

Alaska Medical Assistance Newsletter

A Monthly Newsletter for Alaska Medical Assistance Providers

January 2017

Conduent

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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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Xerox State Healthcare to Become Conduent

Effective January 1, 2017, Alaska Medicaid's Fiscal Agent, Xerox State Healthcare, became 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.

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

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Provider Training Dates

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

January	
Anchorage	January 17 — 19
Juneau	January 24 — 26
February	
Bethel	February 7 — 9
Kotzebue	February 14 — 16
WebEx	February 21 — 23
Kenai	February 28 — March 2

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 Conduent Training Department at 907.644.6800 or 800.770.5650 (toll-free in Alaska).

Holiday Closures

The State of Alaska offices will be closed Monday, January 16, 2017 in observation of Martin Luther King Jr.'s Birthday and Monday, February 20, 2017 in observation of Presidents' Day.

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 will 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>.

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

Conduent 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.

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