



Optum Alaska

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Alaska Medicaid Provider Message

Duplicate Claims Submission via Provider Express April 9, 2024

On Monday, April 8th, 2024, the Provider Express team notified Optum Alaska, that from March 7th, 2024 – April 2nd, 2024, claims submitted for processing via Provider Express experienced some server errors that inadvertently caused claims to be submitted twice. Due to this error, providers will see a claim in a paid status and a claim denied for the following reason:

N522 – Definite Duplicate Claim

At this time, the process has been streamlined to the new server and teams are currently monitoring all the jobs associated with the new server to avoid the delay of any further file deliveries.

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