

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

February 2014

Xerox

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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, 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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Advance Payments Available to Providers during Enterprise Delay

The Department of Health and Social Services is offering advance payments to providers impacted by payment delays as the remaining claims processing issues in Health Enterprise are resolved.

Providers will receive a letter explaining how to request advance payments and the repayment options available. The letter, "Advance Payments Available to Providers during Enterprise Delay", is also available at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Provider Updates).

If you have questions about advance payments or repayment/recoupment, please contact the Division of Health Care Services Accounting Unit at 907.334.2400.

Please continue to direct claims processing questions to the Xerox Provider Inquiry at 907.644.6800, option 1, or 800.770.5650, option 1, 1 (toll-free in Alaska).

Changes in Medicare Crossover Claims Processing

With the implementation of Alaska Medicaid Health Enterprise Medicare crossover claims are screened as they are processed. This differs from the previous method in which all Medicare crossover claims were automatically paid and, at the end of the year, claims were reconciled and any overpayments were recouped.

When the sum of the billed Medicare deductible(s) and coinsurance is **less than** the Medicaid allowed amount minus the Medicare paid amount, the entire billed Medicare amount will be paid to the provider.

When the sum of the billed Medicare deductible(s) and coinsurance **exceeds** the Medicaid allowed amount minus the Medicare payment for that service, the provider will not be reimbursed for the entire Medicare deductible(s) and coinsurance. The claim will appear on the remittance advice as paid, but the dollar amount will be the Medicaid allowed amount minus the Medicare paid amount.

In the event the amount paid by Medicare is equal to or greater than the Medicaid allowed amount, Alaska Medicaid will not reimburse the provider for any part of the Medicare deductible(s) or coinsurance. The claim will appear on the remittance advice as paid, however the dollar amount will be \$0.00.

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 NCCI Edits Effective 04/01/2014

Effective for claims with dates of service on and after 04/01/2014, Alaska Medicaid is required to implement the new NCCI Procedure-to-Procedure (PTP) edits to prevent immunization codes from being billed with Evaluation & Management (E&M) services.

The NCCI manual provides the following guidance (chapter XI, page XI-7):

“CPT code 99211 (evaluation and management service, office or other outpatient visit, established patient, level I) is not separately reportable with vaccine administration HCPCS/CPT codes 90460-90474, G0008-G0010. Other evaluation and management (E&M) CPT codes are separately reportable with a vaccine administration code if the E&M service is significant and separately identifiable, in which case the E&M CPT code may be reported with modifier 25.”

Additional information regarding PTP edits can be found at: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/National-Correct-Coding-Initiative.html>.

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, or 800.770.5650 (toll-free in AK), option 1, 1.

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).

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 Codes Lists

Providers that have questions about health care codes can reference the health care code lists found on 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 Medicaid representatives are not able to discuss WPC codes over the phone. Please refer to the above lists when reviewing claim status.



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 (HCB) Waiver and Personal Care Attendant (PCA) 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>.

Holiday Closures

The State of Alaska's offices will be closed for President's Day on February 17th, 2014 and for Seward's Day on March 31st, 2014.

Alaska Commission on Aging Quarterly Meeting

Alaska Commission on Aging Quarterly Meeting will be held, February 10th, 11th and 13th, 2014 in Juneau, Alaska. This meeting is open to the public.

Business Meeting Time

Monday, February 10, 2014: 3:00 p.m.

Tuesday, February 11, 2014: 12:45 p.m.

Thursday, February 13, 2014: 8:34 a.m. – 10:45 a.m.

Meeting Location

Alaska Permanent Fund Corporation Building
(Goldbelt Building)

Hugh Malone Conference Room

801 West 10th Avenue

Juneau, AK 99801

The public is invited to give public comment on Thursday, February 13, 2014 from 1:00 pm - 1:30 pm. If you are unable to attend in person, you may join via teleconference by calling 800.315.6338. Use access code 3250#.

There will also be a Juneau Senior Community Forum on Tuesday, February 11, 2014 from 8:30 a.m. – 11:30 a.m. at the Juneau Senior Center located at 895 West 12th Street.

Individuals with disabilities who need special accommodations in order to participate should contact Lesley Thompson at (907) 465-4793 by February 7th, 2014.

Training Dates for Providers

Alaska Medicaid is coming to your area! In February, training is scheduled in Anchorage, Bethel, Sitka, and via Web Ex. In March, training is scheduled in Fairbanks, Kodiak, and via WebEx

| February | |
|-----------|----------------|
| Web Ex | February 4-6 |
| Sitka | February 11-13 |
| Anchorage | February 18-20 |
| Bethel | February 25-27 |
| March | |
| Fairbanks | March 4-6 |
| Web Ex | March 18-20 |
| Kodiak | March 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: Is my remittance advice available online, in Health Enterprise?

A: Yes, you can view your remittance advice online through Health Enterprise by following these steps:

To view Remittance Advice online:

1. Log in to Health Enterprise.
2. Go to the Claims tab and select Payment Inquiry from the dropdown menu.
3. Enter Search criteria (begin and end dates) and click Search. A list of issued payments will display including the Date Paid, the Check/EFT number, the reimbursement amount and the RA number.
4. Click the RA number to view an image of the RA.

To view Remittance Advice messages online (published after October 1, 2013)

1. Visit <https://medicaidalaska.com>.
2. Select Documentation > Documents & Forms > RA Messages.

NOTE: The RA messages are listed by date of publication.