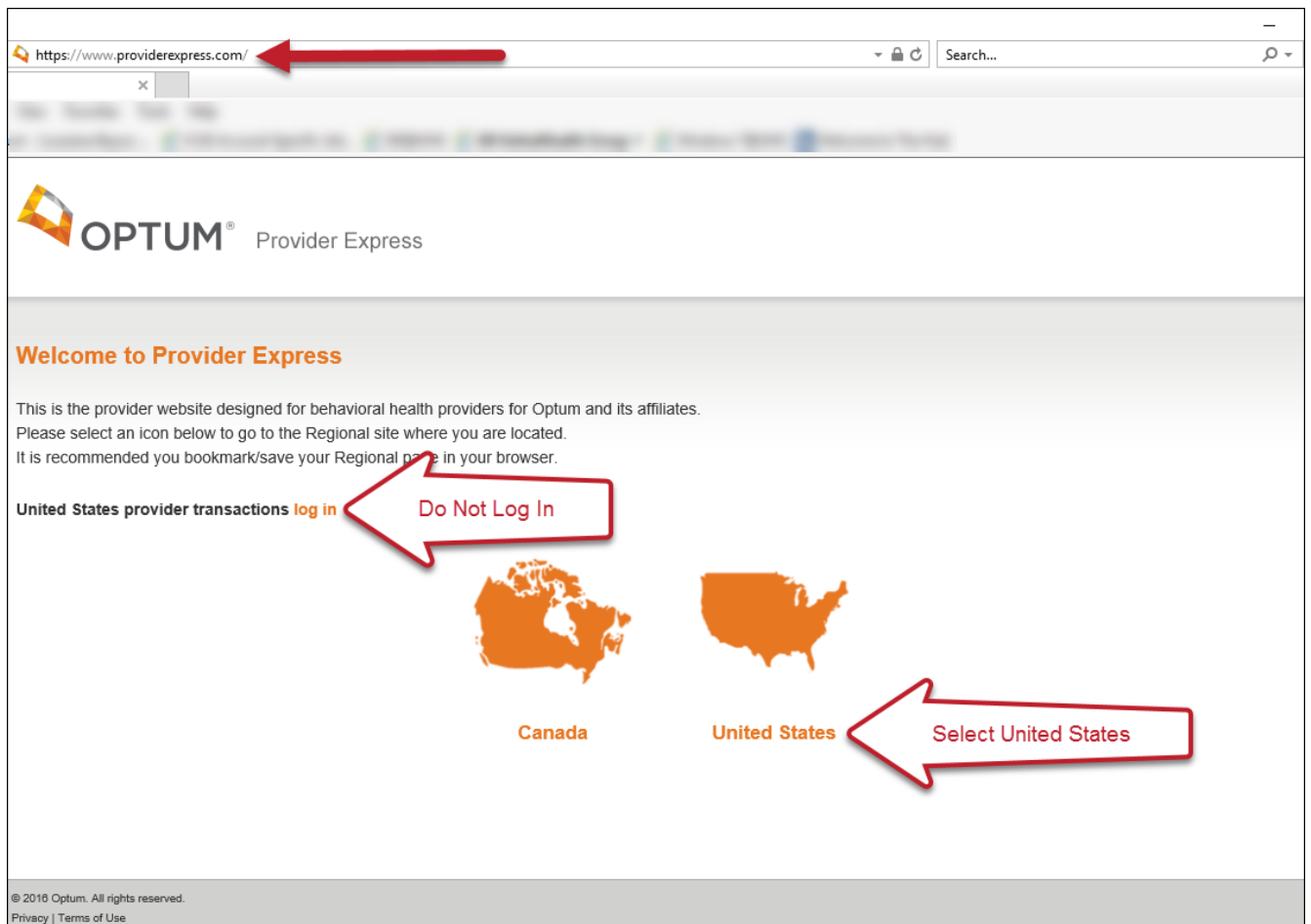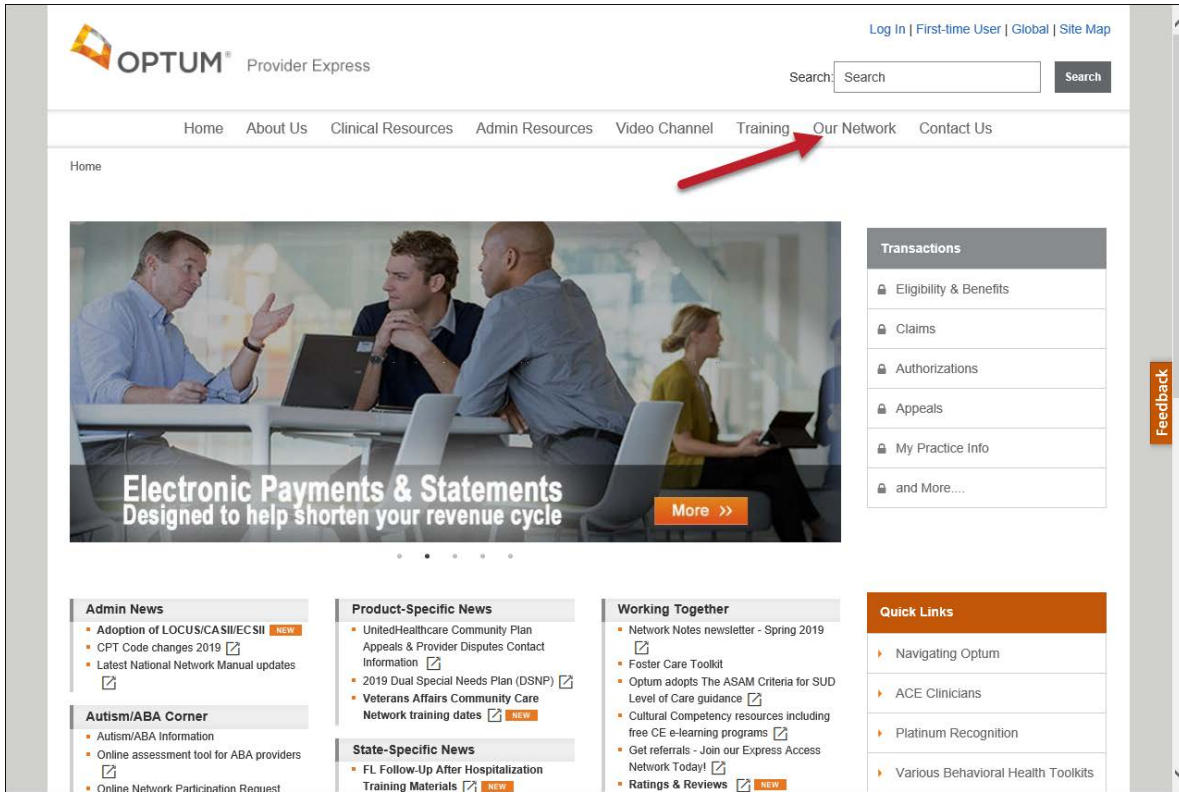**Section Links**

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

Accessing the Online Authorization Form

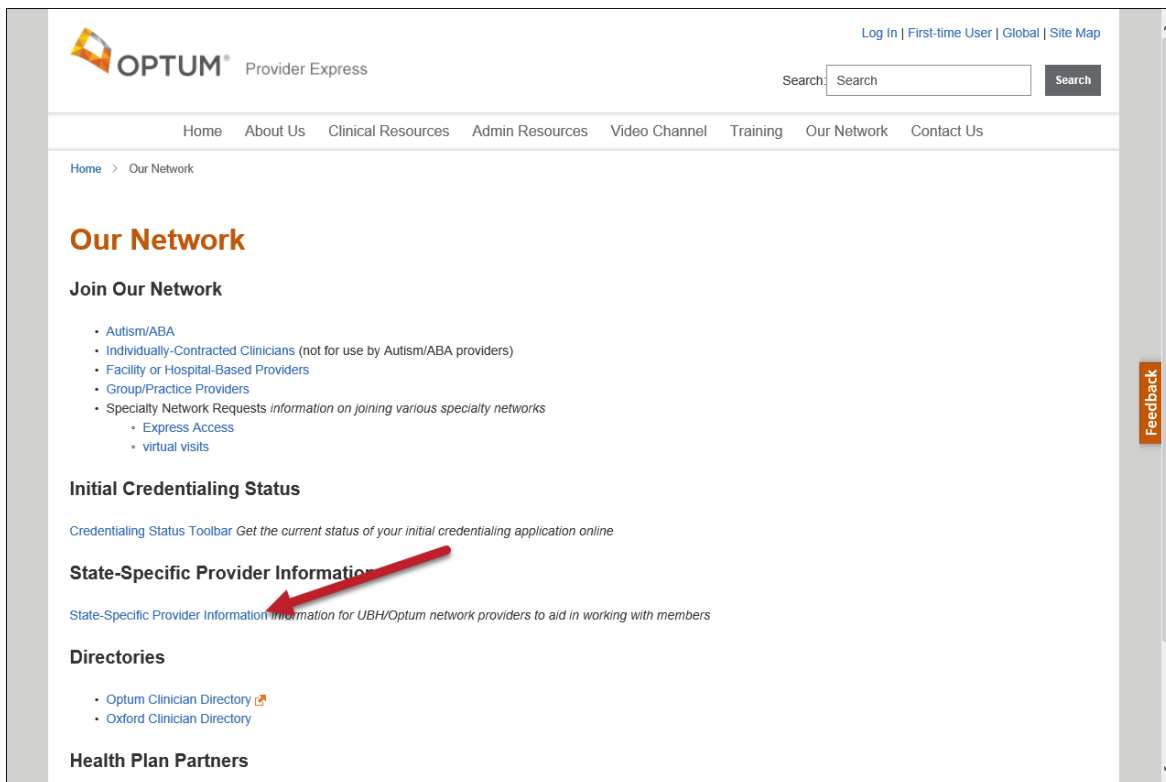1. Go to providerexpress.com
2. **Do Not Log In**
3. Click on the United States Icon

4. Select Our Network

5. Select State Specific Provider Information

6. Select Virginia

7. Select VA CMHRS Request Form

United Behavioral Health operating under the brand Optum

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		Examples of required fields	Member Last Name	
Member's DOB	[10/14/2019]		Member Medicaid ID #	

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 [   ]
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		Browse...
Individual Service Plan		Browse...
Freedom of Choice Form		Browse...
All attachments in one file:		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		Browse...
Individual Service Plan		Browse...
Freedom of Choice Form		Browse...
All attachments in one file:		Browse...

Save Documents

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 and include a screenshot of the error message you are receiving.