



## **Technical Assistance Teleconference – September 13<sup>th</sup>, 2023**

**Claims Updates and  
Utilization Management Updates**



# Projects

# Projects

## What is a project? Is your agency a part of a project?

A project is defined as a single claim or multiple claims that are in the process of or are going to be re-processed.

- Projects can include one agency or as many as a hundred agencies.
- Projects can include additional payment and \ or recoups for providers.
- Some projects may include multiple versions. Versions of a project may be closed. While others may be open.
- Provider Relations will be outreaching to agencies and notifying them if \ when they are a part of a project, estimated date of completion, and expected results of that project. And any subsequent follow-up as needed.
- Once a project is complete, Provider Relations will follow-up with agencies to ensure resolution of the project.
- If agencies have questions, please contact Provider Relations at [akmedicaid@optum.com](mailto:akmedicaid@optum.com)

# Projects

**Project:** 911.20 Third Party Liability (TPL) Clean-up – (4 Parts)

**What is Happening:** Participants were showing TPL coverage in the Optum Claims Payment system, that may have been inaccurate, outdated, and \ or unaccounted for.

**What Providers Need To Do:** There is no action that providers need to take.

**Project Completion Date:** TBD

**Project Claim Volume:** 13,585

## Projects

**Project:** 911.20 Third Party Liability (TPL) Clean-up – cont.

- 911.20 (A) – claims for participants *with no TPL* identified
  - Completed: 07.31.2023
- 911.20 (B) – claims for participants *with TPL*, where services should be on TPLA
  - Completed: 08.04.2023
- 911.20 (C) – claims for participants *with TPL*
  - Currently in rework
- 911.20 (D) – claims for participants *with no TPL*, however, claim may deny for other reason
  - Estimated completion date: 09.22.2023

# Projects

**Projects:** 53.15 and 53.16 – Retro Eligibility Updates

**What is Happening:** Claims previously denied for participants having no current Alaska Medicaid eligibility are being reprocessed.

**What Providers Need To Do:** There is no action that providers need to take.

**Project Completion Date:** Currently in rework

**Claims Volume:** 736

# Projects

**Project:** Denied Claims (No Authorization on File)

**What is Happening:** The service authorization requirement was retroactively lifted and those claims that were pended for service authorization or denied for the lack there of will be reprocessed.

**What Providers Need To Do:** There is no action that providers need to take.

**Completion Percentage:** TBD

**Project Completion Date:** TBD

**Claims Volume:** Will be provided by claims by EOB 09/08

# Updates

Optum is pleased to bring you the third edition of InTouch, our provider newsletter in collaboration with the Department of Behavioral Health. Keep an eye out for the upcoming publication on 10.05.2023.

This issue offers:

- Your Well-Being
- Coding Corner
- Rendering Provider Listings on Live and Work Well
- Upcoming Trainings

You can find the Alaska Medicaid Provider Newsletter on the Optum Alaska website at the following link: [Provider Newsletter](#). If you are interested in receiving print copies of the newsletter, or have suggestions for topics, please reach out to a member of our Provider Relations team at [akmedicaid@optum.com](mailto:akmedicaid@optum.com).



# Utilization Management Updates

## Disaster State Plan Amendments (DPSA)

- Effective July 31, 2023, for the State Plan Behavioral Health services - Service Authorizations have been waived until May 11, 2024, for Autism Services, Community Behavioral Health and Physician Clinic and Service Authorizations have been suspended until May 11, 2024.
- Effective August 23, 2023, for the 1115 Waiver services for MH and SUDs services have been waived until May 11, 2024. Service Authorizations have been suspended until May 11, 2024, for all services under the Waiver program.
- Both Amendments are retroactive back to May 12, 2023, and previously approved Service Authorizations will be withdrawn from the Optum database.

## Upcoming Training Series for 2024

To prepare for the relaunch of Service Authorizations, May 12, 2024, Optum will be providing a new Training Series starting in January 2024 focusing on Service Authorizations and Level of Care Guideline refresher trainings.

# Q&A

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