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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 of how to review your Remittance Advice as well as how and when to bill with Z Code Diagnoses.

The 5th edition of *In Touch* will be the final Provider newsletter published. On behalf of the Provider Relations team, it has been a great pleasure serving the Alaska Community and its Providers.

Get on the List

Are you receiving **Optum Provider Alerts**? It is 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)

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 Thursday 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.

Optum Participant Newsletter

The 10th issue of the Alaska Medicaid Newsletter for Participants has been published. This issue focuses on coping with grief and loss, ways to avoid loneliness while living alone and the importance of caregiver support and self-care.

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)

Recoupments and Your Remittance Advice

The Division of Behavioral Health and Optum Alaska have noticed a trend of concern with how recoupments are processed. As you may know, to prevent additional processing and paperwork on the provider side, Optum processes recoupments and paybacks for our providers.

When an overpayment occurs, it is notated on your remittance under the Remark Cd heading as an Overpayment Amount or OVP. For claims recouped within 180 days of payment the reprocessed claim with accurate denial information and recoupment will take place on the same remittance. For claims passed the 180 days since payment, Optum is required to notify you of the recoupment via your remittance. It is important to note that the overpayment is not recouped from this remittance, it is only notifying you of the upcoming recoupment and documenting the correct reason for nonpayment or denial. Optum is required to then wait an additional 60 days before processing the recoupment.

Below is an example of an OVP - Overpayment Amount initial notification. Below is an example of an OVP - Overpayment Amount initial notification. You will see the provider adjustment ID; this lists the original remittance with the overpayment and the claim number associated to the overpayment.

Prov Adj Cd	Prov Adj ID	Remark Cd	Prov Adj Amt
WO	Reference ID - Claim Number	OVP	\$xxx.xx

When the recoupment is processed on your remittance it is processed from the first claim payment made and consecutively on the remaining claim payments until the payback amount is met. It is important to note that the claim the recoupment is taken from has been paid, we are only taking the payment from your entity, not the individual participant. You will need to reference the adjustment ID to associate the recoupment with the accurate claim it was taken back for. This information is notated at the bottom of your Remittance as an overpayment auto recovery amount.

Below is an example of an OVR - Overpayment Auto Recovery Amount. You will see the provider adjustment ID; this lists the original remittance with the overpayment and the claim number associated to the overpayment.

Prov Adj Cd	Prov Adj ID	Remark Cd	Prov Adj Amt
WO	Reference ID - Claim Number	OVR	\$xxx.xx

For additional assistance with reading your remittance advice or concerns about recoupments please feel free to reach out to Provider Relations at akmedicaid@optum.com.

Updates on Billable Z Code Diagnoses

The Division of Behavioral Health and Optum have updated the billable Z code diagnoses used for the following procedure codes:

H0001	Alcohol and/or Drug Assessment
H0031	Mental Health Intake Assessment
H0031-HH	Integrated Mental Health & Substance Use Intake Assessment
90791	Psychiatric Assessment- Diagnostic Evaluation

The following ICD-10 codes are the only codes approved as acceptable primary diagnoses on billed claims rendered to a recipient without an established diagnosis:

Z13.30	Encounter for screening examination for mental health and behavioral health disorders, unspecified
Z13.31	Encounter for screening for depression
Z13.32	Encounter for screening for maternal depression
Z13.39	Encounter for screening examination for other mental health and behavioral disorders
Z13.41	Encounter for Autism screening

For questions, please feel free to reach out to Provider Relations at akmedicaid@optum.com.

Dates to Remember

May 13-19, 2024, National Mental Health Awareness Week

Mental Health Awareness Month has been observed in the U.S. since 1949. Every year during the month of May, communities around the world join the national movement to raise awareness about mental health. Together, we fight stigma, provide support, educate the public and advocate for policies that support the millions of people in the U.S. affected by mental illness.

June 27, 2024, National PTSD Awareness Day

Posttraumatic Stress Disorder (PTSD) is an anxiety disorder that can occur following the experience or witnessing of a traumatic event. A traumatic event is a life-threatening event such as military combat, natural disasters, terrorist incidents, serious accidents, or physical or sexual assault in adult or childhood.

PTSD is a real problem and can happen at any age. If you or someone you know is experiencing PTSD, they are not alone. It affects over twelve million American adults (3.7% of the adult population) in any given year.

Alaska Division of Behavioral Health and Optum Working together for Alaska

