

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

October 2015

## Xerox

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<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  
800.770.5650, option 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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## ICD-10 Codes Required for Dates of Service On and After October 1, 2015

Effective October 1, 2015, providers must use ICD-10 diagnosis and inpatient surgical procedure codes when submitting claims for dates of service on or after October 1, 2015. This requirement applies to both paper and electronic claims submissions. Claims containing ICD-9 diagnosis codes or inpatient surgical procedure codes for dates of service on or after October 1, 2015 will be denied.

Providers must continue to use ICD-9 diagnosis and inpatient surgical procedure codes when submitting claims for dates of service on or before September 30, 2015.

If you have ICD-10 related questions, please contact the Alaska Medical Assistance ICD-10 team by email at [AK-ICD10-Support@xerox.com](mailto:AK-ICD10-Support@xerox.com) or by phone at 855.744.8142 (toll free) or 907.644.8142, 8:00 a.m. and 5:00 p.m., AKST, Monday – Friday.

## Revised Billing Instructions for the UB-04, CMS-1500, and ADA Claim Forms Now Available

Updated sets of billing instructions for the UB-04, CMS-1500, and ADA claim forms are now available on the billing manuals bookshelf at <http://manuals.medicicaidalaska.com> and through Health Enterprise at <http://manuals.medicicaidalaska.com/docs/ProviderReference.html>.

## Claims that Overlap ICD-10 Implementation Date

Additional ICD-10 claims guidance is available for facilities and other services that span the 10/01/2015 ICD-10 implementation date. Go to <http://manuals.medicaidalaska.com/docs/ProviderReference.html> and select ICD-10 Impacts and Changes: Claims that Overlap the ICD-10 Implementation Date.

## Denali KidCare Cards to be Issued Temporarily on Non-Laminated Card Stock

Card stock that is used to print Denali KidCare (DKC) cards is on backorder. Until a new shipment arrives, DKC cards will be printed on a substitute card stock. The cards must be cut out from the mailer, and will not be laminated. Please honor these non-laminated cards as valid proof of eligibility.

If you question the validity of any eligibility card, you may verify that the recipient is eligible through Alaska Medicaid Health Enterprise (select Member, then Check Eligibility), by calling AVRS at 855.329.8986, or by calling Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650 (toll-free in Alaska), option 1, 1, 1. Additional eligibility verification methods are listed in Section III of all provider billing manuals.

## ICD-10 Diagnosis Codes for School-Based Services

Claims submitted for services rendered on and after October 1, 2015 must contain an ICD-10 diagnosis code. Claims submitted with ICD-9 diagnosis codes will no longer be accepted. For services rendered on and after October 1, schools are asked to use the student's approved IEP diagnosis description and map it to an equivalent ICD-10 diagnosis code for school-based services unless a more appropriate medical diagnosis is available from a medical provider who, within their scope of practice, is able to diagnose.

Questions? Contact Carrie Truett at [carrie.truett@alaska.gov](mailto:carrie.truett@alaska.gov) or 907.269.4576.

## ICD-10 Diagnosis Codes for Non-Diagnosing Provider Claims

Claims submitted for services rendered on and after October 1, 2015 must contain an ICD-10 diagnosis code. Claims submitted with ICD-9 diagnosis codes will no longer be accepted.

Non-diagnosing providers must use either the recipient's documented ICD-10 diagnosis code, if known, or one of the recommended default codes if the appropriate ICD-10 code is not known. Recommended diagnosis codes are available at <http://manuals.medicaidalaska.com/docs/ProviderReference.html> (see *ICD-10 Diagnosis Codes for Non-Diagnosing Providers*).

## New ADA Claim Form v. 2012 (J430) Required Effective 11/01/2015

Effective November 1, 2015, paper dental claims must be submitted on the revised ADA 2012 (J430) form. As of this date, the ADA 2006 (J400) version will no longer be accepted. As always, providers are encouraged to submit claims electronically or through the web portal.

## Providers May Now Use CPT 90834 for Psychotherapy Services

Providers may now bill and receive payment for individual psychotherapy services using procedure code 90834. Complete information is available at <http://dhss.alaska.gov/dbh/Pages/Resources/Medicaidrelated.aspx>. Select "Provider Notice: Coverage of 90834" under the heading Provider Correspondence.



## ICD-10 Diagnosis Codes for Taxi Claims

Claims submitted for services rendered on and after October 1, 2015 must contain an ICD-10 diagnosis code. Claims submitted with ICD-9 diagnosis codes will no longer be accepted.

Taxi service providers must use either the recipient's documented ICD-10 diagnosis code, if known, or default code Z75.3, unavailability and inaccessibility of health care facilities, if the appropriate ICD-10 code is not known. Recommended diagnosis codes are available at

<http://manuals.medicaidalaska.com/docs/ProviderReference.html> (see *ICD-10 Diagnosis Codes for Non-Diagnosing Providers*).

## New ICD-10 Behavioral Health Authorization Request Forms

New Behavioral Health Service Authorization (SA) Request forms with fields for ICD-10 Diagnosis Codes are now available on the forms page at

<http://manuals.medicaidalaska.com/docs/forms.htm>.

These new forms are labeled "Effective 10/1/2015 DOS" and must be used when a treatment plan has a begin date on or after October 1, 2015. Continue to use the former versions, labeled "Effective 7/1/12 DOS", for treatment plans that have begin dates prior to October 1, 2015. Previously approved SAs spanning the October 1, 2015 implementation date will be unaffected.

For specific changes and instructions, please refer to the August 12, 2015 flyer "Behavioral Health Authorization Requests After the October 1<sup>st</sup>, 2015 ICD-10 Implementation Date" available at

<http://manuals.medicaidalaska.com/docs/dnld/UpdateBehavioralHealthSvcAuthAfterOct2015.pdf>.

Questions? Contact Nikita Comstock in the Xerox Service Authorization unit at 907.644.8179.

## Holiday Closures

The State of Alaska offices will be closed Monday, October 19, 2015 in observation of Alaska Day and Wednesday, November 11, 2015 in observation of Veterans Day. The State of Alaska and Xerox offices will be closed Thursday, November 26, 2015 in observation of Thanksgiving Day.

## Alaska Expands Medicaid!

On September 1, 2015, Alaska introduced the **Healthy Alaska Plan**, which will help thousands of Alaskans access the health care they need. For more information, visit <http://dhss.alaska.gov/HealthyAlaska/Pages/default.aspx>.

## Provider Training Dates

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

October	
Anchorage	October 13 — 15
WebEx	October 20 — 22
November	
Bethel	November 3 — 5
Anchorage	November 10 — 12

### 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 08/14/2015.

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, and more.

## New Authorization Forms Incorporating ICD-10

Effective August 17, 2015, all service authorization, Certificate of Medical Necessity (CMN), and CMN for Incontinence Supplies requests with dates of service on, after, or spanning October 1, 2015 must incorporate an ICD-10 diagnosis code. The Service Authorization Request form and both types of CMN request forms have been updated to include fields for ICD-10 diagnosis codes. Any requests that are received for dates of service on or after October 1, 2015 that do not include ICD-10 diagnosis codes will be returned to the requester for ICD-10 codes. The updated form is available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

For specific changes and instructions, please refer to provider flyer "Service Authorization Requests Spanning the October 1<sup>st</sup>, 2015 ICD-10 Implementation Date" and "Certificate of Medical Necessity Requests Spanning the October 1<sup>st</sup>, 2015 ICD-10 Implementation Date" available at <http://manuals.medicaidalaska.com/docs/dnld/Updates.htm>.

Questions? Please call the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650, option 1, 2 for assistance.

## Governor's Council on Disabilities & Special Education Meeting

The Governor's Council on Disabilities and Special Education will hold a public meeting October 7-8, 2015, at Special Olympics Alaska, 3200 Mountain View Drive, in Anchorage. On Wednesday, October 7 the Council will hold its regular business meeting. On Thursday, October 8 Council members will hold work sessions to set goals and objectives for their next 5-year state plan (2017-2021).

On Wednesday, October 7, from 6:00 p.m. – 7:30 p.m., the Council will hold a local community forum at Special Olympics Alaska and the public is invited to meet Council members, enjoy light refreshments, and provide input to help guide the creation of the next 5-year state plan. In particular, the Council is interested in hearing from the public on issues related to supports & services, early intervention, special education, supported employment, and access to healthcare for people who experience intellectual and/or developmental disabilities.

For questions or for more information, please contact the office of the Governor's Council on Disabilities and Special Education at 907.269.8990, toll free at 1.888.269.8990, or email [Patrick.Reinhart@alaska.gov](mailto:Patrick.Reinhart@alaska.gov).

## Ask Medicaid

**Q:** How does the Care Management Program work? Can providers refer members to the program?

**A:** The Care Management Program (CMP) helps Alaska Medicaid members establish a primary care provider for their health care services and medication needs. Members who have used services in an amount or at a frequency that is not medically necessary or appropriate, or at a higher rate than is average are candidates for placement in CMP. Although the main goal of CMP is to reduce misuse of Medicaid, it also encourages continuity of care and promotes communication between the member's medical care providers.

Members placed in CMP are restricted to a primary care provider and a single pharmacy for a period of 12 months of eligibility. Xerox will contact those providers who see the member most often and ask them to act as primary care provider. Groups can act as primary care providers because a single medical record is used within that group practice. Members may only seek treatment from other providers if they receive an advance written referral from their primary care provider. Members may use the emergency room without a referral from their primary care provider. However, they may be held financially liable if it is later determined that the emergency room visit does not meet the definition of an emergency.

Any Alaska Medicaid provider may refer members for review by the CMP coordinators. To make a referral to CMP, call 907.644.6842 or 800.770.5650, option 3. Providers may also complete the Care Management Program Provider Statement form available at <http://manuals.medicaidalaska.com/docs/forms.htm>. If you are a primary care provider and you would like to serve as the primary care provider for the member you are referring, indicate so in the second part of the form.