



Optum Alaska

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Alaska Medicaid Provider Message

Claims Denying Incorrectly - Invalid Billing Provider NPI - UPDATE June 25, 2024

UPDATE:

As of June 18, 2024, Optum has completed a root cause analysis and is confident that the issue has been corrected. The scoping of claims has been completed, resulting in about 3,700 claims impacted that have been approved for re-work and re-processing. Optum is working to prioritize this re-processing project; no corrective action is needed by providers to resubmit claims for appropriate payment.

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

On June 4, 2024, Optum Alaska was made aware of claims incorrectly denying for *PR96 - Non-covered charge(s)* and/or *N257 (KD4) – Claim Denied Due to Invalid Billing Provider National Provider Identifier*. Optum worked closely with the Division of Behavioral Health to expedite the root cause analysis and is in the process of scoping the impacted claims for automated reprocessing; no corrective is needed by providers to resubmit claims for appropriate payment.

More complete details of claims impact and the timeline for reprocessing will be provided as soon as possible.

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