

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

May 2019

Conduent

1835 S. Bragaw St., Suite 200
Anchorage, AK 99508-3469

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>

In This Issue

<i>Incomplete Provider Revalidation Will Result in Suspended/Denied Claims</i>	1
<i>Medicaid Regulations Filed: DME/POS Coverage and Payment</i>	1
<i>Updated Member Appointment No-Show Report and New Fax Number</i>	2
<i>Prohibition on Billing for Medical Records Provided to the State</i>	2
<i>Pharmacy Program Updates – May 2019</i>	2
<i>Expanded Age Range for HPV Nonavalent (9v HPV) Vaccine</i>	2
<i>Transportation of a Deceased Medicaid Recipient</i>	2
<i>Dsuvia and Spravato Conditions of Payment</i>	2
<i>Public Hearing: Pioneer Home Rates and Levels of Service</i>	2
<i>Proposed Regulations: Pioneer Home Rates and Levels of Service (Supplemental Notice)</i>	3
<i>Proposed Regulations: Pioneer Home Rates and Levels of Service</i>	3
<i>Proposed Regulations: MHPC Coverage</i>	3
<i>Qualis Health is Now Comagine Health</i>	3
<i>Provider Acknowledgement and Repayment of Payment Errors</i>	3
<i>DHSS Regulations Filed: Statewide Immunization Program</i>	3
<i>How to Request AK-04 Travel Voucher Forms</i>	3
<i>Holiday Closures</i>	3
<i>Medicaid Regulations Filed: Coverage and Payment for Home Health Care Services</i>	4
<i>UnitedHealthcare: Alaska Managed Care Plan Update</i>	4
<i>Incidental Services Require a Core Service – Implementation of Exception Code 4675</i>	4
<i>Adopted by Reference: HCPCS</i>	4
<i>Adopted by Reference: CPT</i>	4
<i>Adopted by Reference: Federal Poverty Guidelines</i>	4
<i>Adopted by Reference: ICD-10-CM</i>	4
<i>Provider Training Dates</i>	4
<i>16th Annual Rochester Optical Open House</i>	5

Incomplete Provider Revalidation Will Result in Suspended/Denied Claims

Claims submitted by providers that have not completed enrollment revalidation will suspend with exception code 3670 for billing providers and 3671 for rendering providers. The affected claims will suspend for 60 days. Suspending claims will allow adequate time to complete and submit revalidation paperwork to the Provider Enrollment unit via mail or fax.

If a provider does not complete enrollment revalidation prior to the 60th day of suspend, the Provider Medicaid ID number will be deactivated and the affected claims will be denied for exception code 3672 for billing providers and 3673 for rendering providers.

Once deactivated, providers will be subject to a new enrollment application, enrollment fee (if applicable), and satisfactory repayment arrangements for overpayments or other obligations payable to the State of Alaska. All contact numbers, names, and addresses should be updated on a routine basis to ensure provider enrollment information is accurate at all times.

Providers may submit completed revalidation paperwork via fax at 907.646.4273 or by mail.

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

Medicaid Regulations Filed: DME/POS Coverage and Payment

New DME/POS regulations were adopted by the Department of Health and Social Services, filed by the Lieutenant Governor, and are effective June 2, 2019. The signed regulations are available at [Alaska Online Public Notices](#). Overviews of the regulations for Durable Medical Equipment providers, Prosthetic and Orthotics providers, and Home Infusion Therapy providers are available on the [Provider Updates page](#).

Updated Member Appointment No-Show Report and New Fax Number

An updated version of the Member No-Show Report is now available. Included in the changes is a new fax number, 907.269.8868. The Division of Health Care Services (DHCS) Quality Assurance (QA) Unit will continue to review each report to determine what actions can be taken to reduce no-show occurrences.

Prohibition on Billing for Medical Records Provided to the State

Enrolled Medicaid providers may not charge the state or entities/individuals acting on behalf of the state for copies of medical records. Please review the April 3, 2019 letter to Medicaid providers, "Prohibition on Billing for Medical Records Provided to State", available on the [Provider Updates page](#).

Pharmacy Program Updates – May 2019

The Alaska Medicaid Pharmacy Program May 2019 Updates 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 6/10/2019.
- Criteria for existing prior authorizations have been updated effective 6/10/2019.
- New Medications have been added to the Interim Prior Authorization list updated 4/10/2019.
- Maximum units limit list updated effective 6/10/2019.

Expanded Age Range for HPV Nonavalent (9v HPV) Vaccine

Alaska Medicaid has expanded coverage of procedure code 90651 – 9v HPV vaccine (Gardasil 9) to cover recipients through age 45 to align with [FDA indications](#).

Transportation of a Deceased Medicaid Recipient

Alaska Medicaid cannot pay for any recipient services, including transportation costs, after a Medicaid recipient dies. However the Division of Public Assistance may pay for some or all of the costs associated with transporting a deceased Medicaid recipient's body back to their home community if the Medicaid recipient was transported from their last place of residence to the place of death using Medicaid funding and they are determined eligible for the General Relief Assistance burial program.

The cost of an escort's return trip is covered by Medicaid if a Medicaid recipient dies while receiving medical treatment away from their home community, and Medicaid approved travel for an escort to accompany the recipient. If a change of return date is necessary, the escort is responsible for making arrangements with the airline, through the Medicaid Travel Office.

Dsuvia and Spravato Conditions of Payment

Dsuvia™ is covered only when administered in a hospital inpatient setting, and is not covered when administered in an outpatient setting.

Spravato™ requires [prior authorization](#) and may be provider-administered in an inpatient or outpatient setting. Spravato™ must be administered under the direct supervision of a healthcare provider for a minimum of 2 hours, until the patient is clinically stable.

Dsuvia™ and Spravato™ may **not** be billed through the Alaska Medicaid pharmacy point of sale system.

Public Hearing: Pioneer Home Rates and Levels of Service

On April 9, 2019, the Department of Health and Social Services issued a [notice of public hearing](#) regarding proposed changes to Pioneer Home rates and levels of service. The public hearing will be held from 1:00 p.m. – 4:00 p.m. on May 28, 2019 at each of the six Pioneer Homes, at which time oral and written comments will be accepted. The [public hearing notice](#), notice of proposed regulations, and additional information are available at [Alaska Online Public Notices](#).

Proposed Regulations: Pioneer Home Rates and Levels of Service (Supplemental Notice)

On April 16, 2019, the Department of Health and Social Services issued a [supplemental notice](#) regarding proposed changes to Pioneer Home rates and levels of service. The [supplemental notice](#) and additional information are available at [Alaska Online Public Notices](#).

Proposed Regulations: Pioneer Home Rates and Levels of Service

On April 9, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulation changes to Pioneer Home rates and levels of service. The public comment period ends on June 28, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) and additional information are available at [Alaska Online Public Notices](#).

Proposed Regulations: MHPC Coverage

On March 5, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulation changes to mental health physician clinic coverage. The public comment period ends on May 7, 2019 at 5:00 p.m. AKT.

The [proposed regulations](#) and additional details are available at [Alaska Online Public Notices](#).

Qualis Health is Now Comagine Health

Effective February 11, 2019, Qualis Health officially became Comagine Health. The names “Qualis Health” and “Comagine Health” will be used interchangeably until the name change has been fully implemented (e.g., provider portal, links, email addresses). The corporate address and phone numbers will remain the same. In April 2019, email addresses will change to Comagine Health, however, until further notice current Qualis Health email addresses will remain active and will be automatically forwarded to the appropriate recipient. Watch your RA messages for further updates.

Questions? Contact Susan Dunkin at susan.dunkin@alaska.gov.

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

Provider Acknowledgement and Repayment of Payment Errors

Providers should closely review each remittance advice (RA) to ensure it reflects accurate payment for all billed services, including correct member details and services provided. In accordance with 7 AAC 105.220(e), Alaska Medicaid providers have 30 days from the time of payment to notify the department in writing of a payment error. Federal law (42 U.S.C. 1320(d)) requires repayment of overpayments to the department within 60 days of identifying the overpayment. Mail the written overpayment notification and a copy of the RA page detailing the overpayment to the address below:

Conduent State Healthcare, LLC
P.O. Box 240807
Anchorage, Alaska 99524-0807

DHSS Regulations Filed: Statewide Immunization Program

New immunization program 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 [Alaska Online Public Notices](#).

How to Request AK-04 Travel Voucher Forms

Providers may request supplies of the AK-04 Travel Voucher form by completing a Healthcare Forms Order Request (available on the Conduent [Forms](#) page) and submitting it via one of the following methods:

- Fax to 907.644.8126
- Email to AKtravelvoucher@conduent.com
- Mail to Conduent, PO Box 240808, Anchorage, AK 99524-0808

Requests must include provider name, provider Alaska Medicaid ID number, quantity requested, and delivery address. The AK-04 is a controlled form, each bearing a distinct identifying number. Providers must keep these controlled forms in a secure location.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, May 27, 2019 in observance of Memorial Day.

Medicaid Regulations Filed: Coverage and Payment for Home Health Care Services

New Medicaid home health care services regulations were adopted by the Department of Health and Social Services, filed by the Lieutenant Governor, and are effective May 1, 2019. The signed regulations are available at [Alaska Online Public Notices](#).

UnitedHealthcare: Alaska Managed Care Plan Update

Senate Bill 74 (2016) established the Coordinated Care Demonstration Project, to test the efficacy of new models of care in Alaska. In compliance with this initiative, the Department of Health and Social Services has contracted with UnitedHealthcare to provide managed care for Medicaid members within the Municipality of Anchorage and the Matanuska-Susitna Borough. The anticipated go-live date for this program is October 1, 2019. For more information regarding this managed care project, please see the April 1, 2019 flyer "UnitedHealthcare - Alaska Managed Care Plan" available on the [Provider Updates page](#).

Incidental Services Require a Core Service – Implementation of Exception Code 4675

Incidental services are covered only when performed in conjunction with a core service. A claim for an incidental service must also include the core service that was performed. Claims submitted with only an incidental service will be denied for exception code 4675, *Service Must be Billed with Core Service*.

Adopted by Reference: HCPCS

On March 6, 2019, the Department of Health and Social Services issued a public notice announcing the adoption of the Healthcare Common Procedure Coding System (HCPCS), 2019 Edition, effective January 1, 2019. The [notice and additional information](#) are available at [Alaska Online Public Notices](#).

Adopted by Reference: CPT

On March 6, 2019, the Department of Health and Social Services issued a public notice announcing the adoption of the Current Procedural Terminology (CPT) Standard Edition, 2019, effective January 1, 2019. The [notice and additional information](#) are available at [Alaska Online Public Notices](#).

Adopted by Reference: Federal Poverty Guidelines

On March 6, 2019, the Department of Health and Social Services issued a public notice announcing the adoption of the 2019 Federal Poverty Guidelines, effective January 31, 2019. The [notice, 2019 Federal Poverty Guidelines, and additional information](#) are available at [Alaska Online Public Notices](#).

Adopted by Reference: ICD-10-CM

On March 6, 2019, the Department of Health and Social Services issued a public notice announcing the adoption of the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM), 2019 Edition, effective January 1, 2019. The [notice and additional information](#) are available at [Alaska Online Public Notices](#).

Provider Training Dates

In May, training is scheduled in Kodiak, Seward, and via Instructor-led Webinar. In June, training is schedule in Fairbanks and via Instructor-led Webinar.

May	
Kodiak	May 7 — 9
Webinar	May 21 — 23
Seward	May 28 — 30
June	
Webinar	June 18 — 20
Fairbanks	June 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 through the [Alaska Medicaid Learning Portal](#).

16th Annual Rochester Optical Open House

On Thursday, July 11th, 2019, at 2:15 pm, Rochester Optical, the Alaska Medical Assistance eyewear contractor, will host their 16th 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 11th 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 11th, 2019**

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 11th!