



Alaska Medicaid Provider Update

Mental Health Physician Clinic (MHPC) transition to Optum

May 24, 2021

Welcome to Optum!

The Division of Behavioral Health (DBH) has contracted with Optum, an Administrative Services Organization (ASO) to provide claims processing for behavioral health Medicaid covered services. We are using a phased in glide path approach to transition from the current Medicaid fiscal agent Conduent to the new Optum ASO. On July 1, 2021 Mental Health Physician Clinic Services will transition to Optum.

Optum will process claims for dates of service on and after July 1, 2021.

- Currently enrolled Mental Health Physician Clinic providers will not need to make any changes in Conduent for this transition.

Each agency is required to register and set up your financial information to receive payment from Optum for services your agency will provide to eligible Medicaid recipients. If you already have an Optum ID because you bill an Optum commercial account, you will be able to use that same Optum ID for your MHPC services with Alaska Medicaid.

If you have not registered with Optum yet, please go to alaska.optum.com to sign up for provider alerts and to view the provider training that will guide you to register and set up your agency. When registration is complete you can submit your claims and correspondence to Optum.

- Make sure you sign up for alerts on provider training and informational updates.
<https://alaska.optum.com/content/ops-alaska/alaska/en/providers.html>
- Read through the provider training and gather your agency information that will be required information in the online portal registration process. <https://alaska.optum.com/content/dam/ops-alaska/documents/providers/Provider-Training.pdf>
- The Optum local Alaska Provider Relations Team is ready to assist our Alaskan providers with any questions you may have.
 - Lisa Brown, Lorraine Afe, Vaoita Puletapuai can be reached at:
 - 763.797.2092
 - akmedicaid@optum.com

Using the Optum training presentation as a guide, go to *provider express* to begin registering your agency. Complete all the required steps to allow your agency to submit claims for processing through the Optum system.

<https://www.providerexpress.com/content/ope-provexpr/us/en.html>

You may bill Optum for services provided to Medicaid eligible recipients when you have completed any enrollment and registration processes. **Optum will process claims for dates of service on and after July 1, 2021.**

Claims submitted to Conduent for dates of services on and after July 1, 2021 will be denied and must be resubmitted to Optum.