

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

June 2014

## 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, 1  
800.770.5650, option 1, 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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## PERM Webinar Available to Providers

Alaska Medicaid providers are invited to participate in an educational webinar/conference call to learn about the 2013 – 2014 Payment Error Rate Measurement (PERM) review that is currently underway in Alaska. The webinar, sponsored by the Centers for Medicare and Medicaid Services, will provide valuable information including what to expect during the PERM process and how to avoid errors.

The one-hour webinar will be held at 11:00am on June 10, 2014 and repeated on June 26, July 16, and July 30. For login details, webinar materials, system requirements for viewing the webinar, and other information, please review the 05/29/2014 provider bulletin, PERM Webinar for Providers, available at [http://manuals.medicaidalaska.com/docs/perm\\_announce.htm](http://manuals.medicaidalaska.com/docs/perm_announce.htm).

## New State Maximum Allowable Cost

Effective July 1, 2014, Alaska Medicaid will use the National Average Drug Acquisition Cost (NADAC) as the new State Maximum Allowable Cost. No action is required by you as a provider; however, there will be some procedural changes of which you should be aware. Refer to the 5/07/2014 provider letter and accompanying questions and answers posted at <http://manuals.medicaidalaska.com/docs/pharmacy.htm> under Notices. Please contact Chad Hope at 907.334.2654 if you have further questions.

## Information About Your Prescription Drug Benefits and Prior Authorization

The Medicaid pamphlet for recipients titled Information About Your Prescription Drug Benefits and Prior Authorization has been revised and is available at <http://manuals.medicaidalaska.com/docs/pharmacy.htm> (under Documents, select the 5/12/2014 brochure link, Prescription Drug Benefits, Prior Authorization, and Fair Hearing Pamphlet for Recipients).

Contact Chad Hope at 907.334.2654 if you have further questions.

## Dental Service Authorizations Expiration

All existing dental service authorizations (SA) expire on June 30, 2014, the end of the state fiscal year (FY). Dentures, partials, and crowns must be seated on or before June 30, 2014 in order to be covered under the current year's adult enhanced dental benefit limit.

If you received an SA for services that will not be completed during FY2014, please request a cancellation of the authorization and submit a new SA for FY2015, if needed. To cancel an SA, fax the authorization to the Service Authorization Unit at 907.644.9861 and indicate which services, diagnoses, or procedure codes should be cancelled. To request SA for FY2015, use the Dental Service Authorization Request Form available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

Questions? Contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

## Submit Copies of All Updated Licenses and Certifications upon Renewal

All provider licenses and certifications must be current to prevent claims from suspending or denying. Please submit a copy of all renewed licenses and certifications to Xerox as soon as you receive your updated documents. You may submit copies of renewed licenses and certifications to Xerox by fax to 907.646.4273 or by mail to:

### **Xerox**

Attn: Enrollment Services

P.O. Box 240808

Anchorage, AK 99524-0808

Questions? Contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

## D.0 Payer Specifications Now Available Online

A revised version of the Alaska Medicaid D.0 Payer Specifications is now available at <http://manuals.medicaidalaska.com/docs/pharmacy.htm>. Scroll to the Documents section to download the 5/07/2014 notice. Please contact Chad Hope at 907.334.2654 if you have further questions.

## Behavioral Health and Mental Health Service Authorizations Reminder

With the end of the state fiscal year on June 30, 2014, recipient service limits for behavioral health and mental health services will restart on July 1, 2014. Service authorizations (SA) for behavioral health and mental health services may not span these dates. To receive SA for service dates during this time, providers must submit an SA request that ends no later than June 30th and another one that begins no earlier than July 1st, if needed.

SAs for residential behavioral rehabilitation services are not subject to fiscal year date restrictions.

Questions? Contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

## Org Admin Change Request Form Now Available

An Organization Administrator (Org Admin) acts as the Health Enterprise administrator for your organization. An Org Admin has the authority to create new User IDs, assign levels of access, and disable User IDs in Health Enterprise. Many providers act as their own Org Admin, or appoint their office manager to that role. If you would like to change who in your organization has Org Admin access, you may complete the Organization Administrator Change Request form now available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

Questions? Please call the Provider Inquiry Unit at 907.644.6800, option 1, 1 or toll-free in Alaska at 800.770.5650, option 1, 1, 1 for assistance.

## Changes to Alaska Medicaid Phone Tree

The Phone Tree at Alaska Medicaid has changed. Providers now have a dedicated line to call for recipient eligibility verification. Providers can reach this new line at 907.644.6800, option 1, 2 or toll-free in Alaska at 800.770.5650, option 1, 1, 2.

For all other provider inquiries please call, 907.644.6800, option 1, 1 or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

All other phone options have remained unchanged.

## CMS-1500 Claim Form Versions 08/05 and 02/12 Accepted During Transition

The National Uniform Claim Committee (NUCC) recently updated the CMS-1500 paper claim form. While Alaska Medicaid makes changes to fully support the new form, both the revised 02/12 version and the former 08/05 version will be accepted. As always, providers are encouraged to submit claims electronically or through the web portal.

Questions? Contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

## Revised Service Authorization Form Now Available

The Service Authorization Request form has been updated. The revised form removes fields that are no longer used, includes a date of service field for retroactive authorizations, and contains more service lines. Instructions on how to fill out the form are located on the second page. The updated form is available at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Forms).

If you have questions regarding services authorizations, please call the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650, option 1, 2 for assistance.

## Revised Billing Manuals Online Now

Revised versions of three provider billing manuals are now online.

- Ambulatory Surgical Center
- Long-Term Care Services
- School-Base Services

These updated manuals are available at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Provider Billing Manuals).

## Holiday Closures

The State of Alaska and Xerox offices will be closed July 4, 2014 in observation of Independence Day.

## Regulation Changes: Outpatient and Provider-Administered Drugs and Pharmacy Claims Changes

New Pharmacy and Coverage regulations, effective May 18, 2014, will result in changes to pricing for outpatient prescription drugs, provider administered drugs, recipient copayments, pharmacy claims pricing, and covered drugs. Questions? Refer to the 4/22/2014 provider update posted at <http://manuals.medicaidalaska.com/docs/updates.htm> or contact Chad Hope at 907.334.2654.

## New Dental Service Authorization Form

The Dental Service Authorization (SA) Request form is now available. This form has been designed to simplify the process of submitting dental SA requests by removing unnecessary fields and adding dental specific fields. A second page is included to ensure providers have ample space for each request. Instructions on how to fill out the form are located on the third page.

The form is available at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Forms).

If you have questions regarding services authorizations, please call the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650, option 1, 2 for assistance.

## Qualis Tobacco Cessation Therapy and Behavior Management Policy Clarification Changes

The Alaska Department of Health and Social Services has issued policy statements regarding tobacco cessation therapy and behavior management as provided by dentists.

Alaska Medicaid covers tobacco cessation services for recipients who use tobacco and want to quit, as well as medically necessary behavior management for recipients under age 21.

Service limitations, documentation requirements, and other information regarding coverage of these services is available in policy statements dated April 8, 2014 that can be found at

<http://manuals.medicaidalaska.com/docs/updates.htm>.

# Medical Care Advisory Committee Meeting

## Meeting Dates

Friday June 6, 2014, 8:00 AM – 5:00 PM

Saturday June 7, 2014, 8:00 AM – 12:00 PM

## Meeting Location

Anchorage Neighborhood Health Center  
Conference Room 301 North  
4951 Business Park Blvd.  
Anchorage, Alaska 99503

The public is invited to attend this meeting (at the location above) or to listen to the meeting by calling 1-800-315-6338 and entering the access code 8868#.

The Committee will welcome public comments on Friday, June 6th, 2014, from 1:00 – 3:30 PM. Public comments may be made in person at the meeting location noted above, OR by telephone by calling 1-800-315-6338 and entering the access code 8868#.

For information on making public comments to the Medical Care Advisory Committee, please email [MCACwebsites@alaska.gov](mailto: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](mailto:MCACwebsites@alaska.gov) or call (907)465-5829 no later than May 26th, to make any necessary arrangements.

## Training Dates for Providers

Alaska Medicaid is coming to your area! In June, training is scheduled in Seattle, and via WebEx. In July, training is scheduled in Anchorage and via WebEx.

June	
Web Ex	June 10 - 12
Seattle	June 17 - 19
July	
Anchorage	July 15 - 17
Web Ex	July 22 - 24

## 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:** Where can I find Alaska Medical Assistance forms online?

**A:** Forms are located in multiple locations based on their use.

### To access Alaska Medicaid Assistance forms:

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

### To access forms related to pharmacy:

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

### To access forms related to enrollment:

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

or available as part of the enrollment process at <https://medicaidalaska.com/portals/wps/portal/ProviderEnrollment>