

# Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

August 2016

## Xerox

1835 S. Bragaw St., Suite 200  
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

## In This Issue

<i>Acuity Rate Provider Documentation Guidelines .....</i>	<i>1</i>
<i>Holiday Closures.....</i>	<i>1</i>
<i>You Are Invited: State Licensing Regulations Workgroup Meeting.....</i>	<i>2</i>
<i>Pharmacy Open Forum: Prescription Opioid Use.....</i>	<i>2</i>
<i>Pharmacogenetics Policy Clarification and New Required Genetic Testing Form.....</i>	<i>2</i>
<i>Drug Utilization Review Update – Direct Acting Antivirals.....</i>	<i>2</i>
<i>Changes to Dental Services Coverage.....</i>	<i>2</i>
<i>New and Updated Provider Training.....</i>	<i>3</i>
<i>Provider Training Dates .....</i>	<i>3</i>
<i>Non-Emergent Ground Ambulance Services Require Authorization.....</i>	<i>4</i>
<i>Ask Medicaid .....</i>	<i>4</i>

## Acuity Rate Provider Documentation Guidelines

In accordance with [7 AAC 130.267](#), acuity payments may be authorized for qualified recipients of residential supported living services or residential habilitation services in licensed assisted living homes. The recipient must have physical or behavioral needs requiring direct one-to-one support from direct care workers whose time is dedicated solely to providing services to that one recipient 24 hours a day, 7 days a week, in all environments. To request acuity rate, the care coordinator must first provide evidence of the need for this level of support.

A provider who bills for service of an acuity rate recipient must:

- Provide staffing to meet the one-to-one staff–recipient ratio 24 hours per day, 7 days a week, for each recipient authorized an acuity rate. The documentation or daily records must support this staffing pattern.
- Maintain records that comply with [7 AAC 130.267](#) which requires the provider to disclose fully to the department the extent of services provided to a recipient authorized an acuity rate, and [7 AAC 105.230](#), which, in part, requires the provider to “maintain accurate financial, clinical, and other records necessary to support the services for which the provider requests payment.”
- Comply with [7 AAC 130.267\(h\)](#) which requires “a provider who receives an acuity payment to provide workers to provide the services” and to “ensure that at least one worker is awake at all times to provide those services.”

For additional documentation guidelines and to see an example of compliant acuity rate documentation, please see provider flyer *Acuity Rate Provider Documentation Guidelines* available at <http://manuals.medicicaidalaska.com/docs/updates.htm>.

## Holiday Closures

The State of Alaska and Xerox offices will be closed Monday, September 5, 2016 in observance of Labor Day.

## You Are Invited: State Licensing Regulations Workgroup Meeting

The State of Alaska, Health Facilities Licensing & Certification section will conduct a provider workgroup meeting to discuss upcoming changes to state licensing regulations that may incorporate licensing fees for healthcare facilities. In-state providers are invited to attend.

Tuesday, September 6, 2016 at 1:30 – 2:30 p.m.,  
Frontier Building, 3601 C St., Anchorage. Room 896.

Please RSVP your attendance to Trish Erickson at [patricia.erickson@alaska.gov](mailto:patricia.erickson@alaska.gov) or at 907.334.2483 by 09/01/2016.

## Pharmacy Open Forum: Prescription Opioid Use

The Alaska Medicaid Pharmacy program invites pharmacists and pharmacy technicians to participate in a series of open forum teleconference discussions on prescription opioid use. The purpose of these forums is to have a broader conversation surrounding prescription opioid use and gather information on pharmacists' and pharmacy technicians' perspectives with respect to opioids within the State of Alaska. As professionals on the frontline, pharmacists and pharmacy technicians have unique perspectives on this topic that are integral to developing sustainable solutions.

If you would like to join the teleconferences, please dial 800.315.6338 and use access code 24251#. All times are Alaska local time.

- Tuesday, Aug 9, 2016 8:00 p.m. – 8:30 p.m.
- Wednesday, Aug 10, 2016 9:00 p.m. – 9:30 p.m.

Times were selected based on feedback from pharmacists in an effort to afford broad participation.

Perspectives offered by participants at the meetings will be shared with the Alaska Opioid Policy Task Force at their public meetings. More information on the Alaska Opioid Policy Task Force (AOPTF) and their public meeting schedule can be found at:

<http://dhss.alaska.gov/AKOpioidTaskForce/Pages/default.aspx>.

Individuals needing special accommodations in order to participate, please contact Erin Narus at 907.334.2425 or [erin.narus@alaska.gov](mailto:erin.narus@alaska.gov). For general questions on the upcoming open forum teleconference discussions, please contact Erin Narus at 907.334.2425 or [erin.narus@alaska.gov](mailto:erin.narus@alaska.gov).

## Pharmacogenetics Policy Clarification and New Required Genetic Testing Form

Alaska Medicaid has issued a policy clarification regarding covered and non-covered pharmacogenetics testing (see *Medicaid Policy Clarification: Pharmacogenetics Testing*, available at <http://manuals.medicaidalaska.com/docs/updates.htm>). Genetic testing that is covered by Alaska Medicaid must be medically necessary and must be supported by a lab report and completed *Genetic Testing Supporting Information* form. The new form is available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

## Drug Utilization Review Update – Direct Acting Antivirals

Alaska Medicaid has incorporated several claims processing updates regarding Direct Acting Antivirals. For details, please see provider flyer *Drug Utilization Review Update – Direct Acting Antivirals* at <http://manuals.medicaidalaska.com/docs/pharmacy.htm>.

## Changes to Dental Services Coverage

Alaska Medicaid has adjusted the coverage of the following dental codes effective 07/01/2016:

- Codes previously covered under adult emergent dental that are now covered under enhanced adult dental and will require a service authorization (SA): D0272, D0277, D2160, D2161, D2332, D2335, D2393, D2394, and D2940.
- Codes previously covered for all recipients that are now covered only for children under 21: D3240, D3920, and D7111.
- Codes that are no longer covered by Alaska Medicaid: D0350, D5130, D5140, D5927, D5928, D5958, D5959, D5960, D7292, D7293, and D7294.

The fee schedule for dental services provided on and after July 1, 2016 is now available at <http://manuals.medicaidalaska.com/medicaidalaska/providers/FeeSchedule.asp>.

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

# New and Updated Provider Training

Alaska Medicaid is pleased to announce several new and updated training courses now available! All of the training courses in the table below have been updated or created and are now available through in person and WebEx trainings:

Adjustments and Voids
Arranging Patient Travel
CHA/P
Chiropractic
Claims Management
Dental
Direct-Entry Midwife
Electronic Transactions
EPSDT
Federally Qualified Health Center
Free-Standing Birth Center
Guidelines for Recordkeeping
Institutional Format Billing
Introduction to Enterprise
Introduction to Medicaid
Member Eligibility
Nutrition
Pharmacy
Private Duty Nursing
Service Authorization
Telemedicine
Third Party Liability
Transportation Claims
Vision

Many more new courses and updates of existing courses are scheduled to roll out over the next few months. Watch your newsletter, RA messages, and the Learning Portal at <https://learn.medicaidalaska.com> for course information and training schedules!

## Follow the steps below to register for training

### 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.

Or, send an email to [marilee.reinhart-davieau@xerox.com](mailto:marilee.reinhart-davieau@xerox.com) with the following information:

- Date(s) you want to attend training
- Names of those who will be attending (first and last)
- Company name and NPI
- Sessions each person will be attending
- Any questions you have or topics you would like to have addressed during the training



## Provider Training Dates

Alaska Medicaid is coming to your area! In August, training is scheduled in Anchorage. In September, training is scheduled in Barrow and via WebEx.

### August

Anchorage	August 9 — 11
-----------	---------------

### September

Barrow	September 13 — 15
--------	-------------------

WebEx	September 20 — 22
-------	-------------------

## 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>.



## Non-Emergent Ground Ambulance Services Require Authorization

All non-emergent ground ambulance services require an approved service authorization (SA) prior to rendering services. All non-emergent ground ambulance claims must include the approved SA number in field 23, Prior Authorization Number, on the CMS-1500 form or electronic equivalent. Failing to indicate the SA number on the claim will cause a claim denial.

The following non-emergent ground ambulance procedure codes require an SA:

- A0426 – ALS 1
- A0426 (TN) – ALS 1 Rural
- A0428 – BLS
- A0428 (TN) – BLS Rural

For more information, please review the Non-Emergent Transportation and Accommodation provider billing manual at <http://manuals.medicaidalaska.com>. Click on the Non-Emergent Transportation and Accommodation book on the provider billing manual bookshelf.

## Ask Medicaid

**Q:** Our home health agency received a letter requiring us to revalidate our enrollment with Alaska Medicaid. We are already enrolled with Alaska Medicaid; why do we need to revalidate our enrollment?

**A:** Under the requirements of the Affordable Care Act (ACA), all Medicaid providers must have their most up to date enrollment information screened against new criteria. To ensure uninterrupted claims processing, complete and return the *Group/Facility Provider Agreement and Tax Certification* and the *Provider Disclosure Statement – Group* found at <http://manuals.medicaidalaska.com/docs/enrollmentforms.htm>.

**Xerox State Healthcare  
Provider Enrollment  
PO Box 240808  
Anchorage, AK 99524-0808**

If your agency does not submit the required forms for revalidation by September 25, 2016, your claims will be denied.

If you have questions or need assistance please contact Xerox Provider Enrollment at [AK-Enrollment@xerox.com](mailto:AK-Enrollment@xerox.com).

