

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

July 2015

Xerox

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Recipient Services

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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
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Finance 907.644.8120
Training 907.644.9845
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Claim Adjustments for Payments Received

In 2013, an issue developed in the Alaska Medicaid Health Enterprise system that affected Alaska Medicaid received payments processing, specifically provider financial transactions and 1099s.

The issue was isolated to repayments from providers in the form of a check. These payments included transactions such as overpayment for anticipated voids or recoupments, TPL reimbursement, and advancement repayments made in 2014.

The issue was resolved in May 2015 and Xerox is currently processing all payments submitted by check during 2014. Affected providers will see adjustments to their financial accounts reflected on upcoming RAs in the Financial Transaction and Summary sections as they are processed.

Although the provider's financial transactions and current 1099 amounts may appear incorrect on the RA, the adjustments will have no impact on the final Year-To-Date Total Paid amount. All affected 2015 1099s will be manually reviewed to ensure all checks were processed and applied appropriately.

No action is required from providers. 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).

RBRVS-Priced Claims to be Reprocessed

From October 1, 2013 through March 2014, Health Enterprise incorrectly calculated RBRVS pricing; payment of affected claims was off by a few cents in each case. The problem has been resolved and reprocessing is underway; no action is required from providers. Reprocessed claims will be reflected on upcoming RAs in the Financial Transaction and Summary sections as they are processed.

Holiday Closures

The State of Alaska and Xerox offices will be closed Friday, July 3, 2015 in observation of Independence Day.

Care Coordination: Fees for Medical Documents

An integral component of Care Coordination is assisting Medicaid recipients with applications for programs, and monitoring and coordinating their care. Obtaining and maintaining current medical files and documents for recipients is an essential function of Care Coordination. Senior and Disabilities Services (SDS) has learned that Care Coordinators are encountering medical providers who charge fees for medical documents. SDS certifies Care Coordinators as state agents to carry out these tasks, therefore the records are requested on behalf of SDS.

Medicaid providers are required to provide a copy of the requested records to the address that the Care Coordinator has specified, **without charge** and within the time requested ([7 AAC 105.230](#); [7 AAC 105.240](#)).

To assist Care Coordinators in obtaining medical documents efficiently, SDS has developed a letter that each Care Coordinator may present to providers. The letter cites the applicable regulations and requests that the records be provided without charge. Please contact SDS for a copy of this letter customized with your name and billing number.

If you have questions or encounter any problems, please contact Lisa McGuire, SDS Chief of Programs, at 907.269.3681 or lisa.mcguire@alaska.gov.

Rochester Optical Hosts 12th Annual Open House for Vision Care Providers

On Thursday July 16, 2014, at 2:15 p.m., immediately following Xerox's scheduled Vision Services training, Rochester Optical, the Alaska Medicaid eyewear contractor, will host their 12th annual Open House for Ophthalmologists, Optometrists, Opticians, and their staff who provide vision care services to Alaska Medicaid and Denali KidCare recipients.

For more information, including how to register, please see the 05/21/2015 flyer titled *Rochester Optical Twelfth Annual Open House for Vision Care Providers*, available at <http://manuals.medicaidalaska.com/docs/updates.htm>, or you may contact Maria Pokorny, Vision Services Program Manager, at maria.pokorny@alaska.gov or 907.334.2419.

Provider Training Dates

Alaska Medicaid is coming to your area! In July, training is scheduled in Fairbanks, Anchorage, and via WebEx. In August, training is scheduled in the Mat-Su Valley and via WebEx.

June	
Fairbanks	July 7 — 9
Anchorage	July 14 — 16
WebEx	July 28 — 30
August	
Mat-Su	August 4 — 6
WebEx	August 18 — 20

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).

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 06/16/2015.

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



ICD-10 News Roundup

Effective October 1, 2015, all providers must use ICD-10 codes when submitting claims with a service date on or after October 1, 2015.

Are you ready?

ICD-10 Survey Now Available!

Alaska Medical Assistance would like to thank you for your participation in our ICD-10 surveys. The information you provided helped us understand the challenges you are facing as you transition to ICD-10.

With our new survey we hope to obtain information which will enable Alaska Medical Assistance to create additional ICD-10 training, website articles, and provider communications to assist in your transition to ICD-10 on October 1, 2015.

This survey is available for all Alaska Medical Assistance providers through July 10, 2015. To participate, please visit https://www.surveymonkey.com/s/AKMedicaid_Survey3.

The survey should be completed by the individual in your organization responsible for planning, implementing, and managing the transition from ICD-9 codes to ICD-10.

ICD-10 Instructor-Led Training

Alaska Medicaid is pleased to announce that June 2015 - September 2015 ICD-10 Instructor-Led Provider Training courses are now open for registration. These courses are designed to give providers a general understanding of ICD-10 and the impact it will have once ICD-10 goes into effect on 10/01/2015. For a complete list of available course dates, times, and registration instructions, please see each corresponding month's training flyer by visiting <http://manuals.medicaidalaska.com/docs/icd-10.htm>. You may also log in to the Learning Management System (LMS) at <http://learn.medicaidalaska.com> to view and register for available ICD-10 courses.

Trading Partner Testing Announcement

Alaska Medical Assistance will begin accepting ICD-10 files on October 1, 2015.

In preparation for the transition, Alaska Medical Assistance began trading partner testing on March 23, 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 claims through a trading partner should communicate with their trading partners to verify appropriate End-to-End testing is being accomplished with Alaska Medicaid. Failure to successfully complete the required End-to-End testing will impact processing of claims with dates of service on and after October 1, 2015.

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 three CBTs on ICD-10 currently available: "Basic Information", "ICD-10 Impacts and Changes", and "Impacts for Non-Diagnosing Providers". 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.

Questions? Please contact the Alaska Medical Assistance ICD-10 team at AK-ICD10-Support@xerox.com or at 907.644.8142 or toll-free in Alaska at 855.744.8142, 8:00 a.m. – 5:00 p.m., AKDT, Monday – Friday.

Chronic and Acute Medical Assistance Claims Reprocessing

Some recipients who were eligible for Chronic and Acute Medical Assistance (CAMA) are now eligible for Alaska Medicaid. Claims paid using CAMA funding after Medicaid eligibility began will be reprocessed to ensure appropriate allocation of funds.

Reprocessed claims will be reflected in your remittance advice (RA). In most cases, reprocessing will not result in any changes in payment amounts. Payment changes that do occur are the result of applying member co-payments that are required for Medicaid, but not CAMA.

State Meeting Notice

AK Vaccine Assessment Council Meeting

The Alaska Vaccine Assessment Council will meet on 7/31/2015 from 11:00 a.m. — 2:30 p.m. for a blended meeting in-person/teleconference. The purpose of this meeting is to discuss the Vaccine Methodology. Meetings of the Council are open to the public and public testimony will be taken at this meeting.

Meeting Location

BP Energy Center
900 E. Benson Blvd.
Anchorage, AK 99519

To participate in the webinar, register at <https://attendee.gotowebinar.com/register/2859448580244174849>. After registering, you will receive a confirmation email containing information about joining the webinar.

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



Ask Medicaid

Q: The used units on some of our approved service authorizations are not calculated correctly. Do I need to take action to correct this?

A: No, reprocessing efforts are underway to correct the used units on approved service authorizations (SA)s. Future claims reprocessing may be required, but providers will be notified prior to any recoupments. For a list of authorization types that have been updated and authorization types still being reviewed, refer to the table below:

Completed

Behavioral Rehab Services, CAMA Treatments, Hospice
Home Infusion Therapy, Hearing Aids & Hearing Aid Supplies
Inpatient Hospital - Inpatient Psych, Inpatient Hospital - UM
Outpatient Hospital / CAMA Treatments, Pharmacy Drugs
Personal Care Attendant
Professional, Private Duty Nursing, Outpatient Hospital/ASC - UM
Transportation (Emergent)
Vision

In Progress

Dental
Durable Medical Equipment (DME)/Medical Supplies
Enhanced Adult Dental Service
Home Health Services
Mental Health Outpatient Services
Radiology
Residential Psych
Transportation & Accommodation (Non-Emergent)
Waiver

Updates to this list will appear in future MMIS Status Updates available at <http://manuals.medicaidalaska.com/docs/updates.htm>. If your SAs have not been corrected but fall under one of the already reprocessed authorization types, contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).