prompt 4 ▪ For Help with Determining State of Idaho Medicaid Eligibility press prompt 5 | | | | |
| Access Standards for Scheduling Appointments (Clients referred must be seen within the indicated time frame) | Appointment Type | | Mental Health and SUD Services | | |
| | Routine/Non- Emergency | | Within 10 business days | | |
| | Urgent | | Within 48 hours | | |
| | Emergency After Hours | | Within 6 hours Assistance provided 24 hours a day/7 day a week with instructions to the Member regarding what to do in an emergency situation. (Coverage for emergencies should be arranged with another participating clinician). | | |
| Online Clinician Directory and Member Portal | liveandworkwell.com | | | | |
| Claims Submission (Payor ID 87726) | Optum | | PO Box 30760 | Salt Lake City, UT | 84130-0760 |
| | Optum Idaho Customer Service | | 1-855-202-0983 and press prompt 2 | | |
| For faster claims payment we highly recommend submitting your claims using providerexpress.com or a third party vendor. | | | | | |
| Provider Relations & Contracting | Phone: 1-855-202-0983 and press prompt 3 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 2 Email: optumidaho.appeals_grievance@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 | | | | |

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| | Email: ALERT_CNS_Ref@uhc.com | |
| Provider Express Support | 1-866-209-9320 (Online chat support is also available at providerexpress.com) | |
| Optum Member Line | 1-855-202-0973 | |
| Hearing & Speech Impaired | 1-855-202-0973 (TTY) 711 | |
| Language Assistance Program | 1-855-202-0973 | |
| Optum Member Crisis Line (24 HRS/DAY 7 Days/Week) | 1-855-202-0973 (TTY) 711 | |
| Optum Substance Use Treatment Helpline | 1-855-780-5955 | |
| 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 Services | optum_idaho_network@optum.com |
| | PCSP & OSSM | optum.idaho.pcsp@optum.com |
| | YES | optum.idaho.yes@optum.com |
| | Day Treatment & IHCBS | optum.idaho.IHCBS_dt@optum.com |
| | TASSP | optum.idaho.tassp@optum.com |

Optum
Optum Idaho
Regional Representation



Members and providers, click here to contact Optum Idaho's

Regional Representatives

