

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

September 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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PERM Record Requests Have Begun

On 08/17/2017, Payment Error Rate Measurement (PERM) review contractor, Chickasaw Nation Industries (CNI) Advantage began contacting Alaska Medicaid providers on behalf of the Centers for Medicare and Medicaid Services (CMS) to request records that have been randomly selected for PERM review.

CNI Advantage representatives will explain the PERM process, the authority for CMS to collect medical records for audit purposes, and identify the appropriate point of contact for each provider.

Providers will have 75 calendar days from the date of the request letter to submit requested records to CNI Advantage.

Additional PERM information is available at <http://dhss.alaska.gov/Commissioner/Pages/ProgramIntegrity/per/Default.aspx> and <https://www.cms.gov/PERM>.

If you have questions, please contact Faith Moss at 907.269.3020 or faith.moss@alaska.gov.

Alaska Mandatory Child Abuse Reporter Training and Information

Alaska Medicaid providers are among many individuals identified by Alaska state law as **mandatory reporters** of suspected child abuse or neglect. To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete Alaska Mandatory Child Abuse Reporter Training offered by the Alaska DHSS.

If you know of a child who may be at risk of abuse or neglect, call **800.478.4444** or email reportchildabuse@alaska.gov.

To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete [Alaska Mandatory Child Abuse Reporter Training](#) offered by the Alaska DHSS.

For more information on child abuse reporting in Alaska, refer to the [Report Child Abuse in Alaska website](#).

New Service Authorization Notification Letter

Effective August 17, 2017, providers will be notified of service authorization (SA) decisions made by Conduent by letter instead of a faxed or emailed copy of the Service Authorization Request form. A *Notification of Service Authorization Decision* letter will be mailed for each SA on the next business day after the authorization decision is made.

This new *Notification of Service Authorization Decision* letter contains the same information providers previously received with each SA line item listed in columns in the *Service Authorization Detail* table. Each page will detail up to three lines of the SA. The overall SA decision will appear at the top of the letter; line item decisions will appear in each line item column.

Providers may view an SA decision in Health Enterprise the same day that it is made (Authorizations > View/Edit Authorization Request) or may contact Provider Inquiry to request an SA status update at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).

Submit Copies of All Updated Licenses, Certifications, Permits, and Grants to Conduent Upon Renewal

All provider licenses, certifications, permits, and grants must be current to prevent claims from suspending or denying. Please submit a copy of all renewed licenses, certifications, permits, and grants to Conduent as soon as you receive your updated documents. You may submit copies to Conduent by fax to 907.646.4273 or by mail to:

Conduent State Healthcare
Attn: Enrollment Services
P.O. Box 240808
Anchorage, AK 99524-0808

Meeting Notices

Alaska Medicaid Pharmacy & Therapeutics Committee Meeting

Meeting Date

Friday, September 15, 2017, 8:00 a.m.

Meeting Location

Frontier Building
3601 C Street, Rooms 880/890
Anchorage, Alaska

The meeting agenda is posted on the Health Care Services Preferred Drug List Program Overview website
<http://dhss.alaska.gov/dhcs/Pages/pdl/default.aspx>.

If you would like to join via teleconference, please dial 800.315.6338 and use access code 24251#. Individuals with disabilities who need special accommodations in order to participate should contact Erin Narus at 907.334.2425 no later than 2:00 p.m., Wednesday, September 13, 2017.

Drug Utilization Review Committee Meeting

Meeting Date

Friday, September 15, 2017, 1:00 p.m.

Meeting Location

Frontier Building
3601 C Street, Room 880
Anchorage, Alaska

The meeting agenda is posted on the Health Care Services Drug Utilization website
http://dhss.alaska.gov/dhcs/Pages/pdl/drugutiliz_b_pdl.aspx.

If you would like to join via teleconference, please dial 800.315.6338 and use access code 24251#. Individuals with disabilities who need special accommodations in order to participate should contact Erin Narus at 907.334.2425 no later than 2:00 p.m., Wednesday, September 13, 2017.

Have Your PCAs' First Aid/CPR Certifications Lapsed?

All personal care assistants (PCA) must have an active first aid/CPR certification. It is the PCA agency's responsibility to ensure that each PCA is certified, and to provide Alaska Medicaid with valid certifications for all rendering PCAs. To prevent claims from denying, submit a copy of all renewed certifications to Conduent as soon as you receive the PCA's updated documents. You may submit copies to Conduent by fax to 907.646.4273 or by mail to:

Conduent State Healthcare

Attn: Enrollment Services
P.O. Box 240808
Anchorage, AK 99524-0808

Vitamin D is important for strong bones and may contribute to overall good health. Alaskans should select foods that are high in vitamin D, such as Alaska salmon, and should talk with their health care provider about vitamin D and the risks and benefits of supplementation.

Dental Services Program Changes Effective 07/01/2017 and 08/01/2017

Several program changes for dental services have taken effect on July 1 and August 1, 2017. For information on changes to covered codes, service limits, medical justification, and third party liability affecting dental services, please refer to the recent dental announcements on the Provider Updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>. The July Medicaid Provider Newsletter, also available on the Provider Updates page, includes articles that address these changes.

Providers are reminded to review the dental fee schedule prior to rendering services as codes have been added, removed, or re-categorized from Emergent to Enhanced Adult Dental services. The fee schedule for dental services provided on and after July 1, 2017 is available at <http://manuals.medicaidalaska.com/medicaidalaska/providers/FeeSchedule.asp>.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 4, 2017 in observation of Labor Day. The State of Alaska offices will be closed Wednesday, October 18, 2017 in observation of Alaska Day.

Provider Training Dates

Alaska Medicaid is coming to your area! In September, training is scheduled in Kodiak and via Webinar.

September

Webinar	September 19 — 21
Kodiak	September 26 — 28

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://manuals.medicaidalaska.com/docs/akmedicaidtraining.htm>.

