



Optum Alaska

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Alaska Medicaid Provider Update

Claims Processing Update – Third Party Liability December 21, 2022

Dear Alaska Medicaid Providers,

Optum has been validating and updating TPL information in the Optum claims processing system. As of November 15th, 2022, Optum is no longer rejecting claims submitted when an EOB is not attached to a claim when a Participant has TPL on file with Optum. Additionally, Optum is identifying Participants who are currently showing a valid and open TPL policy on file. Optum will verify TPL policies and update *as needed* in the Optum payment system.

Providers are **not required** to resubmit claims that may have denied and or rejected due to TPL information being invalid. Optum will be identifying these claims and begin the reprocessing work. If a provider would like to re-submit claims, that is also an option, however, not required.

Optum and DBH continue to work toward full resolution of this issue and will communicate that full resolution as soon as possible.

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