

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

January 2014

Xerox

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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, MRI907.644.5982
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
or907.644.8123
Enrollment907.646.4273
Provider Inquiry.....907.644.8126

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Medicaid Home and Community Based Waiver and Personal Care Attendant Service Rates Extended

The Department of Health and Social Services adopted regulations that will extend the 2013 Home and Community Based Waiver and Personal Care Attendant Service Rates until July 1, 2015. These rates will include adjustments for inflation. The adopted PCA and Waiver Services rate chart can be found on the DHSS website, <http://dhss.alaska.gov/dsds/Pages/info/costsurvey.aspx>.

Pharmacy Program Changes – New Quantity Limits

Effective January 14, 2014, new quantity limits will be established on new and reformulated prescription medications containing acetaminophen. Federal Register FDA-2011-N00021-0001 mandates that prescription acetaminophen combinations be limited to a maximum of 325mg acetaminophen per dosage unit.

Please see the Department of Health and Social Services letter “Alaska Medicaid Pharmacy December 2013 Update” in Health Enterprise (**Documentation > Documents & Forms > Pharmacy**) for additional information and examples of the new recipient cards.

Health Care Code Lists

Xerox Provider Inquiry has received calls regarding the locations of reference material pertaining to the Claim Status Category Codes and Claim Status Codes that are listed in Claim Status Inquiry in Enterprise. Reference materials including code lists are available at the Washington Publishing Company (WPC) website at <http://www.wpc-edi.com/reference>.

The following code lists are available to view:

- Claim Adjustment Reason Codes
- Remittance Advice Remark Codes
- Claim Status Category Codes
- Claim Status Codes
- Health Care Service Type Codes
- Health Care Services Decision Reason Codes
- Health Care Provider Taxonomy Code Set
- Provider Characteristics Codes
- Insurance Business Process Application Error Codes



Alaska Health Summit

The Alaska Health Summit will take place, January 27 – 29, 2014. Registration is open to the public.

To view the event schedule, see http://www.alaskapublichealth.org/wp-content/uploads/downloads/2013/10/AHS13_brochure_fin_al1.pdf

To register for the event, visit <http://www.alaskapublichealth.org/health-summit/>.

Meeting Times

- Monday, January 27, 2014: 8:30 a.m. – 5:30 p.m.
- Tuesday, January 28, 2014: 7:30 a.m. – 8:00 p.m.
- Wednesday, January 29, 2014: 8:45 a.m. – 4:30 p.m.

Meeting Location

The Hotel Captain Cook
939 West 5th Avenue
Anchorage, Alaska 99501

Medical Care Advisory Committee Meeting

The Medical Care Advisory Committee will be meeting January 24 – 25, 2014. This meeting will be open to the public.

Meeting Times

- Friday, January 24, 2014: 8:30 a.m. – 5:30 p.m.
- Saturday, January 25, 2014: 8:30 a.m. – 3:00 p.m.

Meeting Location

The Baranof Hotel
Douglas Room
127 North Franklin Street
Juneau, Alaska 99801

The public is invited to attend this meeting or to listen to the meeting by calling 1.800.315.6338 and entering the access code 8868#.

The Committee will welcome public comments of Friday, January 24, 2014, from 1:00 – 3:30 p.m. Public comments may be made in person or via the phone number above.

For information on making public comments to the Medical Care Advisory Committee, please email MCACwebsites@alaska.gov or call 907.465.5829.

If you are a person with a disability who may need a special modification in order to participate, please email MCACwebsites@alaska.gov or call 907.465.5829 no later than January 6, 2014, to make any necessary arrangements.

Providers May Now Request Transportation Authorization Updates via Fax

Effective immediately, providers may submit transportation authorization update requests via fax. To request a change or update to an approved transportation authorization, please complete the Transportation Authorization Update Form and fax it to the Xerox Service Authorization Unit at 877.438.8942. The form is available at <https://medicaidalaska.com> (**Documentation > Documents & Forms > Forms**).

Once you fax a completed travel authorization update request form to Xerox, you may issue any updated vouchers to members. You do not need to wait for confirmation from Xerox to generate updated vouchers.

When arranging patient travel, please continue to call the Xerox Service Authorization call center to request a new transportation authorization.

Please see the provider flyer “Transportation Authorization Update Form Now Available” in Health Enterprise (**Documentation > Documents & Forms > Updates**) for additional information.

If you have questions, please contact the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650 (option 1, 2).

Automated Voice Response System Replaces Eligibility Verification System

The Automated Voice Response System (AVRS) has replaced the Eligibility Verification System (EVS). Using AVRS, providers can check eligibility as well as claim status, remittance advice, service authorization status, fee schedules, and service limits.

Training for AVRS is available at <https://learn.medicaidalaska.com> (**Provider > Enterprise > Enterprise Service Areas**). The applicable training courses are titled *Enterprise Overview* and *Change Your AVR Pin*.

Alaska Medicaid Transition to Denali Care

In January, 2014, Alaska Medical Assistance will retire the name Alaska Medicaid and transition to the name Denali Care. Alaska Medicaid recipients will also receive newly redesigned eligibility cards beginning with the eligibility month of January. The new eligibility cards will contain the same identifying information presented in an easier to read format. Some recipients will receive new ID numbers that begin with 02..., while others will retain their 06... numbers. To ensure the accurate and timely processing of your claims, please be sure to check the ID number for every recipient.

Please see the provider flyer "Alaska Medicaid Transitions to Denali Care" in Health Enterprise (**Documentation > Documents & Forms > Provider Updates**) for additional information and examples of the new recipient cards.

If you have questions, please Contact Provider Inquiry at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1).

Holiday Closures

The State of Alaska's offices will be closed for Martin Luther King Jr.'s Birthday on January 20th, 2014 and President's Day on February 17th, 2014

Provider Training Schedule Now Available

Alaska Medicaid is pleased to announce that the first quarter of 2014 Provider Training classes is now open for

registration. Training locations, dates and times of classes for the first 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

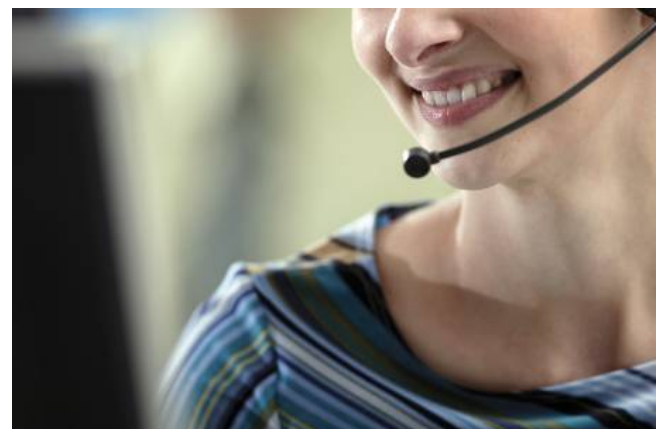
Alaska Medicaid is coming to your area! In January, training is scheduled via WebEx. In February, training is scheduled in Sitka and Bethel and via WebEx.

January	
WebEx	January 21-23
February	
Web Ex	February 4-6
Sitka	February 11-13
Anchorage	February 18-20
Bethel	February 25-27

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: Can I check the status of Alaska Medicaid claims online?

A: Yes, you may check the status of any Alaska Medicaid claim, regardless of how it was submitted, through Alaska Medicaid Health Enterprise (Health Enterprise) as well as through the Automated Voice Response (AVR) system.

To check claim status in Health Enterprise:

1. Log in to Health Enterprise.
2. Go to the Claims tab and select Claims Status Inquiry from the dropdown menu
3. Enter search criteria and click Search. At a minimum, either the Transaction Control Number (TCN) or Claim Service Period Date(s) must be entered.
4. When searching for a specific Claim, enter the exact Date of Service that was entered on the Claim.

You can complete any or all of the fields when performing a claim status inquiry.

- Entering a TCN will return the exact matching claim.
- Entering date and/or member information will return a list of claims matching the search criteria.
- Entering a provider type or provider name will return a list of claims matching that provider.

If no claim service period end date is entered, the end date will be either today's date or one year forward from the begin date entered (whichever is less). A list of claims that match the search criteria will be displayed. A maximum of 100 results will be returned. You can refine your search by entering additional search criteria. The status of each claim will display. Clicking on the TCN will display detailed information about the claim.

To check claim status using the Automated Voice Response System (AVRS):

1. Call the AVRS using the toll-free number, 1.855.329.8986, and log in with your provider ID and six-digit pin.
2. At the main menu, press 1 for Member Eligibility, Claim Status, Remittance Advice and Service Authorization Inquiry.
3. At the next menu, press 2 for Claim Status Inquiry and Response.
4. To search for by member ID and dates of service, press 1 for member ID and service dates inquiry.

5. Enter the 10-digit member ID and the dates of service. The system will list all claims for that member and those dates of service. The system will list a status of denied, to be denied, paid, to be paid, or suspended.

6. To search by Transaction Control Number (TCN), press 2 for TCN inquiry.

7. Enter the 17-digit TCN. The system will list the claim and give a status of denied, to be denied, paid, to be paid, or suspended.

For more information about checking claim status within Health Enterprise or via the AVRS, please view the Computer Based Training Modules (CBTs) *Claim Inquiry* and *AVR Overview* at <https://learn.medicaidalaska.com>.

Note: There is no system limit on how many times a password can be reset.

For more information about the Org Admin role within Health Enterprise, please view the Computer Based Training Modules (CBTs) *Registering for Web Access* and *Managing Online Access* at <https://learn.medicaidalaska.com>.

