



Optum Alaska

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Alaska Medicaid Provider Update

Explanation of Benefits Submission for Claims Processing April 9, 2024

Recently there has been an influx of providers receiving claim denials for the following reason:

N418 – Send Primary Carrier EOB for This Charge

The reason for this denial is that the claim was not submitted with an EOB, or a submitted EOB did not contain the required identifiable information to tie it to the submitted claim.

EOB's can be submitted in one of the following ways:

Mail:

Optum Behavioral Health
P.O. Box 30760
Salt Lake City, Utah 84130-0760

Fax:

1-248-733-6085

Provider Express:

Provider Express allows for the entry of EOB information when entering claim information, step 2 of 4. If using Provider Express, there is no need to submit a paper copy of the EOB, it is required that a copy is maintained within your organization.

Training on submitting EOB information on Provider Express can be found [here](#).

When submitting an EOB via fax or mail it is important to ensure that the fax cover sheet or EOB include the required identifiable information:

- Participant First and Last name
- Date of Birth
- Medicaid ID Number
- Claim Number (if possible)

If the above information is not visible on the attached documentation, there is risk that additional time could be added to processing time.

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