

# Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

June 2018

## Conduent

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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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## Changes to Alaska Medicaid Recordkeeping, Self-Review, and Audit Regulations

The Department of Health and Social Services recently revised Alaska Medicaid regulations regarding recordkeeping, audits, self-reviews, and other quality assurance efforts. The revised regulations apply to all Medicaid-enrolled providers and will be effective June 7, 2018.

An overview of the regulations is available at <http://manuals.medicaidalaska.com/docs/updates.htm>.

A copy of the regulations, signed by the Lieutenant Governor, is available at

<https://aws.state.ak.us/OnlinePublicNotices/Notices/Attachment.aspx?id=112295>.

## Hotel Voucher and Double Occupancy Rate Changes Effective July 1, 2018

Alaska Medicaid members and their travel escort(s) are expected to stay in the same room when traveling for healthcare reasons. Effective July 1, 2018, multiple hotel units will not be authorized for the member and escort for the same overnight stay.

### For providers arranging patient travel:

When issuing a hotel voucher, authorize only one unit for each night of the stay, whether the stay is for the member, the escort, or both. For additional information, please see provider flyer “Lodging and Prematernal Home Unit Guidance” available on the Provider Updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>.

### For hotel providers submitting claims:

The department will pay a single rate per night, regardless of the number of individuals staying in the room. The department will not pay for separate rooms and will not pay a higher rate for double occupancy. For additional information, please see provider flyer “Billing Guidance: Lodging Unit Changes” available on the Provider Updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>.

## Air Ambulance Services Require Medical Justification Only; Authorization No Longer Required

Effective July 1, 2018, air ambulance claims must be accompanied by medical justification and a completed [Air Ambulance Flight Summary](http://manuals.medicaidalaska.com/docs/forms.htm) (available at <http://manuals.medicaidalaska.com/docs/forms.htm>). Air ambulance claims no longer require authorization. Air ambulance providers are encouraged to continue to submit authorization requests in advance of backhauls.

## CMS NCCI MUE Update – A9900 and A9901 Guidance

Effective October 1, 2017, the Centers for Medicare and Medicaid Services (CMS) published a National Correct Coding Initiative (NCCI) Medically Unnecessary Edit (MUE) update reducing the allowed units for codes A9900 and A9901 from one unit to zero units.

As a result of this change, Alaska Medicaid will no longer reimburse claim lines submitted with code A9900 or A9901. Until further notice, DME service delivery and dispensing expenses (7 AAC 120.200) may be submitted to Alaska Medicaid using HCPCS code A9999 and **modifier CG**.

Claims must conform to all state and federal regulations and rules to be eligible for payment. Providers seeking reimbursement for delivery and dispensing services are responsible for appropriate claims submission.

Additional information regarding CMS Medically Unlikely Edits is available at <https://www.cms.gov/Medicare/Coding/NationalCorrectCodingInitEd/MUE.html>.

## Updated Service Authorization Request Form Now Available

The Alaska Medicaid Service Authorization Request form has been updated to include fields for the name and Alaska Medicaid ID of the service facility. Instructions on how to complete the form are located on the second page of the form. The form is available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

## Prematernal Home Changes Effective July 1, 2018

Alaska Medicaid members and their escort(s) are expected to stay in the same prematernal home room. Effective July 1, 2018, multiple prematernal home units will no longer be authorized for the member and escort for the same overnight stay. Prematernal homes may bill and be reimbursed for each Medicaid member staying in the prematernal home for the purpose of receiving authorized prematernal home services, even if multiple Medicaid members stay in the same room. For additional information, please see provider flyer “Lodging and Prematernal Home Unit Guidance” available on the Provider Updates page 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.

## Changes to Dental Service Authorizations

Effective July 1, 2018, service authorization approvals for dental appliances (e.g., crowns, dentures) will be valid for ninety days from the date the authorization was requested. If the approved service does not occur within the ninety-day period, the provider must complete and submit a Dental Service Authorization Update Request form. Except for orthodontic services, authorization approvals for all other dental services will be valid for the requested date of service only. If the scheduled service does not occur on that date, the provider must complete and submit a Dental Service Authorization Update Request form.

The Dental Service Authorization Request and Dental Service Authorization Update Request forms are available at <http://manuals.medicaidalaska.com/docs/forms.htm>.

Questions? Contact Mary Hansen at or [mary.hansen@alaska.gov](mailto:mary.hansen@alaska.gov) or 907.334.2403.

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.

## Restorative Dental Procedures Billing Change

Effective for services rendered on and after July 1, 2018, Alaska Medicaid will reimburse for one restoration procedure per tooth, per member, on a single date of service. All surfaces restored on a single tooth on the same date are considered connected. Do not submit claims for more than one restorative code per tooth per day.

Questions? Please contact Mary Hansen, DHCS Dental Program Manager at [mary.hansen@alaska.gov](mailto:mary.hansen@alaska.gov) or 907.334.2403.

## New Requirement for Frames and Lenses Orders/Prescriptions

Effective June 1, 2018, all frames and lenses orders/prescriptions submitted to Rochester Optical must be accompanied by an approved [Vision Service Authorization](#) form. Orders/prescriptions submitted to Rochester Optical without an approved Vision Service Authorization form will not be processed.

Will you open your home to a child in your community?



Throughout Alaska, foster parents are needed for children with complex medical challenges. Will you make the difference for one child?

Training and support services are available to guide you through the process of becoming licensed and how to care for children who are experiencing medical challenges such as

- Allergies
- Respiratory Illnesses
- Mobility Restrictions
- Developmental and Speech Delays

Find out how to become a licensed foster parent by calling 800.478.7307 or [acrf@nwresource.org](mailto:acrf@nwresource.org).

## Holiday Closures

The State of Alaska and Conduent offices will be closed Wednesday, July 4, 2018 in observance of Independence Day.

## New Medicare-to-Medicaid Crossover Claim Coding Requirements for Telemedicine Services

Effective for claims with a date of service January 1, 2018 forward, in accordance with Centers for Medicare and Medicaid's transmittal CR 10152, available at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10152.pdf>, all claims for covered services rendered to a Medicare beneficiary via live interactive telemedicine application must include a Place of Service code of "02" (telehealth). Use of Place of Service code 02 eliminates the need to use the GT modifier. This change applies ONLY to Medicare-to-Medicaid crossover claims.

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.

## Provider Training Dates

In June, training is scheduled in Seattle and via Instructor-led Webinar. In July, training is scheduled in Anchorage and via Instructor-led Webinar.

June	
Webinar	June 5 — 7
Seattle	June 19 & 21
July	
Webinar	July 10 — 12
Anchorage	July 24 — 26

## 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>.

# 15<sup>th</sup> Annual Rochester Optical Open House

On Thursday, July 26<sup>th</sup>, 2018, at 2:15 pm, Rochester Optical, the Alaska Medical Assistance eyewear contractor, will host their 15<sup>th</sup> 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 26<sup>th</sup> 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](mailto: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 2<sup>nd</sup> page of this invitation.



**Rochester Optical Open House &  
Vision Services Provider Training  
July 26<sup>th</sup>, 2018**

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](mailto: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 26<sup>th</sup>!**