



# Provider Alert

## Urgent Provider News



November 15, 2023

Dear Provider,

This week, we are sharing the following provider updates — see below to learn more.

- **Authorizations Temporarily Not Viewable: Date Span Correction**
- **Medicaid Authorizations Update**

### **Authorizations Temporarily Not Viewable: Date Span Correction**

Optima Health is undergoing a system conversion for our Medicaid line of business. Authorization requests submitted between November 22, 2023 to December 6, 2023, may not show in the provider portal, but this does not indicate that the plan has not received or reviewed them.

We will continue to fax and mail determination letters to providers and members within our standard processing timeframe. We will continue to respond to urgent authorizations by fax. Outpatient providers will be required to bill span dates crossing over January 1, 2024 separately, with service dates prior to January 1, 2024 billed distinctly from those following January 1.

- Providers should search by member versus authorization number.
- After January 1, 2024, providers will be able to view authorizations online through the legacy Optima Health portal, Provider Connection.
- Continue to submit authorization requests via the existing process.
- There will not be any disruption to our members' care and claims will still be processed accordingly.
- Please call provider services at 1-800-881-2166 if you have questions or need an immediate update on your request.

## **Medicaid Authorizations Update**

We are updating Provider Connection, our secure portal, which will temporarily suspend the ability to create/view authorizations for the Medicaid line of business. Providers may continue to fax in authorization requests per normal process.

### **Between November 30, 2023 to December 15, 2023:**

- Providers must fax Medicaid authorization requests for DOS beginning January 1, 2024.
- View eligibility, behavioral claims, and medical claims features will resume functioning.
- On December 16, 2023, providers may resume use of the portal for all requests.

### **Fax authorizations to the following numbers:**

- Fax behavioral health inpatient requests to 1-844-348-3719.
- Fax behavioral health outpatient requests to 1-844-895-3231.
- Fax medical inpatient requests to 757-963 9621.

Call provider services at 1-800-881-2166 for authorization statuses or related questions.

Sincerely,

Your Optima Health Team