

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

July 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, 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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SDS To Oversee Waiver and PCA Fair Hearings

Effective July 1, 2014, administrative responsibility for fair hearings related to Medicaid waiver and PCA services will be transferred to the Division of Senior and Disabilities Services. SDS has taken on administration of the Fair Hearing process for recipients receiving Medicaid waiver and PCA services. The transition will be fully effective on July 1st, 2014. All other Fair Hearings for TEFRA, pharmacy, DME, or other Medicaid services will remain with the Division of Health Care Services. Fair Hearings related to basic Medicaid eligibility will remain with the Division of Public Assistance.

For some time, SDS staff have been supporting the Fair Hearing process and taking an ever increasing role in hearings that pertain to SDS decisions. This change will formalize this role, strengthen the processes that support Fair Hearings, and more effectively share the associated workload within the Department.

No process changes are planned, and recipients will continue to receive the assistance they need to successfully navigate the Fair Hearing system.

For questions or more information contact Andy Sandusky at andy.sandusky@alaska.gov.

Licenses Now Expired For Some Providers

Professional licenses for occupational and physical therapists as well as retail pharmacies expired on June 30, 2014. These providers must submit copies of their renewed licenses to prevent claims from suspending or denying. Please submit a copy of your renewed license 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 Enrollment at 907.644.6800, option 2, or 800.770.5650, option 1, 3 (toll-free in Alaska).

Alaska Medicaid Coordinated Care Initiative

The Division of Health Care Services is proud to announce an exciting new program, the Alaska Medicaid Coordinated Care Initiative (AMCCI). The new voluntary program is designed to assist Alaska Medicaid members who use the Emergency Room more frequently when compared to other members. The AMCCI will help members to navigate the health care system and appropriately use their Alaska Medicaid benefits. Members will receive one-on-one case management services for care coordination, scheduling appointments, addressing barriers, and referrals to specialists.

The AMCCI will promote high quality, cost effective healthcare outcomes by ensuring that comprehensive care coordination of medical services is provided in the appropriate setting. Other goals include focusing on prevention and enhanced integration of primary medical care and behavioral health services.

If you would like to refer a member to the program, please see our website at the link below.

For more information on the AMCCI program, please visit <http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx> or contact the Quality Assurance Team at 907.334.2400.

Some Providers Not Receiving 1099 Forms

Some providers have reported not receiving 1099 forms from Alaska Medicaid. This may be the result of the provider selecting a 'For Profit' status of 'No' during enrollment. Not-for-profit providers receive 1099s only upon request. For-profit providers that erroneously enrolled as not-for-profit must change their status with Alaska Medicaid and submit a request for their 1099.

To request a 1099 form from Alaska Medicaid, contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

To change your 'For Profit' status, complete 'Section A' of the Update Provider Information Request form and enter "For Profit status to Yes" on the 'Other' line. Fax the completed form to Provider Enrollment at 907.646.4273. The Update Provider Information Request form is located at <http://medicaidalaska.com> (Select Documentation > Documents & Forms).

2014 Alaska MCH and Immunization Conference Registration Is Now Open

Registration is now open for the 2014 Alaska Maternal Child Health and Immunization Conference. The conference takes place September 24 – 25, 2014. The conference provides health care professionals with the latest in best practices, skills, and tools to use in their work with women, adolescents, and children. Please visit <http://www.alaskamchconference.org/> to register for the conference or to view the 2014 agenda.

NOS codes Require Descriptor

Reminder: **Electronic** claims submitted with a "Not Otherwise Classified", "Unspecified" or other non-specific CPT procedure code must include a descriptor. Failure to include a descriptor will result in rejection of the claim.

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

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

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

What AK Medicaid classes would YOU like to take?

We are planning our 2015 training schedule, and would like your input. Please follow this link : <https://www.surveymonkey.com/s/DS28F7Z> to fill out a short survey. Make your voice heard and help us to help you at the same time! Your feedback helps us ensure that we offer the classes you want to attend.

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.

New State Maximum Allowable Cost - Effective 7/1/2014

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.

AK Medicaid 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 May Not

Span End of State Fiscal Year 2014

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).

Dental Service Authorizations Expire June 30, 2014

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 to Xerox 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

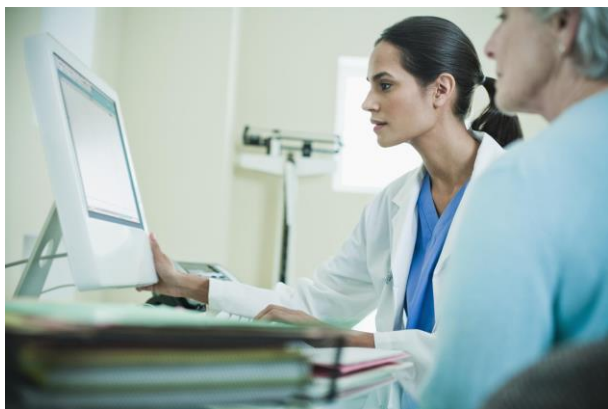
Anchorage, AK 99524-0808

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

Do You Know Your Organization Administrator?

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.



Holiday Closures

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

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.

July	
Anchorage	July 15 - 17
Web Ex	July 22 - 24
August	
Anchorage	August 12 - 14

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: How do the changes to the CMS-1500 claim form affect Alaska Medicaid Billing?

A: There are quite a few changes from the CMS-1500 08/05 version to the 02/12 version. Alaska Medicaid will publish a set of Alaska Medicaid-specific CMS-1500 v02/12 instructions in the near future. These instructions will be available at <http://medicaidalaska.com> (Select Documentation > Documents & Forms > Provider Reference Materials). These instructions are to be used as a companion to and not a replacement for, the National Uniform Claim Committee (NUCC) 1500 Claim Form Manual available at no charge at <http://www.nucc.org>.