

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

September 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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## Tramadol Coverage Changes

On August 18, 2014 the Drug Enforcement Administration (DEA) implemented changes to [21 CFR 1308](#) which moved tramadol from a non-controlled prescription drug to a schedule IV controlled substance (DEA notice [here](#); final rule [here](#)). The scheduling of tramadol as a controlled substance has not eliminated coverage for tramadol as an outpatient drug for Alaska Medicaid; however, the scheduling of tramadol may impact pharmacy claims processing. Claims submitted to Alaska Medicaid for tramadol must comply with federal regulations which allow schedule IV controlled substances to be refilled for up to six months after the date prescribed, and may be refilled up to five times within six months after the date the prescription was issued if refills were ordered by the prescriber ([21 CFR 1306.22](#)). Claims for tramadol submitted to Alaska Medicaid that exceed the fill, or refill, limit for schedule IV controlled substances will be denied.

## PERM FY14 Update: Ongoing Record Requests

On 08/01/14, PERM contractor A+ Solutions began contacting providers on behalf of CMS to request fee for service claim records that have been randomly selected for review.

A+ Solutions will call selected providers to explain the PERM process, including the authority by which CMS is collecting records, and to identify the appropriate point of contact for each provider.

Providers will have 75 calendar days from the date of request to submit requested records to A+ Solutions.

If you have questions about PERM, please contact Kristina Walters at 907.334.2413 or [kristina.walters@alaska.gov](mailto:kristina.walters@alaska.gov).

## Connections 2014 Care Coordinator Conference

Registration for the Connections 2014 Care Coordinator Conference is now open. Connections 2014 is a state wide conference for currently certified care coordinators working with the Medicaid Home and Community Based Waiver (HCBW) in Alaska. It offers an opportunity for care coordinators to learn, meet other practitioners, and get connection with resources and information related to HCBW. The conference will take place on October 9 and 10 at the Millennium Alaskan Hotel in Anchorage.

To register visit, <https://www.eventbrite.com/e/connections-2014-care-coordinator-conference-registration-12568766519/>



## Alaska Commission on Aging

The Alaska Commission on Aging (ACoA) will hold its quarterly meeting Monday, September 15 through Thursday, September 18, 2014 in Fairbanks, Alaska. The ACoA business meeting will be held at the Fairbanks North Star Council on Aging Senior Center from 1:00 p.m. to 4:30 p.m. on Monday, September 15th. The meeting will continue at the Raven's Landing Senior Housing, Community Center from 1:00 p.m. to 5:00 p.m. on September 16th. Finally the meeting will conclude at the Morris Thompson Cultural Center September 18th from 1:30 p.m. – 3:30 p.m.

A Public Comment period will be held from 1:00 p.m. – 1:30 p.m. on September 16th. You can provide public comment in person or by teleconference by calling 800.315.6338 using code 53250#. The business meeting and listening forums are open to the public with the business meeting accessible by teleconference.

These meetings will feature two Fairbanks North Star Borough Elder and Senior Listening Forums. The first forum, co-sponsored by the Fairbanks North Star Borough Senior Advisory Commission, will take place on September 16th from 8:30 a.m. to 12:00 p.m. at the Raven Landing Senior Community, Raven Hall. The second "talking circle" Listening Forum, co-sponsored by Denaakanaaga, will take place September 18th from 8:30 a.m. to noon at the Morris Thompson Cultural Center. Refreshments will be served at both Elder-Senior Listening Forums and the ACoA meeting. The purpose of these forums is to gather information about senior needs that will be used for the Alaska State Plan for Senior Services, FY2016-2019 and the White House Conference on Aging Forum, 2015.

Individual with disabilities who need special accommodations in order to participate should contact Lesley Thompson at 907.465.4793 no later than 72 prior to the meeting to accommodate your needs.

## 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 3<sup>rd</sup> annual Alaska Brain Institute November 5 – 7, 2014. The training focus for this event will be practical solution for assessing and treating concussion and mil traumatic brain injury. Applications to attend will be available August 18, 2014. For more details please visit <http://www.alaskabraininjury.net>.

## Drug Utilization Review Committee

### Meeting Dates

Friday, September 9, 1:00 p.m.

### Meeting Location

Frontier Building  
Room 896  
3601 C Street  
Anchorage, Alaska

Individuals with disabilities who need special accommodations in order to participate should contact Erin Narus at 907.334.2425 no later than 2:00 p.m., Wednesday, September 17, 2014.

## 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.

## Holiday Closures

The State of Alaska and Xerox offices will be closed September 1, 2014 in observation of Labor Day. The State of Alaska's offices will be closed October 17, 2014 in observation of Alaska Day.

## Training Dates for Providers

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

September	
Juneau	September 2 - 4
Dillingham	September 9 - 11
Web Ex	September 16 - 18
Bethel	September 23 - 25
October	
WebEx	October 7 - 9
MatSu	October 14 - 16
Fairbanks	October 28 - 30

## 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:** What referral information do I need from a referring provider before I can submit my claim?

**A:** A referral must contain three components:

- **Date Issued** – the date of referral must be on or before the date of service.
- **Duration** – the referral must have a defined duration and cannot be open ended. The date of service must fall within this range.
- **Diagnosis** – the referral must specify a diagnosis or condition related to the referral.

Referring providers must provide this information to the receiving provider when referring a recipient.

Receiving providers must attach the referral to the paper or electronic claim.

