

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

January 2015

## 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

Changes to Alaska Medicaid Payment Cycle Schedule .....	1
Provider Quick Reference Guide for Adjusting and Voiding Electronic Claims Now Available .....	1
Qualis Health Provider Portal Online.....	1
2015 First and Second Quarter Provider Training Schedule Now Available.....	2
Pharmacy & Therapeutics Committee Meeting .....	2
Holiday Closures.....	2
Drug Utilization Review Committee Meeting .....	2
Medicaid Number Format Different for Some Recipients.....	2
UB-04 Billing Payer Name Requirements .....	2
Billing Instructions for the 02/12 Version of the CMS-1500 Claim Form Now Available .....	3
Training Dates for Providers .....	3
Continue to Use CPT 90832 for Mental Health Services.....	3
Ask Medicaid .....	3
2015 Alaska Medicaid Provider Training Schedule Now Available! .....	4

## Changes to Alaska Medicaid Payment Cycle Schedule

Effective January 23<sup>rd</sup>, 2015, the Alaska Medicaid payment date will switch from every Wednesday to every Friday. The cutoff for submitting claims in order to receive reimbursement the following week will move from Thursday at noon to Monday at noon. EFT payments will be deposited each Friday by 2:00 p.m. AKST and paper Remittance Advice will be mailed out the same day. All reimbursement and remittance advice preferences will carry over. No action is required from providers.

Under the current payment cycle schedule, the last Thursday claim cutoff will occur on 01/08/15 for payment issuance on Wednesday 01/14/15. Under the new payment cycle schedule, the first Monday claim cutoff will occur on 01/19/15 for payment issuance on Friday 01/23/15. Although payment will be delayed two days on the week of transition, that payment will be for a 9-day cycle rather than the normal 7-day cycle. Beginning the following week, the claim cycles will return to 7-day.

## Provider Quick Reference Guide for Adjusting and Voiding Electronic Claims Now Available

A quick reference guide for submitting adjustments and voids of electronically filed claims is now available. Please see the provider guide "Quick Reference: Adjusting and Voiding Electronic Claims" in Health Enterprise at

<http://manuals.medicaidalaska.com/docs/ProviderReference.html>.

If you have questions regarding adjustments and voids of electronic claims, please contact the EMC Helpdesk at 907.644.6800, option 3, or toll-free in Alaska at 800.770.5650 (option 1, 4) for assistance.

## Qualis Health Provider Portal Online

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 QHPP went live 12/15/2014. To access the QHPP, go to <https://qualishealthpp.zeomega.com/>. Questions? Contact Qualis Health at 888.240.0437.

*(continued on page 2)*

(continued from page 1)

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 and Second Quarter Provider Training Schedule Now Available

Alaska Medicaid is pleased to announce that the first and second quarters of 2015 Provider Training classes are now open for registration. Training locations, dates and times of classes for the first and second quarters 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 flyers “2015 First Quarter Provider Training Schedule Now Available” and “2015 Second Quarter Provider Training Schedule Now Available” in Health Enterprise (Documentation > Documents & Forms > Provider Updates).

## Pharmacy & Therapeutics Committee Meeting

### Meeting Date

Friday, January 16<sup>th</sup>, 2015, 8:00 a.m.

### Meeting Location

Frontier Building  
3601 C Street, Room 890/896  
Anchorage, Alaska

If you would like to join via teleconference, please dial 1.800.315.6338, use access code 26541#.

Individuals with disabilities who need special accommodations in order to participate should contact Chad Hope at 907.334.2654 no later than 2:00 p.m., Wednesday, January 14, 2015.

## Holiday Closures

The State of Alaska and Xerox offices will be closed January 1<sup>st</sup>, 2015 in observation of New Year's Day. The State of Alaska's offices will be closed January 19<sup>th</sup>, 2015 in observation of Martin Luther King, Jr. Day and February 16<sup>th</sup>, 2015 in observation of Presidents' Day.

## Drug Utilization Review Committee Meeting

### Meeting Date

Friday, January 16<sup>th</sup>, 2015, 1:00 p.m.

### Meeting Location

Frontier Building  
3601 C Street, Room 896  
Anchorage, Alaska

Agendas are posted on the Health Care Services Drug Utilization website at

[http://dhss.alaska.gov/dhcs/Pages/pdl/drugutilizb\\_pdl.aspx](http://dhss.alaska.gov/dhcs/Pages/pdl/drugutilizb_pdl.aspx)

If you would like to join via teleconference, please dial 1.800.315.6338, use access code 24251#.

Any pharmaceutical manufacturer may submit material related to the agenda items to the DUR committee in writing by December 31, 2014 at 4:00 p.m. (AST) to Erin Narus at [erin.narus@alaska.gov](mailto:erin.narus@alaska.gov), Division of Health Care Services, 4501 Business Park Boulevard, Building L, Anchorage, Alaska 99503-7167, phone 907.334.2425.

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, January 14, 2015.

## 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.

## 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/>.

## Training Dates for Providers

Alaska Medicaid is coming to your area! In January, training is scheduled in Bethel and via WebEx. In February, training is scheduled in Kotzebue, Dillingham, Nome and via WebEx.

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

## 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).

## 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.

## Ask Medicaid

**Q:** How do I adjust or void a claim submitted through electronic billing software?

**A:** Follow the steps below using whichever electronic billing software you use to submit Medicaid claims.

To adjust a claim that was originally submitted after October 1st, 2013:

1. Enter 7 (Replacement; replacement of prior claim) in CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **transaction control number (TCN)** in REF02 (Payer Claim Control Number).
3. Enter the entire claim, even if only adjusting one line. Changes to multiple lines within the same claim may be submitted at the same time.

To void a claim:

1. Enter 8 (Void; void of prior claim) in segment CLM05-3 (Claim Type Code).
2. Enter F8 in REF01 and the **original CCN or TCN** in REF02 (Payer Claim control Number).
3. Enter information for the entire claim.

**NOTE:** To void a single claim line in a multi-line claim, follow the above instructions for adjusting a claim submitted after October 1, 2013 and enter all claim lines except the line to be voided.

For additional instructions on adjusting and voiding electronically submitted claims, please see the provider guide "Quick Reference: Adjusting and Voiding Electronic Claims" in Health Enterprise at <http://manuals.medicaidalaska.com/docs/ProviderReference.html>.

If you have questions regarding adjustments and voids of electronic claims, please contact the EMC Helpdesk at 907.644.6800, option 3, or toll-free in Alaska at 800.770.5650 (option 1, 4) for assistance.

# 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](mailto: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