



Optum Alaska

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

Alaska.Optum.com

Alaska Medicaid Provider Update

Service Authorization Update August 15, 2023

Optum has identified a configuration error within the claims payment system that may cause a claim to deny for not having a service authorization even though a valid service authorization is on file. To prevent additional erroneous denials and claims rework projects, Optum has pended claims until configuration is complete.

If your agency has claims that erroneously denied for needing a service authorization, the one of the three denial reasons below will be present on your agency's Remittance Advice:

N130 (DNA) – Deny due to no Authorization.

243 – Services not authorized by network\primary care providers.

PSS (PSS) – Charge exceeds allowable rate for this service or code submitted is not on contracted fee schedule-contract Network Manager for correct code.

Note: "PSS" denial reason may not clearly describe the appropriate denial reason of the claim. Please reach out to Provider Relations if you have any questions regarding this denial reason code.

Optum is currently working on correcting the configuration to allow claims to process appropriately. Once this configuration is complete, all pended claims will be released to process appropriately. In addition, Optum will begin reprocessing claims that denied in error.

Beginning Monday, August 21, 2023, Optum will begin releasing pended claims for processing. Optum will continue to keep providers updated on the release of claims. Updates can be found on the Optum Alaska [Alerts, Updates & Announcements](#) page.

If you feel that your agency has already received an erroneous denial, or have any questions please reach out to Provider Relations at akmedicaid@optum.com.