

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Providers

March 2015

Xerox

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<http://medicaidalaska.com>

Phone Numbers

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800.770.5650 (toll-free)

Fraud and Abuse Hotline

907.644.5975 or
800.256.0930 (toll-free)

Recipient Services

907.644.6800, option 1, 2
800.780.9972, option 1, 1, 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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New Pharmacy Preferred Drug List Effective March 15th, 2015

The proposed Alaska Medicaid Preferred Drug List has been adopted into reference and will be effective on March 15th, 2015. The current and proposed Preferred Drug Lists are both available online at <http://dhss.alaska.gov/dhcs/Pages/pdl/default.aspx> along with a summary of the changes to take effect on March 15th, 2015.

Immunization Notification for Patients Available Through VacTrAK

The VacTrAK immunization information system underwent major hardware upgrades in early January 2015. End users of the system may notice improvements in server response times, depending upon their internet connection speed. In addition, report features in the system now run more efficiently.

VacTrAK offers reminder/recall services to notify patients about due or past due vaccinations. The Centers for Disease Control Community Guide Task Force has found this to be an effective, evidence-based strategy to improve and sustain vaccination coverage rates in children and adult populations. The Alaska Immunization Program recommends immunization service providers to perform reminder/recall at least monthly to promote timely immunizations using either VacTrAK or client health record systems (manual or electronic).

VacTrAK client type users have access to the reminder/recall feature in the system. There is a VacTrAK Quick Reference Guide on basic reminder/recall available on the VacTrAK page of the Immunization Program website. Output options include: patient lists, mailing labels, letters and postcards, mail-merge content, auto-dialer content, and email reminders.

2015 ACIP Recommended Immunization Schedules Now Available!

The 2015 ACIP recommended immunization schedules are out and now available on the Alaska Immunization Program website. There are both health care professional and easy-to-read versions available. The health care professional versions include recommendations with footnotes on use of the vaccines. The easy-to-read versions include an Alaska-specific schedule for children birth through 6 years of age.

1099 Update

Alaska Medicaid 1099s were mailed to most providers on January 31st, 2015. As a result of Alaska Medicaid Health Enterprise (Enterprise) issues experienced during 2014, there may be instances in which the amount reflected on the 1099 does not match the 1099 amount indicated on the final RA of 2014. In these instances the 1099s are correct, and the amounts on the final RAs were incorrect. Both the Department of Health and Social Services and its fiscal agent, Xerox State Healthcare are fully aware of this problem and, in the coming weeks, will provide detailed explanations to address each discrepancy.

Additionally, some providers who had claim activity in 2014 were not issued a 1099 on January 31st, 2015 because of Enterprise issues. Xerox staff will contact each of these providers no later than February 6th, 2015.

If you have any questions, please contact Kamala Satyal at 907.644.6814.



Updated Provider Billing Manual Now Available for Early and Periodic Screening, Diagnosis, and Treatment Services

An updated Alaska Medical Assistance Provider Billing Manual is now available for Early and Periodic Screening, Diagnosis, and Treatment Services.

Updates include:

- addition of a list of individuals who may complete a developmental screening tool (see [Section I](#), Completion of the Screening Tool)
- notation of 2 screenings per visit limitation (see [Section I](#), Completion of the Screening Tool)
- clarification of CPT and modifier billing requirements (see [Section I](#), Billing for Developmental Screening and Assessment)

To view this manual, visit <http://medicaidalaska.com> and select Provider > Billing Manuals > click here, accept the CDT/CPT copyright agreement, then select the appropriate provider billing manual.

If you have difficulty accessing your billing manual online, please call the Provider Inquiry Unit at 907.644.6800, option 1,1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1 for assistance.

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).

Drug Utilization Review Committee Meeting

Meeting Date

Friday, March 20th, 2015, 1:00 p.m.

Meeting Location

Via teleconference at 1.800.315.6338, use access code 24251#.

Agendas are posted on the Health Care Services Drug Utilization website

http://dhss.alaska.gov/dhcs/Pages/pdl/drugutilizb_pdl.aspx.

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, March 18th, 2015.

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 the 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.

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.

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 Enrollment at 907.644.6800, option 2, or 800.770.5650, option 1, 3 (toll-free in Alaska).

Holiday Closures

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

Training Dates for Providers

Alaska Medicaid is coming to your area! In March, training is scheduled in Anchorage and via WebEx. In April, training is scheduled in Bethel, Fairbanks, Ketchikan, and via WebEx.

March	
WebEx	March 10-12
Anchorage	March 24-26
April	
Bethel	April 7-9
Fairbanks	April 14-16
WebEx	April 21-23
Ketchikan	April 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: Our dental practice has new staff. Do you have any tips to help them with submitting dental service authorization requests?

A: We do! Here are some tips that we hope your staff will find helpful:

- Download the Dental Service Authorization Request form at <http://manuals.medicaidalaska.com/docs/forms.htm>.
- Enter your **provider billing group's** Alaska Medical Assistance ID in field 3 of the Dental Service Authorization Request form. If you have multiple service locations, make sure to use the provider billing group ID for the specific location where services will be performed.
- If the request is retroactive, remember to check **Yes** in field 2 and enter the date of service in field 4.
- Always enter tooth number and surface code in fields 15 and 16.
- Make sure your fax number is included in field 5.

Print and sign the completed form and fax it to 907.644.9861. If you have any questions, please contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

For further tips and instructions, Alaska Medicaid invites your newly hired and seasoned staff to attend instructor led provider training. Instructor led training is available online each month via WebEx and in person in many locations around the state. To view the 2015 training schedule and register for training near you, please visit <http://learn.medicaidalaska.com>.