

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

March 2016

## 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  
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 ..... 907.644.8122  
or ..... 907.644.8123  
Enrollment ..... 907.646.4273  
Provider Inquiry ..... 907.644.8126

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## Provider Documentation Requirements

Medicaid providers are required to maintain accurate and complete financial, clinical, and other records in compliance with 7 AAC 105.230 and necessary to support the services for which the provider requests payment. Providers are also responsible for ensuring that their staff, billing agents, and other entities in charge of provider record maintenance meet these requirements. The text of 7 AAC 105.230 is available at

<http://manuals.medicicaidalaska.com/docs/ProviderReference.html>; select "Provider Documentation Requirements", 02/22/2016.

## Acknowledgement and Repayment of Payment Errors

Providers should closely review each remittance advice (RA) to ensure it reflects accurate payment for all billed services, including correct member details and services provided. In accordance with 7 AAC 105.220(e), Alaska Medicaid providers have 30 days from the time of payment to notify the department in writing of a payment error. Federal law (42 U.S.C. 1320(d)) requires repayment of overpayments to the department within 60 days of identifying the overpayment. Mail the written overpayment notification and a copy of the RA page detailing the overpayment to the address below:

Xerox State Healthcare, LLC  
P.O. Box 240807  
Anchorage, Alaska 99524-0807

## New Required Professional Claim Fields

All providers submitting professional claims via CMS-1500/837P must report the name and NPI of the referring, ordering, prescribing, and supervising providers in fields 17 and 17b, or equivalent for electronic submissions, if applicable for that claim. Failure to complete these required fields may impact claim adjudication and payment.

## Claims Mass Adjustments In Process

As system corrections are implemented, Xerox reprocesses affected claims. A recent reprocessing effort resulted in unintentional recoupments. These claims have been identified and are being reviewed. Any recoupments that occurred without proper notification will be voided and the original reimbursement will be reinstated until proper notification, including amount, repayment options, and appeal process, can be issued.

## Provider Enrollment/ Revalidation Fee Now Required for Groups and Facilities

In compliance with 42 CFR 455.460 and effective March 1, 2016, group providers (but not individual members of groups) and facilities will be required to submit an enrollment fee at the time of enrollment, revalidation and upon adding a new service location. The enrollment fee for CY 2016 is \$554 and will be adjusted annually based on the Consumer Price Index. Payment via check or cashier's check must be submitted with the signed Medicaid Provider Agreement. New enrollments and revalidations will not be approved until enrollment fees are received and deposited. Currently enrolled groups and facilities will not be required to remit this fee until the next revalidation cycle. Further, if a provider has already paid an enrollment fee to Medicare or another state Medicaid program, the Alaska Medicaid enrollment fee for that year is waived.

## New Alaska Medicaid Member Page!

Alaska Medicaid is pleased to announce the new Alaska Medicaid Member page. To access this page, click the Member tab on the Enterprise home page at <https://medicaidalaska.com>. We encourage providers to direct members to this page for information on member eligibility and benefits as well as helpful tips and instructions.

## Holiday Closures

The State of Alaska's offices will be closed Monday, March 28, 2016 in observance of Seward's Day.

## Attending Provider Name and NPI Required on Institutional Claims

All providers submitting institutional claims via UB-04/837I must report the name and NPI of the attending physician in field 76, or equivalent for electronic submissions. Failure to complete this required field may impact claim adjudication.



## Provider Training Dates

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

| March     |               |
|-----------|---------------|
| Ketchikan | March 1 — 3   |
| WebEx     | March 8 — 10  |
| Anchorage | March 15 — 17 |
| Kenai     | March 22 — 24 |
| April     |               |
| Bethel    | April 5 — 7   |
| MatSu     | April 12 — 14 |
| WebEx     | April 19 — 21 |

### Register Today!

Alaska Medicaid training courses will guide you and your staff in understanding and billing for services reimbursed by Alaska Medicaid and Denali KidCare. Included are introductory courses such as Member 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).

## New Webpage for Alaska's Medicaid 1915 (i/k) Project

As part of Governor Walker's effort to reform Medicaid services in Alaska, the Department of Health and Social Services (DHSS) is exploring two options in the Social Security Act known as Medicaid 1915(k) Community First Choice and 1915(i) Home and Community-Based Services. Although these options may replace Personal Care Assistance services and some Home and Community-Based Services, they may also increase the amount of Medicaid funding that Alaska receives from the federal government. With an increase in funding, DHSS can better sustain services designed for seniors, people with developmental disabilities, mental illness, or brain injuries.

DHSS launched a new webpage containing information on options 1915(i) and (k), summaries of public input received, and FAQs with the option to leave a comment or ask questions. You can access the new page at <http://dhss.alaska.gov/dsds/Pages/MRICC/MRICC.aspx>.

To view frequently asked questions, click "Frequently Asked Questions (FAQ) and leave a comment or ask a question" at the bottom of the page. This will open a new window with FAQs. If you don't see your question answered here, or you want to leave a comment, go to the bottom of the page and click the "Leave a Comment" link. Type your question or comment in the pop up window, then click "Submit Comment."

## Expired Business License

Has your business license expired? If so, payment of your Medicaid claims may be interrupted.

To renew an expired business license, go to <https://www.commerce.alaska.gov/web/cbpl/BusinessLicensing/RenewBLOnline.aspx>.

## Ask Medicaid

**Q:** Our patient was authorized for up to 15 units of 90832 over the course of their treatment plan, but when we submitted a claim for three units of 90832, it was denied for 4826. Why did this occur?

**A:** Exception code 4826, *submitted units exceed maximum units allowed for procedure*, does not mean you have exceeded the total number of approved units for the patient, but that there are too many units of that procedure code on the claim. You must bill time-based mental health procedure codes using the largest increments necessary to account for the total service length provided to the member. In this instance, instead of billing three units of 90832 totaling 90 minutes, bill one unit of 90837 (60 minutes) and one unit of 90832 (30 minutes).

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.





# 2016 Alaska Medicaid Provider Training Schedule Now Available!

Alaska Medicaid is pleased to announce the 2016 Provider Training Schedule dates. Training locations and dates may be viewed on the Learning Management System (LMS) at <http://learn.medicaidalaska.com>. Specific classes and times will be posted soon. For a complete list of courses and descriptions, log in to the LMS and select Provider Training from the Provider dropdown menu. Instructions for logging in to the LMS and registering for provider training courses are available below.

## Log in to the LMS:

1. Go to <https://learn.medicaidalaska.com>.
2. Login with your username (usually your email address) and password, or create an account.
3. Hover over Providers on the Menu Bar and click Training Calendar.

## Register for Training:

1. On the Training Calendar, click on the day of the training you would like to attend.
2. Click the RSVP button at the bottom of the popup box to register for the training.
3. You will receive an email confirmation of your RSVP with the course date and time, along with any other necessary information.

Please contact Xerox provider training staff with questions or training requests at [anctraining@xerox.com](mailto:anctraining@xerox.com) or at 907.644.8152.

| January  |           |                  |
|----------|-----------|------------------|
|          | WebEx     | January 19 — 21  |
|          | Kotzebue  | January 26 — 27  |
| February |           |                  |
|          | WebEx     | February 9 — 11  |
|          | Fairbanks | February 16 — 18 |
|          | Kodiak    | February 23 — 25 |
| March    |           |                  |
|          | Ketchikan | March 1 — 3      |
|          | WebEx     | March 8 — 10     |
|          | Anchorage | March 15 — 17    |
|          | Kenai     | March 22 — 24    |
| April    |           |                  |
|          | Bethel    | April 5 — 7      |
|          | MatSu     | April 12 — 14    |
|          | WebEx     | April 19 — 21    |
| May      |           |                  |
|          | Juneau    | May 3 — 5        |
|          | WebEx     | May 10 — 12      |
|          | Anchorage | May 17 — 19      |

| June      |            |                   |
|-----------|------------|-------------------|
|           | Portland   | June 7 — 9        |
|           | WebEx      | June 14 — 16      |
| July      |            |                   |
|           | WebEx      | July 12 — 14      |
|           | MatSu      | July 26 — 28      |
| August    |            |                   |
|           | WebEx      | August 2 — 4      |
|           | Anchorage  | August 9 — 11     |
| September |            |                   |
|           | Barrow     | September 13 — 15 |
|           | WebEx      | September 20 — 22 |
| October   |            |                   |
|           | Nome       | October 4 — 6     |
|           | Fairbanks  | October 18 — 20   |
|           | WebEx      | October 25 — 27   |
| November  |            |                   |
|           | WebEx      | November 1 — 3    |
|           | Dillingham | November 8 — 10   |
| December  |            |                   |
|           | Anchorage  | December 6 — 8    |
|           | WebEx      | December 13 — 15  |