



Optum Alaska

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

Alaska.Optum.com

Alaska Medicaid Provider Update

Service Authorization Dates of Service in Provider Express July 6, 2023

It has been brought to the attention of Optum that [Provider Express](#) is showing a discrepancy in the begin and end dates on approved service authorizations. Provider Express is aware of this issue and is currently working on a resolution.

For Example:

- Begin Date of service approved on the Service Authorization is 07.01.2023. However, Provider Express shows a begin date of 06.30.2023.
- End date of service is approved on the Service Authorization is 06.30.2023. However, Provider Express shows an end date of 06.29.2023

The dates of service that have been approved on the service authorization by the care advocate team are correct.

Provider Relations will notify providers once this issue has been corrected.

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