

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

June 2017

Conduent

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800.770.5650 (toll-free)

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907.644.5975 or
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
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Enrollment 907.646.4273
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In This Issue

<i>New Dental Fee Schedule Effective 07/03/2017.....</i>	<i>1</i>
<i>Durable Medical Equipment Face-to-Face Requirements.....</i>	<i>1</i>
<i>MiraFlex Frames HCPCS Coding.....</i>	<i>1</i>
<i>Office Consultations via Telemedicine Applications.....</i>	<i>2</i>
<i>Changes to Community Behavioral Health Services Coverage .</i>	<i>2</i>
<i>Holiday Closures.....</i>	<i>2</i>
<i>Termination of Dental Third Party Waiver.....</i>	<i>2</i>
<i>Security Enhancements to Health Enterprise Require Internet Browser Upgrade.....</i>	<i>2</i>
<i>Dental Anesthesia Medicaid Policy Clarification.....</i>	<i>2</i>
<i>Payment Error Rate Measurement (PERM) Provider Education Sessions.....</i>	<i>3</i>
<i>Rochester Optical: Alaska Medicaid's Sole Source Optical Services Contractor.....</i>	<i>3</i>
<i>Provider Training Dates.....</i>	<i>3</i>
<i>Coordinated Care Demonstration Project Update.....</i>	<i>4</i>
<i>Third Party Liability (TPL) Avoidance for Exhausted Benefits....</i>	<i>4</i>
<i>Ask Medicaid.....</i>	<i>4</i>
<i>14th Annual Rochester Optical Open House.....</i>	<i>5</i>

New Dental Fee Schedule Effective 07/03/2017

A revised version of the Alaska Medicaid Dental Fee Schedule will be effective July 3, 2017. As part of this revision, coverage for specified codes will be moved from adult emergent dental services to enhanced adult dental services, and coverage for some codes will be eliminated. All changes to the fee schedule are consistent with prevailing Alaska Medicaid regulations. The revised Alaska Medicaid Dental Fee Schedule, effective July 3, 2017, is available at

<http://manuals.medicaidalaska.com/medicaidalaska/providers/FeeSchedule.asp>.

Questions? Please contact Mary Hansen, Alaska Medicaid Dental Program Manager, at mary.hansen@alaska.gov or 907.334.2403.

Durable Medical Equipment Face-to-Face Requirements

Effective July 1, 2017, in accordance with 42 CFR 440.70, enrolled durable medical equipment providers and home health providers will be required to follow the face-to-face requirements set forth in the federal regulation for Alaska Medicaid members.

For more information, please see provider flyer "Durable Medical Equipment Face-to-Face Requirements" at <http://manuals.medicaidalaska.com/docs/updates.htm>.

MiraFlex Frames HCPCS Coding

Effective immediately, use HCPCS code V2025 for all authorization requests and claims submitted to Alaska Medicaid for MiraFlex frames. Please discontinue use of V2799 for MiraFlex frames; V2799 may be used only for specialty lenses.

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.

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.medicidalaska.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.

Changes to Community Behavioral Health Services Coverage

Effective May 21, 2017, telemedicine delivery methods are no longer covered by Alaska Medicaid for procedure codes T1016, H2015, H2015 HQ, H2019, H2019 HQ, H2019 HR, and H2019 HS.

Telemedicine services are now covered by Alaska Medicaid for Crisis Intervention procedure codes H2011, S9484, and S9484 U6. As a reminder, providers rendering services through telemedicine must use appropriate telemedicine delivery methods and comply with all applicable clinical documentation requirements for the service provided.

Several rate increases were also applied to community behavioral health codes effective May 21, 2017. For new rate information, refer to the CBHS Provider Rates Effective Date May 21, 2017 fee schedule available at <http://dhss.alaska.gov/dbh/Pages/Resources/Medicaidrelated.aspx>.

Holiday Closures

The State of Alaska and Conduent offices will be closed Tuesday, July 4, 2017 in observation of Independence Day.

Termination of Dental Third Party Waiver

Effective July 1, 2017, the dental services third party liability (TPL) waiver, also known as TPL avoidance, will terminate. As a result, dental providers must first bill the TPL for Medicaid recipients who have other health insurance, and must apply TPL payments against the billed charges on the claim submitted. Dental claims submitted to Alaska Medicaid for patients with TPL must also be accompanied by the TPL explanation of benefits.

Claims submitted on and after July 1, 2017 that are not compliant with this change will be denied.

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.medicidalaska.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.



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>.

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 on page 5 of this newsletter and at

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

Provider Training Dates

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

June	
Seattle	June 5 — 7
Webinar	June 20 — 22
July	
Webinar	July 11 — 13
Anchorage	July 25 — 27

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>.

Coordinated Care Demonstration Project Update

The Request for Proposals (RFP) for the Alaska Medicaid Coordinated Care Demonstration Project (CCDP) closed on April 28. Nine proposals were received by the Department, and all three possible CCDP models (Managed Care Organization, Care Management Entity, and Provider-Based Reform) are represented in the responses.

The Alaska CCDP Provider Certification and Compliance (PCC) team is aware that at least one entity that submitted a proposal has contacted Alaska Medicaid providers, seeking to establish a professional relationship. The CCDP-PCC team has not authorized bidders to contact providers, nor has the team requested or required providers to join any organization or network. At this time, and until otherwise notified by the Alaska CCDP-PCC team, providers are under no obligation to respond to or comply with any potential contractor requests.

Milliman, Inc. is currently analyzing the financial aspects of the proposals, while a team of DHSS staff assess the time and resources that would be required of the department to implement each proposal. The Proposal Review Committee established under SB 74 (2016) will review and rank the proposals during the month of June. These meetings and reviews are not open to the public until the solicitation process is complete, which is anticipated to be sometime this fall following negotiations with potentially successful offerors.

Additional information on this initiative is available on the CCDP Initiative web page at <http://dhss.alaska.gov/HealthyAlaska/Pages/Initiatives/initiative-3.aspx>.

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.medicidalaska.com/docs/updates.htm>.

Ask Medicaid

Q: Why was my service authorization request returned unapproved?

A: There are many reasons why Conduent may return a service authorization request to a provider unapproved (not approved or denied). The diagnosis or procedure codes may not be covered by Alaska Medicaid or do not require a service authorization. In other instances, the request is incorrect, incomplete, or missing supporting documentation. But help is available!

- [Fee schedules](#) list what codes are covered and which need service authorization
- [Billing manuals](#) have information on service authorization requirements and submission
- [Service authorization forms](#) have detailed instructions for completion
- [Service authorization training](#) is available
- Provider Inquiry is available to answer questions and assist providers

You can be more efficient with your requests and receive responses more quickly by using any of the above resources.

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.



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!