

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

November 2016

Xerox

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800.256.0930 (toll-free)

Recipient Services

907.644.6800, option 6
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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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Medicaid Policy Clarification: Dentures

Policy Clarification Concerning Coverage of Dentures

Effective July 1, 2016, Alaska Medicaid announced several Medicaid dental coverage changes, including the elimination of coverage for immediate dentures, wait times for denture placement, and service limitations for dentures and related services. In response to questions received subsequent to these changes, Alaska Medicaid recently released a policy statement that includes the following clarifications:

- Immediate dentures are **not** covered by Alaska Medicaid
- A provider must wait a **minimum of 8 weeks** following extraction of teeth before beginning the denture fabrication and placement process
- The **replacement** of complete or partial dentures is limited to
 - once per five year period, and **only** if medically necessary (i.e., replacement is not automatic at the 5-year mark)
 - three times in a lifetime for replacement of dentures within the same dental arch
- The **replacement** of a partial denture with a complete denture is not covered within the first five years after payment for the partial denture
- Denture **adjustments** are limited to four times per calendar year
- **Rebase and reline** procedures are limited to once per three year period

The policy clarification and FAQs are available at <http://manuals.medicicaidalaska.com/docs/updates.htm>.

Holiday Closures

The State of Alaska offices will be closed Friday, November 11, 2016 in observation of Veterans Day. The State of Alaska and Xerox offices will be closed Thursday, November 24, 2016 in observation of Thanksgiving Day and Monday, December 26, 2016 in observation of Christmas Day.

New Service Authorization Notification Letter

Effective September 12, 2016, providers will be notified of service authorization (SA) decisions made by Xerox by letter instead of a faxed or emailed copy of the Service Authorization Request form.

This new *Notification of Service Authorization Decision* letter contains the same information providers previously received with each SA line item listed in columns in the *Service Authorization Detail* table. Each page will detail up to three lines of the SA and any additional lines will be on additional pages. The overall SA decision will appear at the top of the letter. Separate line item decisions will appear in each line item column.

Xerox will mail a *Notification of Service Authorization Decision* letter for each SA on the same day that the authorization decision is made.

Updated Provider Billing Manual for Dental Services

An updated Alaska Medical Assistance provider billing manual is now available for dental services. Updates include:

- Addition of a new article on EPSDT screenings and screening guidelines (see [Section I](#), Early and Periodic Screening, Diagnosis, and Treatment Screening)
- Clarification of covered orthodontic services (see [Section I](#), Orthodontic Services)
- Clarification of covered prosthodontics (see [Section I](#), Prosthodontics)

To view this manual, visit <http://medicaidalaska.com> and select Provider > Billing Manuals > click **here** > click on the Dental book on the provider billing manual bookshelf.

Provider Training Dates

Alaska Medicaid is coming to your area! In December, training is schedule in Anchorage and via WebEx.

December	
Anchorage	December 6 — 8
WebEx	December 13 — 15

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>.

Meeting Notice

Alaska Medicaid Pharmacy & Therapeutics Committee Meeting

Meeting Date

Friday, November 18, 2016, 8:00 a.m.

Meeting Location

Frontier Building
3601 C Street, Rooms 880/890
Anchorage, Alaska

The meeting agenda is posted on the Health Care Services Preferred Drug List Program Overview website
<http://dhss.alaska.gov/dhcs/Pages/pdl/default.aspx>.

If you would like to join via teleconference, please dial 800.315.6338 and 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, November 16, 2016.

Drug Utilization Review Committee Meeting

Meeting Date

Friday, November 18, 2016, 1:00 p.m.

Meeting Location

Frontier Building
3601 C Street, Room 880
Anchorage, Alaska

The meeting agenda is posted on the Health Care Services Drug Utilization website
http://dhss.alaska.gov/dhcs/Pages/pdl/drugutiliz_b_pdl.aspx.

If you would like to join via teleconference, please dial 800.315.6338 and use access code 24251#. Individuals with disabilities who need special accommodations in order to participate should contact Rebecca Wall at 907.334.2654 no later than 2:00 p.m., Wednesday, November 16, 2016.

Certified Care Coordination Services News

The Division of Senior and Disabilities Services has published an updated list of certified care coordination agencies and individual care coordinators. The list is available at

http://dhss.alaska.gov/dsds/Documents/conflictFree/CC_agencies.pdf

Effective immediately, SDS staff will review a care coordination agency's certification by service area as well as reviewing both the agency and individual care coordinator for certification in the correct program type (APDD, ALI, CCMC, IDD, or TEFRA) prior to processing or approving Appointment of Care Coordination (ACC) forms or Service Plans.

What does that mean? Two outcomes of this review can result in delays or denials of processing ACC forms or Service Plans:

- If a care coordinator is working with a recipient that lives in a census area in which the care coordination agency is **not** certified to provide service, the ACC form or Service Plan will not be approved by SDS. The provider's program administrator for care coordination services will be instructed to contact the SDS Provider Certification and Compliance Unit and complete the required documentation to update and correct the agency's certification. Once this has occurred, SDS staff will proceed with processing the ACC form or Service Plan.
- If the individual care coordinator identified on the ACC form or Service Plan does not have the proper program certification or is not properly affiliated with the certified care coordination agency, the ACC form or Service Plan will not be approved by SDS. The individual care coordinator will be instructed to contact the SDS Provider Certification and Compliance Unit and complete the required documentation to update and correct the care coordinator's certification. Once this has occurred, SDS staff will proceed with processing the ACC form or Service Plan.

How does an agency update its service areas with the Provider Certification and Compliance Unit?

- Complete the Provider Certification Renewal for Care Coordination Services (CERT-24), available at <http://dhss.alaska.gov/dsds/Documents/SDSforms/CERT-24%20CareCoordinationServicesRenewalApplication.pdf>

- Complete the top portion of the application with the name of the agency, provider number, and program administrator name and contact information
- If updating only the census area certification, **skip** the required attachments section
- In the "census area to be served" section of the CERT-24 form, check the box for **every** location in which care coordination services are and will be offered, not just census areas that are being added or updated.
- Attach and send via e-mail to DSDSCertification@alaska.gov for processing. The agency e-mail of record will receive confirmation via e-mail when the change has been reviewed and processed.

Questions? Contact the Provider Certification and Compliance Unit at DSDSCertification@alaska.gov.

Ask Medicaid

Q: Do you have any tips for submitting attachments to electronic claims?

A: We do! Here are some tips that we hope you will find helpful:

- Always submit attachments to electronic claims on the same day that you submit the claim.
- Use an attachment indicator to alert Alaska Medicaid that you will be faxing or mailing attachments to that claim:
 - **FX** for faxed documents
 - **BM** for mailed documents
- Use one [Attachment Fax Cover Sheet](http://manuals.medicaidalaska.com/docs/dnld/Form Attachment Fax Cover Sheet.pdf) per submitted claim whether sending attachments via fax or by mail. The cover sheet is available at <http://manuals.medicaidalaska.com/docs/dnld/Form Attachment Fax Cover Sheet.pdf>.
- Record the Transaction Control Number and/or **unique** attachment control number, member's ID, and date of service on all pages of the claim's attachments.

For additional information on submitting attachments to electronic claims, please see the provider guide *Electronic Attachment Quick Reference* available at <http://manuals.medicaidalaska.com/docs/ProviderReference.html>.

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.