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Helpful links

[Optum Alaska Website](#)

[Optum - Provider Express Home](#)

[Live and Work Well: Member Home](#)

[Division of Behavioral Health \(alaska.gov\)](#)

What's Happening

Welcome to *In Touch*. In this edition, refresh your knowledge on common denial codes and where to find more information on denial code reasons. Also, read up on upcoming important dates to remember in our community and around the world.

Connect with Provider Relations via akmedicaid@optum.com

Your Well-Being is as important as the well-being of your patients.

Participating in outdoor activities this winter? Don't forget your helmet. Snow isn't as soft as it looks, and we need to protect our brains. Many Alaskans hit their heads while playing outdoors in the winter. Most of the time, these injuries, which can have permanent effects, are preventable.

To help prevent a slip and fall, clear off snow and ice on entry and walkways, wear appropriate shoes with good traction, consider using ice grippers and taking small careful steps on icy surfaces. Keep a mat near the doorway for wiping shoes off and a broom handy for knocking off snow.

Most importantly remember the lack of sun can affect your well-being so be sure to get out and soak it up when you can.

Optum Participant Newsletter

The 8th issue of the Alaska Medicaid Newsletter for Participants has been published. This issue focuses on Adults Working and Maintaining Families with Mental Health and a Sober Lifestyle.

We encourage Providers to share this with participants as appropriate. It is a great resource. The newsletter is available on the Optum Alaska Portal under Participant Quick Links. [Participant Newsletter \(optum.com\)](#)

Get on the List

Are you receiving **Optum Provider Alerts**? It's free and easy to do.

[Sign up by clicking here](#) to be sure that you and your agency are up to date with the latest Optum Alaska news.

(Be sure to use an email address that allows receipt of third-party cookies)

Coding Corner- Common Denial Codes and What They Mean

16/N418 - Send Primary Carrier EOB for This Charge

CARC code 16 is a denial that occurs when a participant has an active primary insurance on file and the claim submitted does not have the attached explanation of benefits from the primary payor required for adjudication.

If you have already submitted the EOB or if the participant does not currently have a primary insurance and you have verified they have notified Alaska Medicaid and believe the denial is in error please reach out to Provider Relations at akmedicaid@optum.com.

45/0 - Exceeds the Scheduled Rate

CARC code 45 is a notification that occurs when a claim is submitted for charges where the billed amount exceeds the scheduled rate posted for that fiscal year. The claim is not denied, but instead processed at the rate appropriate for the date of service billed.

If you receive an EOB with PSS and \$0.00 was paid, there are a few reasons this may have occurred. There may be secondary code on your EOB indicating that the claim, or claim line, is not payable and why. However, if a COB is involved, you may see PSS without a payment from Medicaid as a secondary payer. This would indicate the primary payer's payment is greater than the Medicaid allowable, meaning there is no additional payment by Medicaid. Please note that some of the denials for CARC code 45 are not true denials as they are tied to claims that denied in error for no service authorization and will be reworked during the project to correct this issue.

182/517- Invalid Procedure Code Modifier Combination

CARC code 182 is a denial that occurs when the procedure code and modifier combinations are not valid and billable.

If you receive this denial, refer to the procedure code and modifier combination grid posted on the Optum provider portal under billing resources or linked below. Once you have verified the appropriate combination, please resubmit your claim for processing. Also, it is important to note all telehealth services must be billed with the appropriate modifiers or the lack there of will result in a claim denial.

Procedure/Modifier Grids:

[1115 Waiver Services](#)

[State Plan Services](#)

[Autism Services](#)

Find additional information about denial codes and their explanations on the [Remittance Advice Code and Denial Reason List](#) posted on the Optum provider portal.

Rendering Provider Listings on Live and Work Well

It has come to our attention that the Live and Work Well portal is displaying information for Rendering Providers that may no longer be affiliated with your facility or agency.

Optum is taking this issue seriously and is working diligently to correct it. Once the fix is implemented, Optum will update the portal accordingly and those rendering providers will no longer show as affiliated with your facility or agency and will not be displayed.

Please reach out to Provider Relations at akmedicaid@optum.com with any questions or concerns you may have regarding this issue. Provider Relations will notify providers when the Live and Work Well portal has been updated.

Provider Trainings

Optum Alaska is pleased to work with our Alaska Medicaid providers to provide training opportunities throughout the year. Technical Assistance Teleconferences are held on the 2nd Wednesday of the month. Please check our website for posted trainings and updates on the [Optum Alaska Web page](#).

Did you miss a training? You can find past trainings [here](#) under previous trainings.

Be sure to sign up for email alerts to stay in touch with events and happenings by [clicking here](#) to be sure that you and your agency are up to date with the latest Optum Alaska news. under previous trainings.

Dates to Remember

Mental Illness Awareness Week October 2nd-8th, 2023

In 1990, Congress established the first full week of October as Mental Illness Awareness Week (MIAW) in recognition of NAMI's efforts to raise mental illness awareness. Since then, mental health advocates across the country have joined NAMI in the effort to educate the public about mental illness. For more information, please visit the National Alliance on Mental Illness website. ([NAMI](#))

World Mental Health Day October 10th, 2023

World Mental Health Day was celebrated for the first time on October 10, 1992, at the initiative of Deputy Secretary General Richard Hunter. World Mental Health Day is supported by WHO through raising awareness on mental health issues using its strong relationships with the Ministries of health and civil society organizations across the globe. For more information, please visit the World Health Organization's website. ([World Mental Health Day \(who.int\)](#))



*Alaska Division of Behavioral Health and
Optum Working together for Alaska*