

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

April 2017

Conduent

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

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New Health Enterprise Login Screen

Conduent will soon implement security enhancements to Alaska Medicaid Health Enterprise. Providers will see a slightly different, but user-friendly, login screen when accessing Health Enterprise. The purpose of these security enhancements are to prevent any login attempts that could occur from unauthorized users.

If you have difficulty logging in, please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

Office Consultations via Telemedicine Applications

Medically necessary office consultations (CPT 99241, 99242, 99243, 99244, 99245, and HCPCS D9310) provided via telemedicine may be covered only when used as a second opinion.

Office consultations provided via telemedicine may be reimbursed only if the consulting provider is of a different specialty than the requesting provider.

Office consultations performed by a provider of the same specialty within the same organization as the requesting provider are not covered.

For further clarification of covered telemedicine services and documentation requirements, please refer to provider flyer "Medicaid Policy Clarification: Office Consultations via Telemedicine Applications" at <http://manuals.medicicaidalaska.com/docs/updates.htm>.

Federal Covered Outpatient Drug Rule Policy Clarification

Alaska Medicaid has issued a clarification and guidance letter regarding federal covered outpatient drug rule, CMS-2345-FC, effective April 1, 2017. The guidance letter, *CMS-2345-FC Final Rule Effective April 1, 2017*, is available at <http://manuals.medicicaidalaska.com/docs/updates.htm>.

Payment Error Rate Measurement (PERM) Audit

The cycle 3 Payment Error Rate Measurement (PERM) audit for Alaska began October 1, 2016. This federal audit will review Alaska Medical Assistance (Medicaid and CHIP) payments made to providers between October 1, 2016 and September 30, 2017.

Providers enrolled in the Alaska Medical Assistance program may be contacted by a PERM contractor informing them that a claim submitted has been selected for a federal audit program. PERM contractors conduct reviews of claims and payments in an effort to identify any improper payments.

For more information, please visit the Department of Health & Social Service's PERM website at: <http://dhss.alaska.gov/Commissioner/Pages/ProgramIntegrity/perm>.

New Physical and Occupational Therapy Codes

Effective immediately for claims with dates of service on and after January 1, 2017, providers are required to use the new, more specific CPT codes for physical and occupational therapy evaluations:

97161 - Physical Therapy evaluation low complexity

97162 - Physical Therapy evaluation moderate complexity

97163 - Physical Therapy evaluation high complexity

97164 - Physical Therapy re-evaluation

97165 - Occupational Therapy evaluation low complexity

97166 - Occupational Therapy evaluation moderate complexity

97167 - Occupational Therapy evaluation high complexity

97168 - Occupational Therapy re-evaluation

Continue to use CPT codes 97001 – 97004 for dates of service prior to January 1, 2017.

Current Physical Therapy and Occupational Therapy fee schedules are available at <http://manuals.medicaidalaska.com/medicaidalaska/providers/FeeSchedule.asp>.

Payment Error Rate Measurement (PERM) Provider Education Sessions

The Centers for Medicare & Medicaid Services (CMS) will host quarterly PERM provider education sessions that will include presentations detailing:

- The PERM process
- Provider responsibilities during a PERM review
- Recent trends, frequent mistakes, and best practices

CMS will host provider education webinars on six occasions. It is necessary to attend only one session.

PERM Webinars will be held from 11:00 a.m. – 12:00 p.m. Alaska Prevailing Time on:

- Tuesday, July 18, 2017
- Wednesday, July 19, 2017
- Tuesday, October 17, 2017
- Wednesday, October 18, 2017
- Tuesday, January 16, 2018
- Wednesday, January 17, 2018

CMS encourages all participants to submit questions not addressed in the session to the dedicated PERM Provider email address at PERMProviders@cms.hhs.gov. You may also contact your Alaska PERM representative, Faith Moss, with further questions.

Please check the CMS website and PERM Provider's page regularly for helpful information, FAQs, and updates at <https://www.cms.gov/PERM>.

Pharmacy Opioid Management Strategies and Initiative

Effective April 20, 2017, all pharmacy claims submitted for opioid prescriptions must include an ICD-10 diagnosis code. Also, pharmacy claims for buprenorphine-based products used for Medication Assisted Treatment (MAT) of opioid dependence will not require service authorization for the first 28-day fill. Preferred Drug List rules will still apply.

Please refer to the 03/21/2017 *Alaska Medicaid Pharmacy Opioid Management Strategies and Initiatives* flyer at <http://manuals.medicaidalaska.com/docs/pharmacy.htm> for more specific information.

Exact Mileage Now Required on Ambulance Claims

Effective March 23, 2017, air and ground ambulance providers are required to submit exact mileage in Health Enterprise down to the partial mile. Previous instructions to round mileage are now obsolete.

Reported mileage on the submitted claim must exactly match the reported mileage documented on the attached ambulance run sheet or flight summary. As of March 23, 2017, any claim that contains mileage that does not match the ambulance run sheet or flight summary will be denied.

Provider Training Dates

Alaska Medicaid is coming to your area! In April, training is scheduled in Wasilla and via Webinar. In May, training is scheduled in Anchorage, Seward, and via Webinar.

April	
Wasilla	April 4 — 6
Webinar	April 25 — 27
May	
Anchorage	May 2 — 4
Seward	May 9 — 11
Webinar	May 16 — 18

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>.

Genetic Testing Claim Requirements Effective April 1, 2017

Genetic testing claims **must** be accompanied by a lab report and a completed Genetic Testing Supporting Information form.

Effective 04/01/2017, genetic testing claims received without these required documents will be **denied**.

The Genetic Testing Supporting Information form is available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

Updated and New Community Behavioral Health Services Service Authorization Request Forms Now Available

Effective March 27, 2017, service authorization requests for community behavioral health services exceeding 12 hours must be submitted on the new Community Behavioral Health Services Service Authorization Request Greater Than Twelve Hours form, available at

<http://manuals.medicaidalaska.com/docs/forms.htm>.

Instructions on how to fill out the form are available on the sixth page. As of this date, service authorization requests for community behavioral health services exceeding 12 hours submitted on any other form will not be accepted.

Providers should continue to submit requests for community behavioral health services up to 12 hours on the original Community Behavioral Health Services Service Authorization Request form which is now labeled "Community Behavioral Health Services Service Authorization Request Up to Twelve Hours".

Vision Service Authorization Request Form Now Available

Effective March 10, 2017, service authorization requests for vision services, excluding contact lenses requests, must be submitted on the new Vision Service Authorization Request form, available at

<http://manuals.medicaidalaska.com/docs/forms.htm>.

This form is designed specifically for vision services. Instructions on how to fill out the form are available on the second page. As of this date, vision service authorization requests on any other form will not be accepted.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, May 29, 2017 in observation of Memorial Day.

14th Annual Rochester Optical Open House

On Thursday, July 27th, 2017, at 2:15 pm, Rochester Optical, the Alaska Medical Assistance eyewear contractor, will host their 14th annual **Open House** for ophthalmologists, optometrists, opticians, and their staff, who provide vision care services to Alaska Medicaid and Denali KidCare recipients.

Experienced representatives from Rochester Optical will present their current product line and services and discuss ordering procedures. They will also be available to meet with providers one-on-one to discuss current issues and answer questions. Please join us!

Rochester Optical Open House

July 27th at 2:15 pm

1835 South Bragaw Street
Suite 390 (3rd Floor Conduent Training Room)
Anchorage, Alaska 99508

Your reservation is appreciated, but not required. Please complete the information on the reverse of this invitation and return it to **Ryan Bender**, Vision Services Program Manager, at ryan.bender@alaska.gov or by fax at 907.561.1684. You may also contact Ryan at 907.334.2419.



We also invite you to attend Alaska Medicaid Vision Services training beginning at 8:30 a.m. preceding the Rochester Optical Open House. Knowledgeable Conduent trainers will provide guidance on Alaska Medicaid program regulations and discuss billing procedures, service authorization procedures, and other vision care provider topics of interest.

8:30 a.m.	-	9:45 a.m.	Introduction to Alaska Medicaid
10:00 a.m.	-	11:30 a.m.	Vision Claims Management
1:00 p.m.	-	2:00 p.m.	Vision Services

To register for training, please visit the Alaska Medicaid Learning Portal at <http://manuals.medicaidalaska.com/docs/akmedicaidtraining.htm> and follow the registration instructions, or contact Conduent Provider Training staff at 907.644.6800 or 800.770.5650 (toll-free in Alaska). You may also complete and return the information on the 2nd page of this invitation.



**Rochester Optical Open House &
Vision Services Provider Training
July 27th, 2017**

Practice Name _____

Mailing Address _____

Telephone Number _____ Fax Number _____

E-mail Address _____

NPI or Alaska Medicaid ID Number _____

Number Attending:

_____ 8:30 a.m. – Introduction to Alaska Medicaid

_____ 10:00 a.m. – Vision Claims Management

_____ 1:00 p.m. – Vision Services

_____ 2:15 p.m. – Rochester Optical Open House

Attendee Name(s):

Please return this form to **Ryan Bender**, Vision Services Program Manager, at ryan.bender@alaska.gov or by fax at 907.561.1684. If you have any questions, or if we may be of further assistance, please contact Ryan at 907.334.2419.

We look forward to seeing you on Thursday, July 27th!