

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

November 2013

## Xerox

1835 S. Bragaw St., Suite 200  
Anchorage, AK 99508-3469

### Web Address

<http://medicaidalaska.com>

### Phone Numbers

907.644.6800  
800.770.5650 (toll-free)

### Fraud and Abuse Hotline

907.644.5975 or  
800.256.0930 (toll-free)

### Recipient Services

907.644.6800, option 6  
800.780.9972, option 2 (toll-free)

### Provider Inquiry

907.644.6800, option 1  
800.770.5650, option 1, 1 (toll-free)

### Provider Enrollment

<https://medicaidalaska.com/portals/wps/portal/ProviderEnrollment>

### Fax Numbers

SA.....907.644.8131  
SA: Travel, MRI .....907.644.5982  
SA Mental Health.....866.653.1435  
SUR.....907.644.8128  
EPS .....907.644.9845  
Finance.....907.644.8120  
Training.....907.644.9845  
Attachments/RTD.....907.644.8122  
or .....907.644.8123  
Enrollment .....907.646.4273  
Provider Inquiry.....907.644.8126

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## Effective November 30, 2013, Xerox Will Accept Only Original (Red) CMS-1500, UB04, and ADA Claim Forms

To improve claims processing time, Xerox has adopted Optical Character Recognition (OCR) technology for the processing of paper claims. OCR is able to read original red CMS-1500, UB04, and ADA claim forms only. Photocopied or facsimile claim forms cannot be read. After November 30, 2013, Xerox will RTP (return to provider) any claims not submitted on an original red claim form. Black, photocopied, and facsimile claims will no longer be accepted after this date. Please see the provider flyer "CMS-1500, UB04, and ADA Original (Red) Claim Form Requirement" at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Provider Updates) for additional information.

If you have any questions, please call the Provider Inquiry Unit at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1) for assistance.

## New Regulations Update:

### Behavioral Rehabilitation Services and Rates

The Department of Health and Social Services adopted regulations dealing with behavioral rehabilitation services and rates and adoption by reference of the *Behavioral Rehabilitation Services Handbook*. The regulations were filed by the Lt. Governor and are effective on 11/3/2013. The regulations will appear in Register 208, January 2014 of the Alaska Administrative Code.

The changes include revisions to 7 AAC 135.800 and 7 AAC 160.900. The revisions include clarification of department intent and technical and conforming amendments, including use of plain English and correction of editor's notes.

The updated *Behavioral Rehabilitation Services Handbook* is now available on the Division of Behavioral Health website at

<http://dhss.alaska.gov/dbh/Pages/Residentialcare/forms.aspx>.

## Changes to Long Term Care Services Revenue Codes

Effective immediately and in accordance with National Uniform Billing Committee (NUBC) standards, revenue code 191 should now be used to report level of care I services and revenue code 192 should be used to report level of care II services. Providers should continue to use the type of bill codes appropriate for the services being billed.

If you have any questions, please call the Provider Inquiry Unit at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1) for assistance.

## 2014 Payment Error Rate Measurement (PERM) Audit of Alaska Medical Assistance

PERM (the Payment Error Rate Measurement) is a federal Medicaid audit program that was developed and implemented by the U.S. Department of Health and Human Services' Centers for Medicare and Medicaid Services that measures the accuracy of program payments.

Alaska's next PERM audit will review Alaska Medical Assistance (Medicaid and Denali KidCare) payments made to providers between October 1, 2013 and September 30, 2014.

PERM contractors conduct reviews of claims and payments in an effort to identify any improper payments. Providers enrolled in the Alaska Medical Assistance program may be contacted by a PERM contractor informing them that a claim submitted has been selected for a federal audit program called Payment Error Rate Measurement.

CMS has posted information about PERM at [http://www.cms.gov/PERM/01\\_overview.asp](http://www.cms.gov/PERM/01_overview.asp).

To view PERM updates and documents, visit <http://medicaidalaska.com> (Documentation > Documents & Forms > PERM).



## Medicaid Pharmacy & Therapeutics Committee Meeting

The Division of Health Care Services will be sponsoring a meeting of the Medicaid Pharmacy & Therapeutics Committee to address the Preferred Drug List.

### Meeting Time

Friday, November 15, 2013:  
8:00 a.m. – 12:00 p.m.

### Meeting Location

Frontier Building  
Room 890/896  
3601 C Street  
Anchorage, AK 99503

The public is invited to attend this meeting. If you are unable to attend in person, you may join via teleconference by calling 800.315.6338. Use access code 735#. Time will be allowed for public comment during the meeting. For information on making public comments to the Committee, or to obtain an agenda please call Chad Hope at 907.334.2654.

Individuals with disabilities who need special accommodations in order to participate should contact Chad Hope at 907.334.2654 no later than 2:00 p.m., Wednesday, November 13, 2013.

## Holiday Closures

The State of Alaska's offices will be closed for Veterans Day on Monday, November 11<sup>th</sup>, 2013. Xerox and the State of Alaska's offices will be closed for Thanksgiving Day on November 28<sup>th</sup>, 2013 and Christmas Day on December 25<sup>th</sup>, 2013.

## Provider Training Schedule Now Available

Alaska Medicaid is pleased to announce that the fourth quarter of 2013 Provider Training classes is now open for registration. Training locations, dates and times of classes for the fourth quarter may be viewed through the Alaska Medicaid Learning Management System (LMS) at <https://learn.medicaidalaska.com>. After creating a new account, or logging in with an existing login and password, providers may view course listings by selecting **Provider > Live/WebEx Training**. To view the course calendar, click the word **here** on the course listings page. Providers may sign up for classes by selecting a course title and clicking **RSVP**.

## Training Dates for Providers

Alaska Medicaid is coming to your area! In November, training is scheduled in the Mat-Su Valley and Dillingham and via WebEx. In December, training is scheduled in Juneau and Anchorage and via WebEx.

| November   |                |
|------------|----------------|
| Mat-Su     | November 5-7   |
| Dillingham | November 12-14 |
| WebEx      | November 19-21 |
| December   |                |
| Juneau     | December 3-5   |
| Anchorage  | December 10-12 |
| WebEx      | December 17-19 |

## Register Today!

Alaska Medicaid training courses will prepare you and your staff to accurately bill for services reimbursed by Medicaid, Denali KidCare, and CAMA. Included are introductory courses such as Recipient Eligibility, Adjustments and Voids, Claims Management, Service Authorizations, and Guidelines for Record Keeping. Register online at <http://learn.medicaidalaska.com>.

For more information about provider training, please contact the Xerox Training Department at 907.644.6800 or 800.770.5650 (toll-free in Alaska).



## Ask Medicaid

- Q:** While reviewing my weekly remittance advice, I noticed a four digit edit code next to a denied claim. I have only seen three digit edit codes in the past. Have the edit codes changed with the new MMIS?
- A:** Yes, with the transition to Alaska Medicaid Health Enterprise (Health Enterprise), edit codes have changed from three digits to four digits. However, the function of the edits within the claims process has not changed. Edit codes still provide an explanation of denied or in process claims that appear on your remittance advice.

Claim edits are still located on your remittance advice in the EOB column of the adjudicated claims section. In the in-process claims section, there are two columns for edit codes labeled EOB1 and EOB2. Descriptions of each edit code in your remittance advice may be found on the EOB description page. Applying the edit description to the appropriate claim line may help you determine how to resubmit your claim.

You may also lookup the new four digit edit codes using the Error Code Lookup in Health Enterprise at <http://medicaidalaska.com> (Documentation > Documents & Forms > Error Code Lookup). Simply type the edit code into the lookup field and click Submit; an explanation of the code will appear in green below the lookup field. On the same Error Code Lookup page, you may also access the *Edit Listing for Providers* which lists all of the possible edit codes.