



Optum Alaska

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

Alaska.Optum.com

Alaska Medicaid Provider Message

NO COB – TPL Policies October 5, 2022

Dear Alaska Medicaid Provider –

On June 6, 2022, in an Optum Provider Update “[Claims Rejected When Submitted with No EOB – Effective July 1, 2022](#)” alerted providers to an upcoming change within Optum claims processing system. Regarding that change, some provider agencies have been receiving rejections for claims submissions in error. This was due to Optum showing a TPL policy with a carrier name of *NO COB*. This TPL policy has been terminated from the Participant’s record, as it is not a valid policy associated with a TPL carrier. Processing of these rejected claims has begun and Optum will be communicating an estimated and final completion date on this project, in follow up.

Impacts:

- 103 providers/agencies
- 5,642 claims

Providers who have been affected are being notified individually.

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