



Optum Alaska

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

Alaska.Optum.com

Alaska Medicaid Provider Update

Claims Denying When Submitted with No EOB – Effective November 15, 2022

On June 6, 2022, in an Alaska Medicaid Provider Update: [Claims Rejection When Submitted with No EOB – Effective July 1, 2022](#), this update notified Providers that claims submitted on or after July 1, 2022, without a primary carrier EOB (Explanation of Benefits) when a Participant has other insurance (TPL) on file, would be rejected. Based on Provider feedback, Optum along the Division of Behavioral Health have updated the Optum claims payment system to allow claims to be ingested into the Optum claims payment system, and process to *deny* in lieu of rejecting. This change is effective for claims processed on or after November 15, 2022 and will allow Providers to see denied claims on RA's (Remittance Advices) and 837 Electronic files.

Claims denied for missing an EOB when a TPL policy is on file will be deny with the following Reason Codes:

- **LO3** – Send Primary Carrier EOB for this charge
- **N4** -Missing/Incomplete/Invalid prior Insurance Carrier(s) EOB.
- **N706** – Missing Documentation

Optum is actively working, in collaboration with the Division of Behavior Health, on developing a solution to TPL processing. There is currently no estimated completion date, Optum Alaska will keep Providers updated of progress toward complete resolution, including instruction for processing previously rejected claims.

Questions? Please contact, Provider Relations at akmedicaid@optum.com