

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

April 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 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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Exception Code 9854 Posting to Provider RAs

Some Alaska Medicaid providers may notice that exception code 9854 is posting on their remittance advice (RA). Exception code 9854, *mass adjustment claim is being processed for the first time*, posts on claims that Xerox has staged for reprocessing. These claims will be removed from the RA and will be corrected and reprocessed through mass adjustments; no action is required from providers. Any reprocessing efforts that result in recoveries or recoupment of overpayments will be communicated to providers in advance and repayment options will be discussed before any recoupment is made.

If you have any questions, contact:

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

PCA Claims that Exceed Authorized Units Will Be Denied

Since Enterprise go-live, a number of system issues may have prevented service authorizations from being flagged as used when claims were billed and paid against PCA authorizations. On Saturday, March 14th, 2015, Xerox implemented an update to remedy this problem.

What does this mean to you, the provider?

If the number of units for which you have been paid did not exhaust the number of authorized units, you will not be impacted.

If the number of units for which you have been paid exceeds the number of authorized units and you continue to bill on the same authorization number, your claims will be denied for exception code 8040, *Service Authorization Units Fully Exceeded*.

Additional communication will be provided to the agencies impacted by this fix. If you have any questions, please contact Xerox Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

ICD-10 News Update: Trading Partner Testing Announcement

Effective October 1st, 2015, all providers must use ICD-10 codes when submitting claims with a service date on or after October 1st, 2015. Alaska Medical Assistance will begin accepting ICD-10 files on October 1st, 2015.

In preparation for the transition, Alaska Medical Assistance will begin trading partner testing starting March 23rd, 2015. There are two types of testing offered: End-to-End testing, which is required, and Syntactical testing, which is optional.

How will this affect providers?

Providers submitting individual claims through Payerpath, Health Enterprise, or trading partners will **not** be required to perform End-to-End testing and should not be affected.

To learn more about the trading partner testing process, refer to "ICD-10 News Update: Trading Partner Testing Announcement" available on the Provider Updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>.

For ICD-10 computer-based trainings (CBTs), log in to the Learning Management System (LMS) or create a new account at <http://learn.medicaidalaska.com> and select ICD-10 from the Provider dropdown menu. There are two CBTs on ICD-10 currently available: "Basic Information" and "ICD-10 Impacts and Changes". These CBTs include extensive ICD-10 details and examples of how the ICD indicator is used on the CMS-1500 and UB-04 claim forms. Please check back for additional CBTs posted in the future.

If you need assistance with testing or have any questions, please send an email to AK-ICD10-Support@xerox.com or call 855.744.8142 (toll free) or 907.644.8142 between the hours of 8:00 a.m. and 5:00 p.m., Alaska Standard Time, Monday - Friday.



Staying Informed About Alaska's MMIS Updates

To keep Alaska Medicaid's 20,000+ enrolled providers apprised of the status of our MMIS, known as Alaska Medicaid Health Enterprise, periodic updates are regularly announced at <http://manuals.medicaidalaska.com/docs/updates.htm>. Look for documents titled "Update: MMIS Status". The most recent update was posted on 03/10/2015.

On the MMIS status update, you will find in-depth information about important provider notifications, payment cycle statistics, defect resolution status, recent and upcoming system updates, and more.

New Pharmacy Preferred Drug List Effective March 15, 2015

The Alaska Medicaid Preferred Drug List has been adopted into reference and was effective on March 15, 2015. The current Preferred Drug List is available online at <http://dhss.alaska.gov/dhcs/Pages/pdl/default.aspx> along with a summary of the changes that took effect on March 15th, 2015.

Provider Training Dates

Alaska Medicaid is coming to your area! In April, training is scheduled via WebEx. In May, training is scheduled in Seattle, Juneau, and via WebEx.

April	
WebEx	April 21-23
May	
Seattle	May 5-7
Juneau	May 19-21
WebEx	May 26-28

Register Today!

Alaska Medicaid training courses will guide you and your staff in understanding and billing for services reimbursed by Alaska Medicaid, Denali KidCare, and CAMA. Included are introductory courses such as *Recipient Eligibility*, *Adjustments and Voids*, *Claims Management*, and *Service Authorizations*. 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).

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 Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska) for assistance.

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.

Holiday Closures

The State of Alaska and Xerox offices will be closed May 25th, 2015 in observation of Memorial Day.

VacTrAK Immunization Notification for Patients Available

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.

3rd and 4th Quarter 2015 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).

Ask Medicaid

Q: I have a patient that requires imaging services, but we don't have the necessary equipment available in our community. Will Alaska Medicaid cover the member's travel costs necessary to receive these services in another location?

A: Yes, Alaska Medicaid can authorize medically necessary transportation and relevant accommodation services if the member's coverage includes transportation benefits. Transportation coverage is limited to Medicaid covered services and to the nearest facility or provider capable of providing that service. Travel to the nearest Indian Health Services (IHS) Facility is covered for Alaska Native members. As the referring provider, you will need to request a transportation authorization using one of the following methods:

- Online using Health Enterprise, <https://medicaidalaska.com>
 - Sign in and under **Authorizations** tab, select **Submit Transportation Authorization Request**
- Call Xerox Services Travel Prior Authorizations at 907.644.6800, option 5 or 800.770.5650 (Toll-free), option 1, option 2

Have the following information available when requesting an authorization online or by phone:

- Member's Alaska Medicaid ID number
- Appointment Dates/Times
- Diagnosis
- Referring and receiving provider
- Origin and destination
- Escort information, if applicable
- Specific transportation and accommodation needs

Once a travel authorization has been approved, you will need to complete Transportation Authorization Invoice forms (AK-04) for each transportation and accommodation provider that will bill for services.

For detailed instructions on contacting the Xerox Service Authorization Unit, submitting a travel authorization request on Health Enterprise, and completing an AK-04 form, refer to "How to Request a Service Authorization for Non-Emergency Medical Transportation or Accommodation Services" and "How to Submit a Non-Emergency Medical Transportation Authorization Request in Health Enterprise" which are both available on the Provider Updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>.

For further tips and instructions, Alaska Medicaid invites you 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>.

State Meeting Notices

Alaska Medicaid Pharmacy & Therapeutics Committee Meeting

Meeting Date

Friday, April 17th, 2015, 8:00 a.m.

Meeting Location

Frontier Building
3601 C Street, *Rooms 890/896*
Anchorage, Alaska

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

Agenda is posted on the Health Care Services Preferred Drug List Program website http://dhss.alaska.gov/dhcs/Documents/pdl/agendas_pdl/agenda_041715_pdl.pdf.

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Drug Utilization Review Committee Meeting

Meeting Date

Friday, April 17th, 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

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#.

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, April 15, 2015.

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Alaska Vaccine Assessment Program Council Meeting

Meeting Date

Thursday, April 30th, 2015, 9:00 a.m.

Meeting Location

Alaska State Library & Talking Book Center
344 West 3rd Avenue, *Suite 125*
Anchorage, AK

Please register for AVAP Council Meeting on April 30th, 2015 9:00 a.m. AKDT at: <https://attendee.gotowebinar.com/register/4962849506406439937>. After registering, you will receive a confirmation email containing information about the webinar.

For more information about the Council and the Alaska Vaccine Assessment Program, visit www.akvaccine.org.