

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

December 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

In this issue

12/15/2014 Go-Live: Qualis Health Provider Portal.....	1
2015 First Quarter Provider Training Schedule Now Available.....	1
Billing Instructions for the 02/12 Version of the CMS-1500 Claim Form Now Available.....	1
Continue to Use CPT 90832 for Mental Health Services.....	2
Medicaid Number Format Different for Some Recipients.....	2
UB-04 Billing Payer Name Requirements	2
Change of Financial Eligibility Rule for Children in Residential Treatment Facilities	2
Holiday Closures.....	2
Providers Offering Discounted Services May Not Bill Alaska Medicaid for More than the Discounted Rate	3
Alaska Commission on Aging	3
Training Dates for Providers	3
Ask Medicaid	3
2015 Alaska Medicaid Provider Training Schedule Now Available!	4

12/15/2014 Go-Live: Qualis Health Provider Portal

Providers who use iExchange to request service authorizations from Qualis Health were notified earlier this fall that iExchange would soon be replaced by the new Qualis Health Provider Portal (QHPP). **The go-live date is scheduled for 12/15/2014.** To access the QHPP, go to <https://qualishealthpp.zeomega.com/>. Questions? Contact Qualis Health at 888.240.0437.

If you are a current iExchange user and you have not done so already, please complete and submit a QHPP registration packet as soon as possible, available at <http://www.qualishealth.org/sites/default/files/QH-Provider-Portal-Registration.pdf>.

2015 First Quarter Provider Training Schedule Now Available

Alaska Medicaid is pleased to announce that the first quarter of 2015 Provider Training classes is now open for registration. Training locations, dates and times of classes for the first quarter may be viewed on the Learning Management System (LMS) at <http://learn.medicaidalaska.com>. For a complete list of courses and descriptions, log in to the LMS and select Provider Training from the Provider dropdown menu. For training dates and instructions for navigating the LMS, please see the provider flyer "2015 First Quarter Provider Training Schedule Now Available" in Health Enterprise (Documentation > Documents & Forms > Provider Updates).

Billing Instructions for the 02/12 Version of the CMS-1500 Claim Form Now Available

An updated set of billing instructions for the 02/12 version of the CMS-1500 claim form is now available on the billing manuals bookshelf at <http://manuals.medicaidalaska.com> and through Health Enterprise at <http://manuals.medicaidalaska.com/docs/ProviderReference.html>. This document is intended to provide Alaska Medicaid-specific instructions and clarifications for completion of the 1500 claim form, version 02/12. It is to be used as a companion to, and not a replacement for, the National Uniform Claim Committee (NUCC) 1500 Claim Form Reference Instruction Manual, available at <http://nucc.org/>.

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



Continue to Use CPT 90832 for Mental Health Services

Mental health providers may notice that the CPT 90832 shows up as 9006 on service authorizations. This is not an error in the system; Enterprise converts the CPT 90832 to 9006 during processing. Please continue to use the 90832 to submit requests for service authorization and claims for payment.

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

Medicaid Number Format Different for Some Recipients

In January 2014, Alaska Medicaid began issuing new eligibility cards and new ID numbers to certain recipients. Some recipients received new ID numbers that begin with 2..., while others retained their 06... numbers. To ensure accurate and timely processing of your claims, please be sure to check every recipient's ID number.

UB-04 Billing Payer Name Requirements

When billing Alaska Medicaid for services on a UB-04 paper claim form providers must enter "Medicaid" in box 50a, 50b, or 50c, Payer Name. If any other name is used in place of Medicaid (i.e., Alaska Medicaid, Alaska Medical Assistance, DenaliCare, Denali Kid Care, Xerox) the claim will deny with exception code 1320.

Change of Financial Eligibility Rule for Children in Residential Treatment Facilities

Prior to implementation of the Patient Protection and Affordable Care Act (PPACA) of 2010, the Division of Public Assistance (DPA) determined Medicaid eligibility for children in residential or medical treatment facilities counting only their income once they were out of the home for 30 days. The PPACA changed how states determine Medicaid eligibility for families. Countable income for each household member is determined individually using federal tax rules. A recent clarification received from the Centers for Medicare and Medicaid Services stated that the new methods for determining Medicaid eligibility described in 42 CFR 435.603(f) also apply to children in residential or medical treatment facilities.

The basic rule states that if a parent reports they will claim their child as a tax dependent, the parent's income must be counted when determining Medicaid eligibility for the child. If the parent indicates they will not claim their child as a tax dependent or the tax filing status is unknown, Medicaid eligibility can be determined for the child counting only the child's income if the child is not living in their parent's home.

Children who are currently receiving Medicaid who are in residential or medical care treatment facilities will not have their eligibility redetermined until their annual review is submitted to DPA. At that time, if the review indicates the parent will claim the child as a tax dependent, the parent's income must be counted when determining the child's Medicaid eligibility.

We understand the concern about this policy change. The Department of Health and Social Services is working to minimize the impact this has on Alaskan families and treatment facilities.

Holiday Closures

The State of Alaska and Xerox offices will be closed December 25th, 2014 in observation of Christmas Day and January 1st, 2014 in observation of New Year's Day. The State of Alaska's offices will be closed January 19th, 2014 in observation of Martin Luther King, Jr. Day.

Providers Offering Discounted Services May Not Bill Alaska Medicaid for More than the Discounted Rate

Providers who offer advertised discounts for their services may not, during the discount effective period, bill Alaska Medicaid an amount higher than the reduced rate.

For example, a provider offers an exam at the discounted price of \$100 from July 1st – July 31st. The provider may not bill Alaska Medicaid more than \$100 for that same service for dates of service July 1st – July 31st. This applies to all discounts offered, either directly by the provider or through a 3rd party such as Groupon® and DealSaver®. This also applies to all modes through which the discount is advertised or publicized (newspaper, online, direct mail, television, radio, flyers, etc.).

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.

Alaska Commission on Aging

The Alaska Commission on Aging (ACoA) will hold its quarterly meeting December 10th and 11th, 2014 in Anchorage, Alaska.

On Wednesday, December 10th the ACoA will hold a business meeting from 8:45 a.m. to 2:30 p.m. at the Anchorage Senior Activities Center 1300 East 19th Ave., Anchorage, Alaska. A Public Comment period will be held from 11:00 a.m. – 11:30 a.m. on December 10th. You can join Public Comment by dialing 1-800-315-6338 using code 53250# or attend in person.

On Thursday, December 11th the ACoA will have an Anchorage Elder-Senior listening session from 8:30 – noon at the Anchorage Senior Activities Center 1300 East 19th Ave., Anchorage, Alaska. All are welcome! The business meeting will continue from 1:00 p.m. until 4:30 p.m. To listen to the meeting you may call 1-800-315-6338 using code 53250#.

Individuals who require special accommodations in order to participate should contact Lesley Thompson at (907) 465-4793 by December 4th.

Training Dates for Providers

Alaska Medicaid is coming to your area! In December, training is scheduled in Anchorage and via WebEx. In January, training is scheduled in Bethel and via WebEx.

December	
Anchorage	December 2 - 4
WebEx	December 9 - 11
January	
WebEx	January 20 - 22
Bethel	January 27 - 29

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: I'd like to view my submitted service

authorizations online. How do I look up service authorizations in Health Enterprise?

A: First, log in to Health Enterprise with your provider login. Under the Authorizations tab, select View/Edit Authorization Request from the dropdown menu. Enter your provider ID in the Provider ID field. You may enter information in any of the search fields to narrow your search. For best results, use the Approved Date fields. Expand the search dates of your request by 10 days on both ends of your expected span.

- Ex: Expected SA dates 01/03/2014 – 01/10/2014, expand search range to 12/24/13 – 01/20/2014 for best results.

If you need additional assistance, please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

2015 Alaska Medicaid Provider Training Schedule Now Available!

Alaska Medicaid is pleased to announce the 2015 Provider Training Schedule dates. Training locations and dates may be viewed on the Learning Management System (LMS) at <http://learn.medicaidalaska.com>. Specific classes and times will be posted soon. For a complete list of courses and descriptions, log in to the LMS and select Provider Training from the Provider dropdown menu. Instructions for logging in to the LMS and registering for provider training courses are available below.

Log in to the LMS:

1. Go to <https://learn.medicaidalaska.com>.
2. Login with your username (usually your email address) and password, or create an account.
3. Hover over Providers on the Menu Bar and click Training Calendar.

Register for Training:

1. On the Training Calendar, click on the day of the training you would like to attend.
2. Click the RSVP button at the bottom of the popup box to register for the training.
3. You will receive an email confirmation of your RSVP with the course date and time, along with any other necessary information.

Please contact Xerox provider training staff with questions or training requests at anctraining@xerox.com or at 907.644.8152.

January		
	WebEx	January 20 — 22
	Bethel	January 27 — 29
February		
	Kotzebue	February 3 — 5
	Dillingham	February 10 — 12
	Nome	February 17 — 19
	WebEx	February 24 — 26
March		
	Barrow	March 3 — 5
	WebEx	March 10 — 12
	Kenai	March 17 — 19
	Anchorage	March 24 — 26
April		
	Bethel	April 7 — 9
	Ketchikan	April 14 — 16
	WebEx	April 21 — 23
	Fairbanks	April 28 — 30
May		
	Seattle	May 5 — 7
	Juneau	May 19 — 21
	WebEx	May 26 — 28

June		
	Anchorage	June 2 — 4
	WebEx	June 16 — 18
July		
	WebEx	July 7 — 9
	Anchorage	July 14 — 16
	Fairbanks	July 28 — 30
August		
	MatSu	August 4 — 6
	WebEx	August 18 — 20
September		
	WebEx	September 1 — 3
	Juneau	September 8 — 10
	Kotzebue	September 22 — 24
October		
	Bethel	October 6 — 8
	Anchorage	October 13 — 15
	WebEx	October 20 — 22
November		
	WebEx	November 3 — 5
	Fairbanks	November 10 — 12
December		
	MatSu	December 8 — 10
	WebEx	December 15 — 17