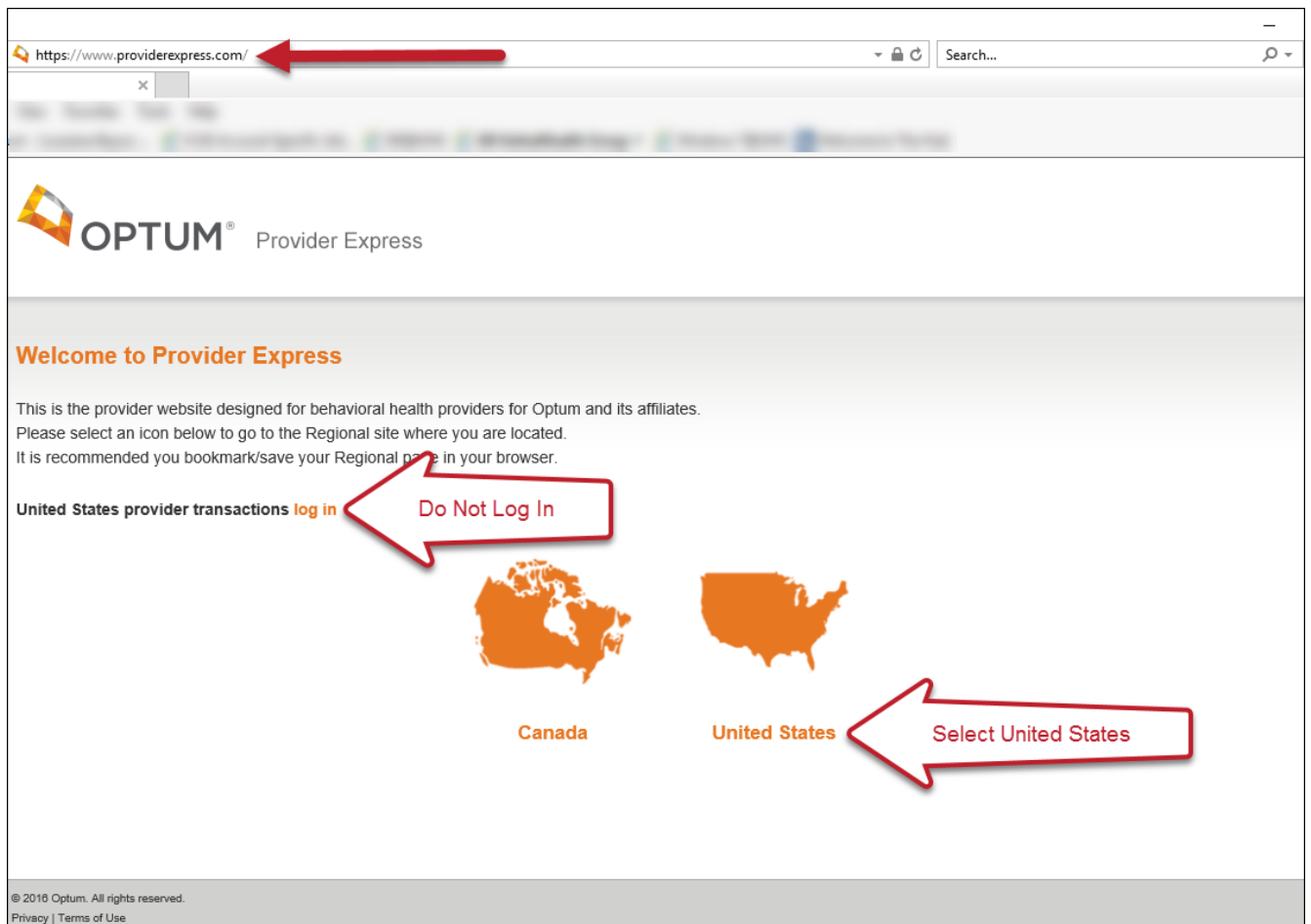


## Section Links

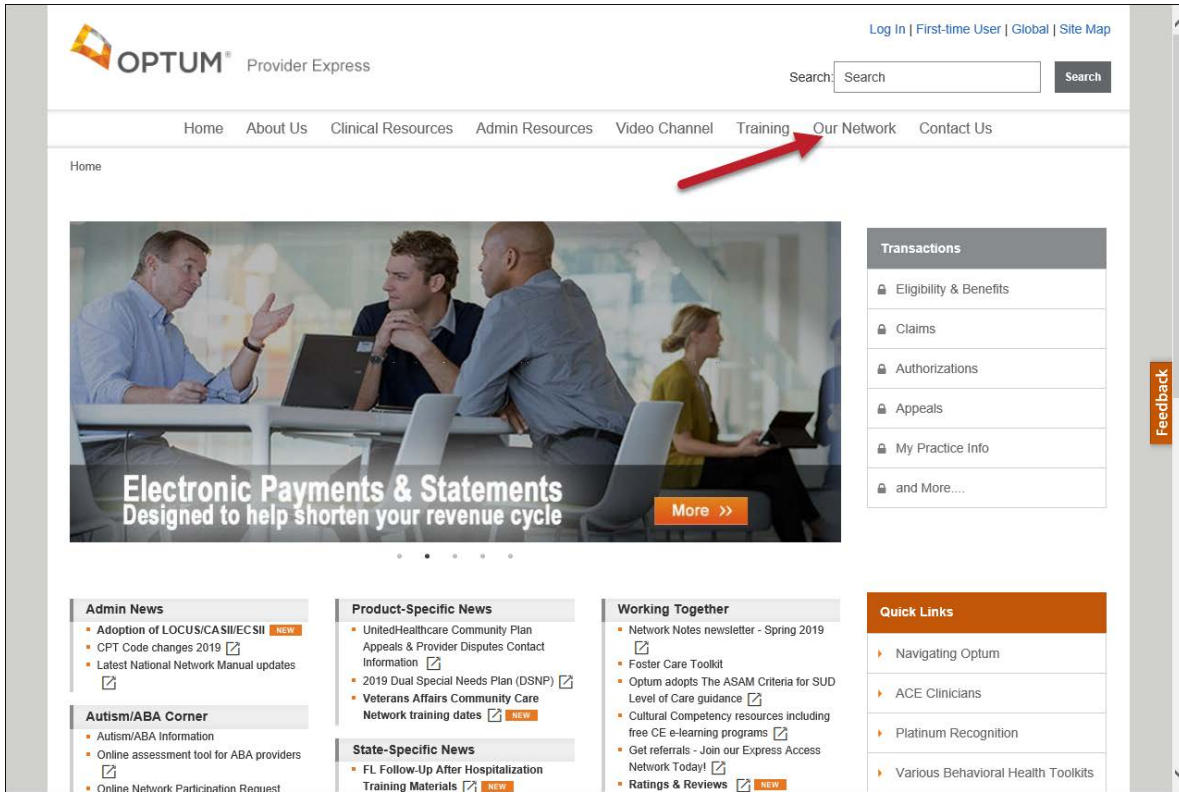
- [Accessing the online authorization form](#)
- [Troubleshooting the submission](#)

## Accessing the Online Authorization Form

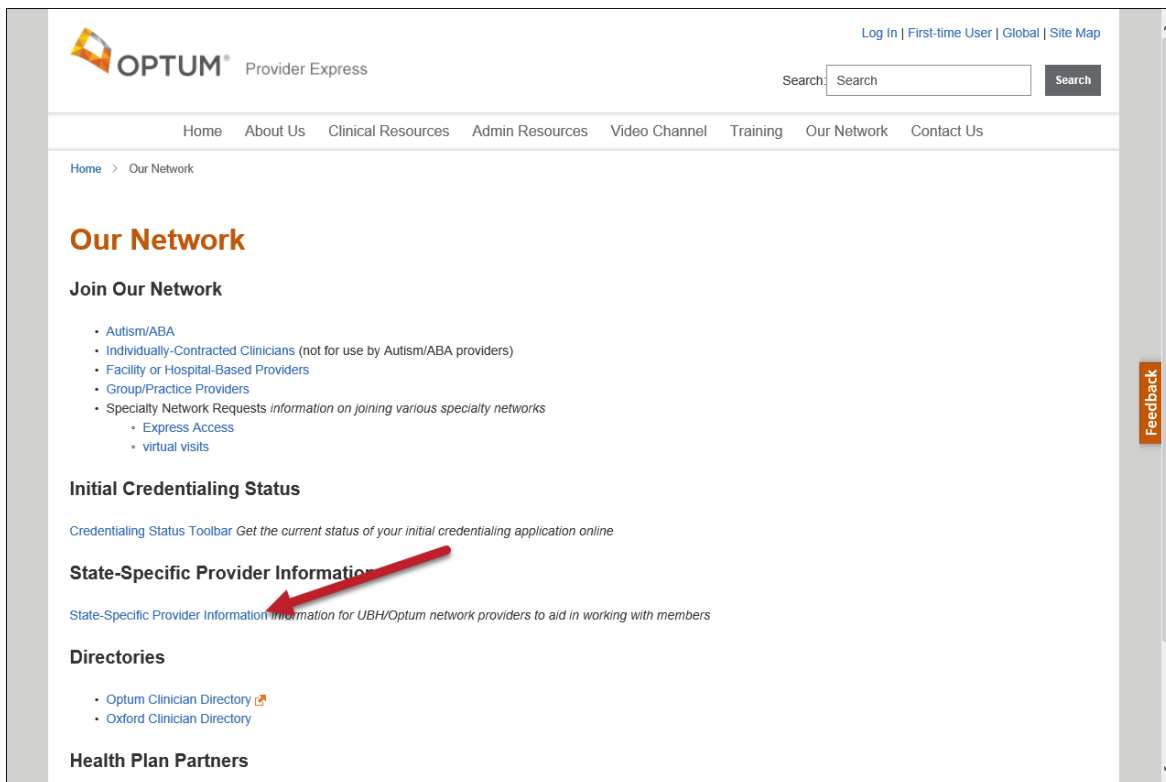
1. Go to providerexpress.com
2. **Do Not Log In**
3. Click on the United States Icon



#### 4. Select Our Network



#### 5. Select State Specific Provider Information



## 6. Select Virginia

Log In | First-time User | Global | Site Map

OPTUM<sup>®</sup> Provider Express

Search:  Search

Home About Us Clinical Resources Admin Resources Video Channel Training Our Network Contact Us

Home > Our Network > State-Specific Provider Information

### State-Specific Provider Information

Whether you are new to our network or are a long-time network participant, the links below will connect you with current resource information and a variety of services to assist you and support your interactions with us.

Simply click on the state(s) in which you practice to find links to the appropriate materials.

<a href="#">Alabama (AL)</a>	<a href="#">Illinois (IL)</a>	<a href="#">Montana (MT)</a>	<a href="#">Puerto Rico (PR)</a>
<a href="#">Alaska (AK)</a>	<a href="#">Indiana (IN)</a>	<a href="#">Nebraska (NE)</a>	<a href="#">Rhode Island (RI)</a>
<a href="#">Arizona (AZ)</a>	<a href="#">Iowa (IA)</a>	<a href="#">Nevada (NV)</a>	<a href="#">South Carolina (SC)</a>
<a href="#">Arkansas (AR)</a>	<a href="#">Kansas (KS)</a>	<a href="#">New Hampshire (NH)</a>	<a href="#">South Dakota (SD)</a>
<a href="#">California (CA)</a>	<a href="#">Kentucky (KY)</a>	<a href="#">New Jersey (NJ)</a>	<a href="#">Tennessee (TN)</a>
<a href="#">Colorado (CO)</a>	<a href="#">Louisiana (LA)</a>	<a href="#">New Mexico (NM)</a>	<a href="#">Texas (TX)</a>
<a href="#">Connecticut (CT)</a>	<a href="#">Maine (ME)</a>	<a href="#">New York (NY)</a>	<a href="#">Utah (UT)</a>
<a href="#">Delaware (DE)</a>	<a href="#">Maryland (MD)</a>	<a href="#">North Carolina (NC)</a>	<a href="#">Vermont (VT)</a>
<a href="#">District of Columbia (DC)</a>	<a href="#">Massachusetts (MA)</a>	<a href="#">North Dakota (ND)</a>	<a href="#">Virginia (VA)</a>
<a href="#">Florida (FL)</a>	<a href="#">Michigan (MI)</a>	<a href="#">Ohio (OH)</a>	<a href="#">Washington (WA)</a>
<a href="#">Georgia (GA)</a>	<a href="#">Minnesota (MN)</a>	<a href="#">Oklahoma (OK)</a>	<a href="#">West Virginia (WV)</a>
<a href="#">Hawaii (HI)</a>	<a href="#">Mississippi (MS)</a>	<a href="#">Oregon (OR)</a>	<a href="#">Wisconsin (WI)</a>
<a href="#">Idaho (ID)</a>	<a href="#">Missouri (MO)</a>	<a href="#">Pennsylvania (PA)</a>	<a href="#">Wyoming (WY)</a>

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Note: Adobe Acrobat Reader is required to view and print PDFs

## 7. Select VA CMHRS Request Form

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Search:  Search

Home About Us Clinical Resources Admin Resources Video Channel Training Our Network Contact Us

Home > Our Network > State-Specific Provider Information > Welcome VA

### Welcome to the Optum Network!

#### Virginia Provider Resources

- Optum Network Manual**
  - [Network Manual](#)
- Level of Care Guidelines**
  - [LOC Guidelines](#)
- Best Practice Guidelines**
  - [BP Guidelines](#)
- Algorithms for Effective Reporting and Treatment (ALERT)**
  - [Intro to ALERT](#)
  - [ALERT Resources](#)
- Coordination of Care (COC)**
  - [COC Flyer](#)
  - [COC Checklist](#)

#### Virginia Medicaid Provider Resources

- [CCC+ Provider Orientation \(Dec. 2017\)](#)
- [Medallion 4.0 Provider Orientation – Medical and Family Access to Medical Insurance Security](#)
- [Notice Regarding Changes to the Authorization Process for Virginia Community Mental Health Rehabilitative \(CMHR\) Services](#)
- [Tips to address the SAA HEDIS® Measure](#)
- [VA CMHRS Authorization Training](#)
- [VA CMHRS Online Authorization Process FAQ's](#)
- [VA CMHRS Online Authorization Training Presentation](#)
- [VA CMHRS Request Form](#)
- [VA UnitedHealthcare Community Plan, a CCC Plus Plan \(Manual Addendum\)](#)

**Site Audit Tools**

## Trouble Shooting the Submission

1. Ensure all required fields are completed – required fields will display a red line in front of the field

Member First Name	<input type="text"/>	Examples of required fields	Member Last Name	<input type="text"/>
Member's DOB	<input type="text"/> [ 10/14/2019 ]		Member Medicaid ID #	<input type="text"/>


2. In the “Number of Units Requested per Month” field enter the number of you units needed per month and not the total number of units for the authorization in its entirety

Number of Units Requested per Month	<input type="text"/>
Enter only Numeric, special characters and text not allowed	

3. If you are submitting an initial request and the ISP is not yet available, use the All attachments in one file section when uploading forms

**\*Please Upload Required Documents:**  
For services not requiring the CAN or ISP, please upload the state approved substitution as described in the CMHRS Provider Manuals.


File Description	Select File
Comprehensive Needs Assessment	<input type="text"/> Browse...
Individual Service Plan	<input type="text"/> Browse...
Freedom of Choice Form	<input type="text"/> Browse...
All attachments in one file:	<input type="text"/> Browse...



4. Once you have uploaded the attachments, you must click Save Documents prior to submitting. If still receiving an error message, submit a screen

**\*Please Upload Required Documents:**  
For services not requiring the CAN or ISP, please upload the state approved substitution as described in the CMHRS Provider Manuals.

File Description	Select File
Comprehensive Needs Assessment	<input type="text"/> Browse...
Individual Service Plan	<input type="text"/> Browse...
Freedom of Choice Form	<input type="text"/> Browse...
All attachments in one file:	<input type="text"/> Browse...



5. If you have completed the troubleshooting steps and have verified you are **not** logged into providerexpress.com, send an email to [alert.ps.admin@optum.com](mailto:alert.ps.admin@optum.com) and include a screenshot of the error message you are receiving.