



Optum Alaska

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

Alaska.Optum.com

Alaska Medicaid Provider Update

Claims Processing Update – Third Party Liability December 07, 2022

Dear Alaska Medicaid Providers,

Optum and the Division of Behavioral Health have been working collaboratively to validate and update TPL information mismatches. Today Optum identified some manually updated TPL information was overridden by the eligibility file. This applies to members whose TPL information was manually updated prior to November 28, 2022, and will impact any resubmitted or new day claims for those members processed between November 28 and December 7, 2022.

Optum is working to determine the full scope of the issue and impacted providers. Optum is targeting completion of this analysis today and will reapply corrections within 1-2 business days. Impacted providers will not need to resubmit any claims. Optum will be contacting impacted providers to communicate any additional next steps.

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.