



Division of Behavioral Health

Important Behavioral Health Medicaid Claims Transition Updates

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Dear Alaska Medicaid Behavioral Health Provider:

Thank you for your patience as we work to transition behavioral health Medicaid claims processing successfully into the Alaska Medicaid Management Information System (MMIS) and fiscal agent HMS/Gainwell.

We have good news! The Division of Behavioral Health (Division) has worked with our partners at the Division of Health Care Services to expedite the transition earlier than anticipated.

****Important Update: Transition Schedule****

Beginning October 1, 2024

- For the following provider types and specialties: Independent Psychologists, Licensed Clinical Social Workers (LCSW), Licensed Professional Counselor (LPC), and LMFT Licensed Marital and Family Therapist (LMFT)
 - ✓ New Claims (date of service October 1, 2024, or later): submit to MMIS
 - ✓ Old claims (date of service prior to October 1, 2024): submit to Optum

Beginning November 1, 2024

- For **all provider types and specialties**, including those listed above, plus Autism, Mental Health Clinics, 1115 Waiver Services (1115), and State Plan Community Behavioral Health Service (CBHS).
 - ✓ **All Claims** (regardless of date of service): submit to MMIS

What Should Providers Do Now to Prepare for the Transition?

➤ **Verify Your Information**

Division staff will contact you individually in the coming months to ensure that your enrollment and affiliation information is accurate for timely claims processing through the MMIS. Further communications will follow.

➤ **Review Your Billing Systems**

Start planning updates with your clearinghouses or billing systems to ensure readiness for submitting claims under the new transition timeline. Information on billing through the MMIS is available at www.medicaidalaska.com. Please also refer to the [Alaska Enterprise 5010 837P Companion Guide](#).

➤ **Continue to Submit Claims to Optum**

Submit ongoing and outstanding claims to Optum timely PRIOR to your transition date to avoid delays and potential billing issues post-transition.

The table below offers essential information and resources for providers to prepare for transition activities.

Optum	Alaska Medicaid/MMIS
Optum Alaska Call Center 800.225.8764 8:00 am to 6:00 pm AKT, Monday - Friday	Alaska Medicaid Call Center Local: 907.644.6800 (option 1) Toll-free: 800.770.5650 (option 1,1) 8:00 am to 5:00 pm AKT, Monday – Friday
Optum Alaska Provider Relations Email: akmedicaid@optum.com Fax: 844.881.0959	Alaska Medicaid Provider Assistance Local: 907.644.6800 (option 1,4) Toll-free: 800.770.5650 (option 1,1) 8:00 am to 5:00 pm AKT, Monday – Friday

<p>Optum Electronic claim submission and electronic payment information:</p> <p>Electronic Remittance Advice (ERA) Optum Payer ID: 87726</p> <p>EDI Support EDI Support Desk: 800.842.1109</p> <p>Email: AC_EDI_OPS@UHC.COM</p> <p>Secure File Transfer Protocol (SFTP) using Optum Intelligent EDI (iEDI): 866.367.9778, option 3</p>	<p>Alaska Medicaid Electronic claim submission and electronic payment information:</p> <p>Electronic Remittance Advice (ERA) Alaska Medicaid Payer ID: 77200</p> <p>EDI Support Local: 907.644.6800 (option 1, 3) Toll Free: 800.770.5650 (option 1, 3) AKHIPAASupport@Conduent.com</p> <p>Payer ID 77200 is used in the following data elements: S03 group receiver ID; NM109 of the claim receiver loop M1*41 1000B; NM109 of the NM1*P4 payer loop 2010BB</p>
<p>Optum Claims Status Inquiry</p> <p>800.225.8764 or electronically through the Optum Alaska website</p>	<p>Alaska Medicaid Claim Status Inquiry</p> <ul style="list-style-type: none"> • Alaska Medicaid Health Enterprise Provider Portal • Alaska Medicaid Automated Voice Response System: Toll-free: 855.329.8986 • Provider Inquiry: Local: 907.644.6800 (option 1,1) Toll-free: 800.770.5650 (option 1,1) 8:00 am to 5:00 pm AKT, Monday – Friday
<p>Optum Paper Claims Submission Optum Behavioral Health P.O. Box 30760 Salt Lake City, Utah 84130-0760</p>	<p>Alaska Medicaid Paper Claims Submission Alaska Medicaid P.O. Box 240769 Anchorage, Alaska 99524-0769</p>
<p>Optum First Level Appeals Send to Optum Alaska until 11/30/2024.</p> <p>Attn: <u>1st Level Appeals and Complaints</u> 911 W. 8th Avenue, Suite 101 Anchorage, Alaska 99501 Fax: 855.508.9353</p>	<p>Alaska Medicaid First Level Appeals Send to HMS on or after 12/1/2024.</p> <p>Use the Alaska Medicaid Attachment Coversheet</p> <p>Fax: 907.644.8122 or 907.644.8123 or 866.226.1431</p> <p>Direct Secure Email (DSM): AKClaimsAttachments@hms.fa.directak.net</p>

Optum Alaska Resource Links	Alaska Medicaid Resource Links
<ul style="list-style-type: none">• Optum Alaska• Alaska Provider Manual• Alaska Provider Trainings• Provider Express• Create a One Healthcare ID	<ul style="list-style-type: none">• Alaska Medicaid Health Enterprise• Provider Enrollment• Medicaid Provider Forms• Provider Inquiry and Support Services• Remittance Advice (RA) Messages• Provider Updates and Newsletter• Provider Education/Training

Please note that this information may change as we finalize updated billing manuals and other resources. We will provide further details as they become available.

We want to thank you for your patience during this transition. We understand you may have questions as details and updates may come at different times over the next several weeks. If you have any questions, please contact us at mpassunit@alaska.gov with the subject line of “*BH MCD Claims Transition 2024*”.

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