

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

February 2015

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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Prescription Drug and Prior Authorization Pamphlet Regulations

Effective February 26th, 2015, all pharmacy providers enrolled with Alaska Medicaid are required to distribute the "Information About Your Prescription Drug Benefits and Prior Authorization" pamphlet to a Medicaid recipient, or the recipient's agent, if a claim does not process through the Medicaid pharmacy system because the prescriber did not request, or obtain, prior authorization. If multiple claims for a single recipient are impacted, the pharmacy is only required to distribute one copy of the pamphlet to the recipient or the recipient's agent. The pamphlet is available online at Departments website:

<http://dhss.alaska.gov/dhcs/Pages/pharmacy/medpriorauthoriz.aspx>

and the Xerox website:

http://manuals.medicaidalaska.com/docs/dnld/Rx_Benefits_Authorization_v2.pdf.

Please Submit All Renewed Licenses, Certifications, Permits, and Grants to Xerox

Providers with licenses, certifications, permits, and grants that expired on December 31st, 2014 who have not already provided a copy of their renewed credentials must do so as soon as possible.

In order to avoid denied or suspended claims, please submit a copy of your renewed license, certification, permit, or grant to Xerox by fax to 907.646.4273 or by mail to:

Xerox State Healthcare

Attn: Enrollment Services

P.O. Box 240808

Anchorage, AK 99524-0808

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

Administrative Wait and Swing Bed Revenue Code Clarification

Revenue code 0194 should be used to report Administrative Wait Bed and Swing Bed services. Revenue code 0193 is to be used only for ICF/MR services. The Tribal Billing Manual has been updated to reflect this clarification.

Alaska Medicaid Coordinated Care Initiative Update

The Division of Health Care Services' new Alaska Medicaid Coordinated Care Initiative (AMCCI) contractor, MedExpert, will assist Medicaid members who use the emergency room more frequently when compared to other members. Through the AMCCI program, MedExpert will help members to navigate the health care system and appropriately use their Medicaid benefits. Members will receive personalized one-on-one services for care coordination, scheduling appointments, addressing barriers, and assisting with referrals to specialists.

If you would like more information about MedExpert or to refer a patient to the program, please visit <http://dhss.alaska.gov/dhcs/Pages/amcci/default.aspx> or contact the Quality Assurance Team at 907.334.2400.

Alaska Commission on Aging Quarterly Meeting

Meeting Date

Monday, February 9th, 2015, 3:00 p.m.
Tuesday, February 10th, 2015 8:25 a.m.-5:00 p.m.
Thursday, February 12th, 2015 8:25 a.m.-11:00 a.m.

Meeting Location

Alaska Permanent Fund Corporation Building
(Goldbelt Building),
801 West 10th Ave., Suite 302
Hugh Malone Conference Room
Juneau, AK 99801

A Public Comment period will be held on February 10th from 11:30 a.m.-12:00 p.m. You can join Public Comment by dialing 1-800-315-6338 and using code 53250#.

Individuals who require special accommodations in order to participate should contact Lesley Thompson at (907) 465-4793 by February 6th, 2015.

CMS Regulation Transition Plan Available for Public Comment

In accordance with CFR 42 §441.301(c)(6), the State of Alaska offers the "CFR 42 §441.301(c)(6) Transition Plan For Home and Community-Based Services Settings" for public comment. The Plan outlines the state's process for assessing provider and state readiness for new federal regulations at CFR 42 441(c)(4) Home and Community-

Based Settings, as well as its plan for coming into compliance. The Plan will be available for public comment from January 26th through February 28th, and may be modified in response to public comment. To access the Plan, go to the Senior and Disabilities Services webpage at <http://dhss.alaska.gov/dsds/Pages/default.aspx> and select "State of Alaska CMS Regulation Transition Plan" under **Headlines**.

Please send written comments to Angela Salerno, Manager, Policy and Program Development, by email at angela.salerno@alaska.gov or by mail at PO Box 110680, Juneau, AK 99811-060.

2015 Third and Fourth Quarter Provider Training Schedules Now Available

Alaska Medicaid is pleased to announce that the third and fourth quarters of 2015 Provider Training classes are now open for registration. Training locations, dates and times of classes for 2015 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 Third Quarter Provider Training Schedule Now Available" and "2015 Fourth Quarter Provider Training Schedule Now Available" in Health Enterprise (Documentation > Documents & Forms > Provider Updates).

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.

Changes to Alaska Medicaid Payment Cycle Schedule

Effective January 23rd, 2015 the Alaska Medicaid payment date switched from every Wednesday to every Friday. The cutoff for submitting claims in order to receive reimbursement the following week moved from Thursday at noon to Monday at noon. EFT payments will now 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 have carried over. No action is required from providers.

Holiday Closures

The State of Alaska's offices will be closed February 16th, 2015 in observation of Presidents' Day and March 30th, 2015 in observation of Seward's Day.

Training Dates for Providers

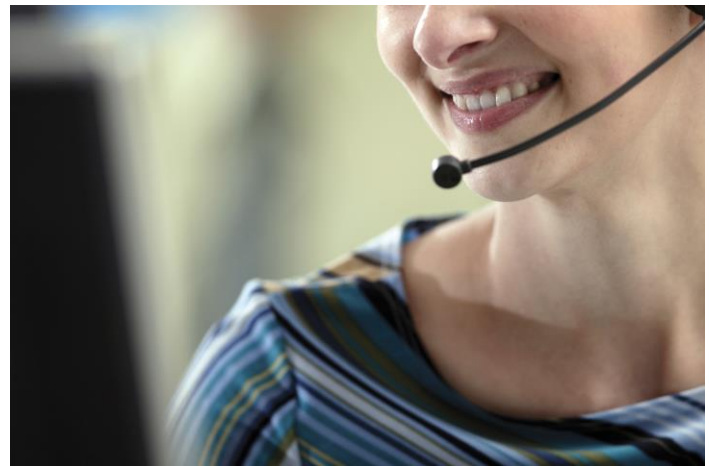
Alaska Medicaid is coming to your area! In February, training is scheduled in Kotzebue, Dillingham, Nome, and via WebEx. In March, training is scheduled in Barrow, Kenai, and via WebEx.

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

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: Some of the claims we submitted to Alaska Medicaid were approved at a reduced amount. Can we appeal this decision?

A: Yes, you may request a first level appeal if payment of an original claim was denied or reduced, or if payment was reduced due to a recoupment action. First level appeals must be in writing and received within 180 days of the claim disposition date (the date of the remittance advice [RA]), or within the timely filing period for that date of service. Any appeal submitted past timely will not be considered. To request an appeal, please complete the Provider Appeals Form available at <http://manuals.medicaidalaska.com/docs/forms.htm> and mail to:

Xerox State Healthcare

Attn: First-Level Appeals
P.O. Box 240808
Anchorage, AK 99524-0808

NOTE: Providers may not file a first level appeal by facsimile, telephone or any other oral communication.

Xerox will notify providers in writing of the first level appeal results. If the reviewer upholds the initial decision, providers have the right to file a second level appeal.