

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

March 2019

Conduent

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Web Address

<http://medicaidalaska.com>

Fraud and Abuse Hotline

907.644.5975 or 800.256.0930 (toll-free)

Recipient Services

907.644.6800, option 6 or 800.780.9972, option 2 (toll-free)

Provider Inquiry

907.644.6800, option 1 or 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
Attachments..... 907.644.8122
or 907.644.8123
Enrollment 907.646.4273
Provider Inquiry..... 907.644.8126

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Member Appointment No-Show Reporting

Appointment no-shows occur across all medical practices, and the Division of Health Care Services (DHCS) acknowledges that this problem can negatively impact both patient flow and revenue. If you experience Medicaid member no-shows in your practice, complete and submit a [Member Appointment No-Show Report](#). The DHCS Quality Assurance (QA) Unit will review each report to determine what actions can be taken to reduce no-show occurrences.

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.

Enrollment Revalidation – Appropriate Individual’s Signature Required

During the week of February 11, 2019, providers that have not yet revalidated their Alaska Medicaid enrollment received a letter containing enrollment revalidation instructions. The revalidation process includes address, ownership, and managing/directing verification and an exclusion and sanction questionnaire, as applicable. All signature pages for individually enrolled providers must be signed by the specific practitioner to whom the letter is addressed. Signature pages for group enrollments must be signed by the owner or managing/director. Incorrectly signed signature pages will be returned to the provider for correction.

To maintain uninterrupted claims processing and payment, please complete the revalidation process within 30 days of the letter date.

Questions? Please contact Provider Enrollment at 907.644.5993 or 888.944.6877 (toll-free in Alaska).

New Medical Justification Requirements Effective 03/15/2019

Effective for claims with dates of service on and after 03/15/19, all claims with procedure codes 89300-89325 and code 89331 must be accompanied by medical justification.

Contemporaneous Documentation Requirements: Update

On November 13, 2018, the American Medical Association (AMA) adopted documentation standards, Resolution 804 (I-18) [Arbitrary Documentation Requirements for Outpatient Services](#) (Policy D-320.985, for AMA members). The Department of Health and Social Services has determined that physician application of AMA standards D-320.985 meets the contemporaneous documentation requirements of [AAC 105.230\(d\)\(7\)](#).

Procedure Code Required When Billing Revenue Code 0290 for Dates of Service On and After 04/01/2019

Effective for dates of service on and after 04/01/2019, claims submitted with revenue code 0290 (Durable Medical Equipment [DME] other than Renal) will require an appropriate CPT/HCPCS procedure code in form locator 44, *HCPCS/Accommodation Rates/HIPPS Rate Codes*. Claims with the 0290 revenue code that do not include a CPT/HCPCS procedure code will be denied for exception code 4309, *Procedure Code Required for Revenue Code*.

Alaska Medicaid Policy Clarification: LARC

Alaska Medicaid issued a policy clarification regarding coverage and pricing of long acting reversible contraception devices (LARC) and the insertion of those devices. The 02/05/2019 Alaska Medicaid Policy Clarification: Long Acting Reversible Contraception flyer is available on the [Provider Updates](#) page.

Updated Hysterectomy Certification and Consent Form Now Available

The Alaska Medicaid Hysterectomy Certification and Consent form has been updated to include more fields for provider and member identifying information and “yes/no” check boxes for certification questions. Instructions on how to complete the form are located on the second page. The form is available on the [Conduent Forms](#) page.

Questions? Contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

RFP Issued for Pharmacy Cost of Dispensing Study

On February 21, 2019, the Department of Health and Social Services issued a [request for proposals](#) for a pharmacy cost of dispensing study. The deadline for proposals is 2:00 p.m. (Alaska Time) March 14, 2019. Updates will be announced after a contractor is selected.

Pharmacy Program Updates – January 2019

The Alaska Medicaid Pharmacy Program Update is now available on the [Provider Updates](#) page. In this update you will find information about pharmacy changes resulting from the work of the Alaska Medicaid Drug Utilization Review Committee, including:

- New specific clinical prior authorization criteria effective 3/11/2019.
- New Medications have been added to the Interim Prior Authorization list effective 3/11/2019.
- New Prior Authorization for dental opioid prescriptions exceeding a 4 day supply effective 7/1/2019.

Medicaid Regulations Filed: Coverage and Payment and Medicaid ESRD Facility Enrollment Requirements and Rates

New Medicaid end stage renal disease (ESRD) regulations were adopted by the Department of Health and Social Services, filed by the Lieutenant Governor, and are effective March 24, 2019. The signed regulations are available at [Online Public Notice Website](#).



Federal Language Services Requirements for Medicaid-Enrolled Providers

Title VI of the Civil Rights Act and Section 504 of the Rehab Act of 1973 require that medical providers who receive federal funds make language services available for patients who have Limited English Proficiency (LEP) and those who are deaf/hard of hearing. As recipients of federal funding through Medicaid payments which are, in part, federally funded, Alaska Medicaid-enrolled providers are subject to this requirement. These required language services may not be billed to, and are not reimbursable by Alaska Medicaid.

Prohibition of Percentage Compensation Arrangement with Medical Biller

It has come to the attention of the department that enrolled Alaska Medicaid providers have entered into agreements with medical billers to provide a percentage of Medicaid's reimbursement as payment for billing services. Medicaid program regulations specifically prohibit this type of compensation arrangement.

In accordance with 7 AAC 145.010(b), "the use of a billing agent or accounting firm that bills and receives payment in the name of the provider is permitted if payment for this service is not related on a percentage or other basis to the amount that is billed or collected."

New Requirements for Rochester Optical Orders

All orders submitted to Rochester Optical require a current, valid diagnosis and the ordering/prescribing provider's information (e.g., name and NPI number). Orders submitted without this information will not be processed without this information. The [Rochester Optical online portal](#) and their paper order form have been updated to reflect the required information. To order paper order forms, please contact Rochester Optical at 585.254.0022.

Questions? Contact Ryan Bender at ryan.bender@alaska.gov or 907.334.2419.

Holiday Closures

The State of Alaska offices will be closed Monday, March 25, 2019 in observance of Seward's Day.

Provider Training Dates

In March, training is scheduled in the Matsu Valley and via Instructor-led Webinar. In April, training is scheduled in Anchorage, Bethel, and via Instructor-led Webinar.

March	
Matsu	March 5 — 7
Webinar	March 19 — 21
April	
Webinar	April 9 — 11
Bethel	April 16 — 18
Anchorage	April 23 — 25

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 through the [Alaska Medicaid Learning Portal](#).

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.