



Optum Alaska

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Alaska.Optum.com

Alaska Medicaid Provider Message

Provider Documentation Review January 23, 2024

Dear Alaska Medicaid Providers,

As part of ongoing quality procedures, Optum Alaska will begin conducting reviews of provider documentation. It is important to note this is not a punitive process rather a focus on quality of care. We are leveraging analytical capabilities to guide opportunities to grow a clinical outcomes partnership with the provider community.

If you are selected for quality outreach, you will be contacted via email and/or USPS mail. The records request letter will include all details and specific records to provide to Optum.

Providers will have 30 days to provide the requested records to Optum. Once Optum has completed the record review, a response will be sent to provider.

Your Alaska Medicaid provider enrollment and participation specifies an agreement for review of documentation (7 AAC 105.240). Optum is a contracted business associate of the Division of Behavioral Health (DBH). As a contracted business associate, Optum is permitted to receive, use, and disclose protected health information, without the need for a Release of Information; including, but not limited to 42 C.F.R. Part 2, Confidentiality of Substance Use Disorder Patient Records.

Optum will begin reaching out to select providers starting February 1, 2024.

Thank you,

Optum Alaska Quality Team

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