

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

August 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 |

In this issue

| | |
|---|---|
| Introducing the Qualis Health Provider Portal..... | 1 |
| 2014 Brain Institute..... | 1 |
| FDA-Approved Covered Outpatient Drugs | 1 |
| Alaska Health Care Commission..... | 2 |
| Licenses Now Expired For Some Providers | 2 |
| Some Providers Not Receiving 1099 Forms..... | 2 |
| Alaska Medicaid Coordinated Care Initiative | 2 |
| 2014 Alaska MCH and Immunization Conference Registration Is Now Open | 3 |
| NOS codes Require Descriptor..... | 3 |
| Holiday Closures..... | 3 |
| Training Dates for Providers | 3 |
| Ask Medicaid | 3 |

Introducing the Qualis Health Provider Portal

In the fall of 2014 Qualis Health will transition from iEXCHANGE to the new Qualis Health Provider Portal, a state of the art platform for electronic submission of utilization management (UM) review requests. We are pleased to introduce the exciting new features of QHPP, including

- an intuitive review process that guides the user through a logical workflow
- data-save feature that prevents the need to re-enter data when the user is unable to complete a review submission at one sitting
- upload capability that allows the user to submit required clinical information

Current iEXCHANGE users must complete and submit a QHPP registration packet, available at <http://www.qualishealth.org/sites/default/files/QH-Provider-Portal-Registration.pdf>, no later than August 31, 2014. Training information will be available to providers following QHPP registration.

2014 Brain Institute

Alaska Brain Injury Network will hold the 3rd annual Alaska Brain Institute November 5 – 7, 2014. The training focus for this event will be practical solution for assessing and treating concussion and mild traumatic brain injury. Applications to attend will be available August 18, 2014. For more details please visit

<http://www.alaskabraininjury.net>.

FDA-Approved Covered Outpatient Drugs

Coding will be deployed to the pharmacy claims processing system on August 25, 2014 to ensure only those medications approved as safe and effective by the FDA are covered as outpatient drugs under Alaska Medicaid. Similar coding was deployed on May 18, 2014, but was later suspended when pharmacy providers reported claims processing issues to the Department. The issues have been identified and resolved in the deployment scheduled for August 25, 2014.



Alaska Health Care Commission

Meeting Dates

Thursday, August 14, 8:00 a.m. – 5:00 p.m.

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

Meeting Location

Alaska VA Health Clinic

1202 N. Muldoon Rd

Anchorage, Alaska 99503

The public is invited to join via teleconference by calling 877.309.2074. Use access code 702-878-660 for Thursday and 644-669-508 for Friday.

You can also follow the meeting via webinar by clicking the links below:

Thursday:

<https://www4.gotomeeting.com/register/140792175>

Friday: <https://www4.gotomeeting.com/register/248058591>

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).

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).

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.

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).

Holiday Closures

The State of Alaska and Xerox offices will be closed September, 1, 2014 in observation of Labor Day.



Training Dates for Providers

Alaska Medicaid is coming to your area! In August, training is scheduled via WebEx. In September, training is scheduled in Juneau, Dillingham, Bethel, and via WebEx.

| August | |
|------------|-------------------|
| Web Ex | August 12 - 14 |
| September | |
| Juneau | September 2 - 4 |
| Dillingham | September 9 - 11 |
| Web Ex | September 16 - 18 |
| Bethel | September 23 - 25 |

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 can I change who our Organization Administrator is?

A: 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>.

Mail completed form to:

Xerox Services

Attn: Anchorage Systems Manager

P.O. Box 240808

Anchorage, AK 99524-0808