



**Optum Alaska**

911 W 8th Ave, Ste 101  
Anchorage, AK 99501

Alaska.Optum.com

## Alaska Medicaid Provider Message

### **Contacting Optum October 5, 2022**

Dear Alaska Medicaid Providers –

Optum strives to provide quick resolution and a high level of customer satisfaction. We have various ways for you to get support. Here are the main methods for you to contact Optum and get your questions or concerns answered:

- Optum Call Center:

800.225.8764

8:00 a.m. – 6:00 p.m. AK, Monday – Friday

Additionally, some providers who contacted the Optum Call Center have been advised to contact the State of Alaska, this was an error and has been corrected.

- Optum Alaska Provider Relations:

[akmedicaid@optum.com](mailto:akmedicaid@optum.com)

Please be sure that any email inquiries sent to Provider Relations are sent securely if PHI is present. General inquiries that do not contain PHI can be sent via regular unsecure email.

If you need immediate attention, please reach out to the Optum Alaska Provider Relations team.