#### Intensive Home-Based Services (IHBS) Prior Authorization Request

#### Web Based Electronic Form-Submission Instructions

As an alternative to faxing requests to (866) 220-4495, Optum is now also accepting IHBS Prior Authorization Requests by web based electronic form submission. Below is the link and instructions to utilize this option.

1. Access the IHBS Prior Authorization Request web based electronic form here:

[IHBS Prior Authorization Request-Web Based](https://unitedhg.na3.adobesign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhBjlzApb4YtGfRaUp8wR8y9YRXsPrvZ6PtHl6zb3wWe3BBaOiGlWcj7dkpqNWY_X9g*)

1. Complete all required information, including:
2. **Prior Authorization Request or Continuing Request check box**
3. **Client Name, Date of Birth, and Client ID**
4. **Program Information (ensure Unit and Subunit are correct)**
5. **IHBS Criteria (items 1-6)**, check boxes and include date of BHA or Progress/CFT Note, and DSM/ICD Diagnosis.

 

1. Once complete, select “Submit” at the bottom of the screen. If applicable, the form may redirect back to areas that are incomplete or need format corrections.
2. If prompted, enter a name and an email address associated with the authorization request. *Note*: If email confirmation of submission is received, this is not the final authorization determination. No emails will disclose any PHI, nor include a copy of your submission.



1. Next, you will see the below message. A copy of the submitted request may be downloaded at this time; we highly recommend you keep record of the submission.



1. Authorization determination will be sent from Optum to provider via fax within **5 business days** of receipt of complete requests.
2. If determination is not received within 5 business days of submission, please contact Optum via telephone Monday-Friday, 8am to 5pm, at (800) 798-2254, Option 3, then Option 4.
3. If request is approved, you will receive confirmation via fax.
4. If request is denied or modified, you will receive a phone call and a fax with determination and all applicable NOABD paperwork.
5. If the need for corrections should arise, Optum will contact the program via phone/fax. A new form will need to be submitted with applicable corrections.
6. Please contact Optum Public Sector San Diego via phone at (800) 798-2254, Option 3, then Option 4 Monday-Friday, 8am to 5pm, with any questions.