



Alaska Medicaid Policy-Reminder Care Management Program (CMP) Update – December 2021

Effective January 1, 2021, the Care Management Program (CMP), Alaska Medicaid's Review and Restriction Program (previously known as lock-in) is operating under newly updated regulations. The updated version of 7 AAC 105.600 contains data driven criteria/reasons allowing for placement in the Care Management Program. As a result, the Division of Health Care Services (DHCS) anticipates an increase in the program's participation. As participation increases, please be aware that it is imperative that your office staff check eligibility prior to rendering services. CMP participants can be identified by their bright pink Medicaid coupon or by verifying eligibility with the Alaska Medicaid Voice Response System at 1-855-329-8986.

Alaska Medical Assistance eligibility may be verified by using any one of the following options:

- Request to see and photocopy the member's pink Medical Assistance coupon that shows the current month of eligibility
- Call the Automated Voice Response system (AVRS): 800.884.3223
- Send a 270 request and receive a 271 response
- Send a fax to Conduent Provider Inquiry (PI) Unit 907.644.812 or 907.644.8127
- Call Conduent Provider Inquiry Unit 907.644.6800 or 800.770.5650 (Toll-free)
- Verify eligibility online through Health Enterprise www.medicaidalaska.com
 - Refer to the Review Spans section of the member's information to validate it corresponds to the date of service

If an Alaska Medicaid CMP participant presents to your office and they are assigned to a different primary care provider, you must have a referral from that provider, or your claim will be denied. A valid referral must have three components:

1. It must be dated prior to the first date of service and cannot be backdated;
2. it must have a condition or diagnosis that the patient is being treated by your clinic/specialty;
and
3. it must have a begin and end date or specific duration.

Please call Conduent Provider Inquiry at 907-644-8126 for more information.