



Sept. 5, 2024

Transition of Alaska Medicaid Contract

The following information applies to Optum Alaska Medicaid ONLY. It does not affect Commercial or Medicare plans.

The contract with the State of Alaska, Division of Behavioral Health and Optum as the Administrative Services Organization ends on Dec. 31, 2024.

The [Behavioral Health Medicaid Claims Transition FAQs](#) from the Division of Behavioral Health (DBH) provides more detail about this transition. This includes dates when claims should begin to be submitted to the Alaska Medicaid Management Information System (MMIS), changes to make with your clearinghouse and EFT, training resources and more.

Key Deadlines and Transition Dates

Below is a timeline of dates that are important for providers and participants:

As of Sept. 1, 2024

- Peer Support Services will no longer be available to participants through Optum.
- Case Management services will no longer accept referrals for services through Optum.

As of Nov. 1, 2024

- The Provider Express secure portal and Optum Pay will no longer be accessible to providers
 - For questions regarding claims or claims payment, please contact Optum Provider Relations at akmedicaid@optum.com.
- The Live and Work Well provider directory will no longer display Alaska Medicaid-enrolled providers.
 - If the provider is contracted with Optum for other lines of business, such as Commercial or Medicare, their directory listing will display for those products.
- Case Management services will no longer be accessible to participants through Optum.
 - Participants should submit a [Member Referral form](#) to request support.

As of Jan. 1, 2025

- Providers should no longer contact either the Optum Behavioral Health Provider Relations team or the Optum Call Center. Refer to the DBH website for specific contact information.
- The [Optum Alaska website](#) will no longer be accessible to providers or participants.

Questions?

- **Prior to Dec. 31, 2024** – please contact Optum Behavioral Health Provider Relations at akmedicaid@optum.com.
- **After Jan. 1, 2025** – please contact the DBH at mpassunit@alaska.gov.