



Optum Alaska

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Alaska Medicaid Provider Update

Claims Processing Update – Third Party Liability December 12, 2022

Alaska Medicaid Providers,

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

Optum's system has been corrected for 31 participants, impacting 5 providers and 52 claims for this issue. Optum will be reprocessing affected claims. Optum is in the process of contacting impacted providers to communicate any additional next steps.

Optum and DBH continue to work toward full resolution of the TPL Mismatch issue and will communicate that full resolution as soon as possible.

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