



Optum Alaska
 205 East Benson Boulevard
 Anchorage, Alaska 99503

Alaska Medicaid Provider Update

Review Your Online Remittance Advice Access and Download Options by January 30, 2022

December 2, 2021

This update is for Alaska Medicaid Behavioral Health Providers who use Provider Express or Optum Pay to download Remittance Advice reports.

Below is a table with the lengths of times Remittance Advice reports are available online in Provider Express and Optum Pay.

Feature	Optum Pay		Provider Express
	Premium Level	Basic Level	<i>providerexpress.com</i>
Access to claims payment data	36 months	13 months	24 months

Reminder:

Optum Alaska began processing claims in February 2020. Please remember to download your Remittance Advice reports before the end of January 2022 from Provider Express if you have not done so already.

How to request Remittance Advice reports that are older than what is available online:

You may request copies of Remittance Advice reports that are older than what is online by contacting the Optum Call Center. The Optum Call Center can be reached at: 1-800-225-8764.

If you have questions or need assistance, please contact Optum at 1-800-225-8764.