

## Duncan-Sanford, Judy A

---

**From:** Willson, Cristofina G on behalf of sdu\_Provider Services Help  
**Sent:** Wednesday, April 01, 2020 11:37 AM  
**Subject:** FW: Optum Public Sector San Diego - Outpatient Authorizations Clarification Due to Multiple Provider Questions



Dear Fee-for-Service (FFS) Medi-Cal Provider,

Clarification Due to Multiple Provider Questions.

Implementation of temporary continuing authorizations process for Fee-for-Service (FFS) Medi-Cal providers in order to decrease the administrative burden during current COVID-19 epidemic.

### Initial Authorizations

- An initial Outpatient Authorization Request Form is required as no changes were made to this process.
- Please submit an Outpatient Authorization Request Form for new clients/patients following the initial assessment.

### Continuing Authorizations from March 15, 2020 through May 31, 2020

(When number of sessions have been exhausted or the authorization period has ended)

- A request for continuing outpatient services does not need to be submitted
- Claims can simply be submitted and Optum will automatically update the authorization to ensure the claim is paid.
- Optum will automatically extend FFS Medi-Cal outpatient therapy and psychiatry authorizations for continued services and authorize additional sessions to allow for needed services during this time

If you have any questions regarding your authorization, please do not hesitate to contact us at 800-798-2254, option 3 (Authorizations), option 4 (Outpatient Authorizations).

Best regards,

---

**Provider Services Team / Optum San Diego**  
Optum San Diego Public Sector

**Due to COVID-19 all correspondence**

**should be sent through fax or email**

T 1 800-798-2254 Ext. 7

F 1 877-309-4862

[sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)

[www.optumsandiego.com](http://www.optumsandiego.com)

For local information and daily updates on COVID-19, please visit [www.coronavirus-sd.com](http://www.coronavirus-sd.com). To receive updates via text, send **COSD COVID19** to **468-311**.



*Our* United Culture. The way forward.

■ Integrity ■ Compassion ■ Relationships ■ Innovation ■ Performance

---

**From:** Willson, Cristofina G **On Behalf Of** sdu\_Provider Services Help

**Sent:** Monday, March 30, 2020 4:36 PM

**Subject:** Optum Public Sector San Diego - Outpatient Authorizations for Continuing Services



San Diego Public Sector

Dear Fee-for-Service (FFS) Medi-Cal Provider,

Due to the current COVID-19 emergency, the County of San Diego is implementing a temporary continuing authorizations process for Fee-for-Service (FFS) Medi-Cal providers in order to decrease the administrative burden during this time. Optum will automatically extend FFS Medi-Cal outpatient therapy and psychiatry authorizations for continued services from March 15, 2020 through May 31, 2020 and authorize additional sessions to allow for needed services during this time.

A request for continuing outpatient services does not need to be submitted when the number of sessions in the authorization have been exhausted or the authorization period has ended. Claims can simply be submitted and Optum will automatically update the authorization to ensure the claim is paid.

If you have any questions regarding your authorization, please do not hesitate to contact us at 800-798-2254, option 3 (Authorizations), option 4 (Outpatient Authorizations).

Best regards,

---

**Provider Services Team / Optum San Diego**

Optum San Diego Public Sector

**Due to COVID-19 all correspondence  
should be sent through fax or email**

T 1 800-798-2254 Ext. 7

F 1 877-309-4862

[sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)

[www.optumsandiego.com](http://www.optumsandiego.com)

For local information and daily updates on COVID-19, please visit [www.coronavirus-sd.com](http://www.coronavirus-sd.com). To receive updates via text, send **COSD COVID19** to **468-311**.



*Our* United Culture. The way forward.

■ Integrity ■ Compassion ■ Relationships ■ Innovation ■ Performance