

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

December 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>Xerox State Healthcare to Become Conduent</i>	<i>1</i>
<i>Proposed DME/POS Regulation Changes Available for Public Comment.....</i>	<i>1</i>
<i>Payment for Outpatient Laboratory Services</i>	<i>1</i>
<i>Certified Care Coordination Services News.....</i>	<i>2</i>
<i>Non-Emergent Ground Ambulance Services No Longer Require Authorization</i>	<i>2</i>
<i>Cytogenomic Microarray Analysis Policy Clarification.....</i>	<i>2</i>
<i>Provider Training Dates.....</i>	<i>3</i>
<i>Holiday Closures.....</i>	<i>3</i>
<i>Ask Medicaid.....</i>	<i>3</i>

Xerox State Healthcare to Become Conduent

Effective January 1, 2017, Alaska Medicaid's Fiscal Agent, Xerox State Healthcare, will become Conduent. Over the coming weeks, labeling of all documentation, billing manuals, and reference material will transition from Xerox to Conduent.

Alaska Medicaid Fiscal Agent personnel email addresses transitioned on December 19, 2016, replacing @xerox.com with @conduent.com. Fiscal Agent staff members will continue to receive emails addressed using Xerox through the transition period to allow contact list and email filter updates.

Alaska Medicaid Fiscal Agent processes, personnel, addresses, and phone numbers will not be impacted by the transition.

Proposed DME/POS Regulation Changes Available for Public Comment

On December 19, 2016, the Department of Health and Social Services released proposed DME/POS regulations for public comment. The proposed regulations and instructions regarding how to submit comments are available at <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=183985>. If you need assistance, please contact Erin Narus at erin.narus@alaska.gov or 907.334.2425. All comments must be received by 5:00 p.m. AKST on February 7, 2017.

Payment for Outpatient Laboratory Services

Outpatient hospitals that receive the Medicare fee schedule rate for laboratory services have received an add-on laboratory rate that is not supported by Alaska Medicaid regulations. Effective for claims adjudicated on and after January 4, 2017, the add-on rate will no longer be applied.

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.

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.

Non-Emergent Ground Ambulance Services No Longer Require Authorization

Effective immediately, all non-emergent ground ambulance services no longer require a service authorization (SA). Appropriate medical justification must be submitted with the claim for the following non-emergent ground ambulance procedure codes:

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

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.

Cytogenomic Microarray Analysis Policy Clarification

Alaska Medicaid has issued a policy clarification regarding covered and non-covered cytogenomic constitutional (genome-wide) microarray analysis (CMA) (see *Medicaid Policy Clarification: Cytogenomic Microarray Analysis*, 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 form is available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

Provider Training Dates

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

January	
WebEx	January 10 — 12
Anchorage	January 17 — 19
Juneau	January 24 — 26

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>.

Holiday Closures

The State of Alaska and Xerox offices will be closed Monday, December 26, 2016 in observation of Christmas Day and Monday, January 2, 2017 in observation of New Year's Day. The State of Alaska offices will be closed Monday, January 16, 2017 in observation of Martin Luther King Jr.'s Birthday.

Ask Medicaid

Q: Do you have any tips for adjusting and voiding claims?

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

- Use the most recent version of the Adjustment/Void Request Form (AK-05) available at <http://manuals.medicaidalaska.com/docs/forms.htm>
- Attach a complete corrected claim that includes all lines to be considered on an original red claim form
- Do not fax or email requests for adjustments or voids
- Mail the completed AK-05, completed original red claim form, and the remittance advice page showing the claim payment to be adjusted/voided to

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

Full instructions for completing the AK-05 are available on the second page of the form.

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.

