

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

May 2017

Conduent

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<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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Security Enhancements to Health Enterprise Require Internet Browser Upgrade

Conduent, the Alaska Medicaid fiscal agent, asks that all users upgrade their web browser by April 21, 2017 to ensure uninterrupted services following scheduled Alaska Medicaid Health Enterprise security enhancements. We apologize for the short notice. While we expect many organizations are already using compatible versions of available web browsers, Conduent will have personnel ready to assist organizations experiencing difficulties with the upgrade.

For more information, please see provider flyer "Health Enterprise Security Enhancements Require Internet Browser Upgrade" available at

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

Rochester Optical: Alaska Medicaid's Sole Source Optical Services Contractor

Alaska Medicaid has received several inquiries regarding our current optical services contractor. We would like to confirm that Rochester Optical is the Alaska Medicaid Optical Services sole source contractor for lenses and eyeglass frames. All vision service providers are required to order from Rochester Optical when prescribing eyewear for Alaska Medicaid members. For additional information on covered services, please review the Vision Services billing manual at <http://manuals.medicaidalaska.com/vision/vision.htm>.

We also encourage vision providers to join Alaska Medicaid for the Rochester Optical Open House on July 27, 2017 to answer any questions you may have on supplies and services offered by Rochester Optical. For more information, including how to register, please see the 4/5/2017 flyer titled *Rochester Optical 14th Annual Open House for Vision Care Providers*, available at <http://manuals.medicaidalaska.com/docs/updates.htm>.

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.

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>.

Third Party Liability (TPL) Avoidance for Exhausted Benefits

Providers submitting claims through the electronic data interchange (EDI) may now indicate when a member's third party benefits have been exhausted for the service(s) being billed. Using this process allows the claim to bypass a manual claims processor review when there are no third party payments due to exhausted benefits. For instructions on how to indicate exhausted benefits in electronic claims, please see provider flyer "Third Party Liability (TPL) Avoidance for Exhausted Benefits" available at <http://manuals.medicaidalaska.com/docs/updates.htm>.

Dental Anesthesia Medicaid Policy Clarification

Alaska Medicaid covers dental-related anesthesia and IV sedation only if medically necessary and when provided in conjunction with a covered dental service. For example, anesthesia may be covered in conjunction with third molar removal if 7 AAC 110.145 and 7 AAC 110.155 (<http://www.akleg.gov/basis/aac.asp>) have been satisfied. However, because Alaska Medicaid does not cover dental implants, anesthesia associated with the provision of implants is not covered, even if 7 AAC 110.145 and 7 AAC 110.155 are satisfied.

Questions? Please contact Sylvana Szczesny, Division of Health Care Services interim Dental Program Manager, at sylvana.szczesny@alaska.gov.



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.medicaidalaska.com/docs/updates.htm>.

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>.



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.

Provider Training Dates

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

May	
Anchorage	May 2 — 4
Seward	May 9 — 11
Webinar	May 16 — 18
June	
Seattle	June 5 — 7
Webinar	June 20 — 22
Barrow	June 27 — 29

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>.

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.medicaidalaska.com/docs/updates.htm>.

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.

Ask Medicaid

Q: I work in a rural physician's office and I am arranging for a patient to travel to another community to receive medical services. The patient's travel has already been approved, and now I am filling out the travel forms. Do I need to complete the entire form, or do I leave some fields blank?

A: If you are the provider arranging transportation and accommodation services for your patient, you will only fill in certain parts of the Transportation Authorization and Invoice (AK-04) form and you will leave other fields blank for the transportation or accommodation provider to complete. Follow these steps to complete the necessary fields and leave the rest blank:

1. Begin by filling in **Service Authorization Number**, *field 8*, and **Authorized By**, *field 10*, with information provided by the Conduent Service Authorization Unit or appropriate tribal organization.
2. Complete the remaining fields *1 through 16*.
3. Enter the number of units approved for each service in *fields 19 and/or 24* (if units for escort are approved) but leave the charges fields blank.

Do **not** fill out any fields below the Patient and Escort sections or sign the bottom portion. Fields 26 and below are only for the transportation or accommodation provider rendering services. If the arranging provider signs the AK-04, then the form will be invalidated and the member cannot use it to obtain services.

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.

Holiday Closures

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

Notice of Proposed Regulation Changes

The Department of Health and Social Services proposes to adopt regulation changes in Title 7 of the Alaska Administrative Code, dealing with Medicaid home and community-based waiver services, person-centered practices and settings requirements.

A copy of the [proposed regulation changes](#) is available on the Alaska Online Public Notice System and by contacting Jetta Whittaker at jetta.whittaker@alaska.gov or at (907) 465-1605.

Providers may comment on the proposed regulation changes, including the potential costs to private persons of complying with the proposed changes, by submitting written comments to Jetta Whittaker at jetta.whittaker@alaska.gov or PO Box 110680, Attn. Jetta Whittaker, Juneau AK 99811-0680. The comments must be received not later than 5:00 p.m. on June 5, 2017.

Providers may submit written questions relevant to the proposed action to Jetta Whittaker at jetta.whittaker@alaska.gov or at 240 Main St., Juneau, AK 99801. The questions must be received at least 10 days before the end of the public comment period. The Department of Health & Social Services will aggregate its response to substantially similar questions and make the questions and responses available on the Alaska Online Public Notice System at <https://aws.state.ak.us/OnlinePublicNotices/> and agency website at <http://dhss.alaska.gov/dsds/Pages/default.aspx>.

If you are a person with a disability who needs a special accommodation in order to participate in this process, please contact Jetta Whittaker at jetta.whittaker@alaska.gov or at (907) 465-1605 not later than May 22, 2017, to ensure that any necessary accommodations can be provided.

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!