

Community Behavioral Health Services - State Plan Services

Instructions for transition from Conduent to Optum

The Division of Behavioral Health (DBH) has contracted with an Administrative Services Organization (ASO) Optum 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 ASO Optum. On July 1, 2020 Community Behavioral Health Services will move over to Optum. **Optum will process claims for dates of service on and after July 1, 2020.**

- Currently enrolled Community Behavioral Health Services providers will not need to make any changes in Conduent for this transition—
 - Provider Type 107 Behavioral Health
 - Specialties
 - 059 Day Treatment
 - 060 Detoxification
 - 069 Clinic
 - 081 Rehab

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 1115 services or other commercial accounts then you will be able to use that same Optum ID for the next phase of services.

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 help you register and set up your agency to 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/alerts.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 the enrollment and registration processes. **Optum will process claims for dates of service on and after July 1, 2020.**

Claims submitted to Conduent for dates of services on and after July 1, 2020 will be denied and must be resubmitted to Optum.

If you have questions please feel free to reach out to the mailbox at mpassunit@alaska.gov

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