

# Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

June 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>

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## Message from the Director: Budget-Pended Claims

Dear Medicaid Provider,

As the Department of Health and Social Services approaches the end of the state fiscal year, again we are challenged by a budget shortfall. In order to manage this projected deficit between the authorized budget for the current fiscal year ending June 30, 2019 and claims received from enrolled providers, the department has modified the weekly provider payment schedule.

Over the final three weeks of the fiscal year, the department will delay issuance of payments for some claims to 30 days as allowed under federal regulations (42 C.F.R. 447.45) which require payment of 90 percent of claims within 30 days of receipt and 99 percent of claims within 90 days of receipt.

Providers whose claims are delayed will see affected claims on the weekly remittance advice (RA) with the status of “O”, and “Budget Funded”. Because billed charges and Medicaid reimbursement amounts often differ, the total of all “O” delayed claims may not equal the cumulative total shown on the summary page.

Please continue to submit claims to expedite payment once payments resume in full. All claims will continue to be processed under standard adjudication rules. For more information, please see “Budget-Delayed Medicaid Payments FAQs” available on the [Provider Updates](#) page.

I will keep you informed of our progress through additional remittance advice messages. In the interim, please forward any comments, suggestions, or questions you may have to Susan Dunkin at [susan.dunkin@alaska.gov](mailto:susan.dunkin@alaska.gov). Thank you for the services you continue to provide to Alaska’s most vulnerable residents, and for your patience and cooperation as we work together to navigate Alaska’s fiscal challenges.

Sincerely,

Renee Gayhart  
Director

## Holiday Closures

The State of Alaska and Conduent offices will be closed Thursday, July 4, 2019 in observance of Independence Day.

## Providers Must Submit Original (Red) CMS-1500, UB-04, and ADA (J434) Claim Forms

This is a reminder that providers must submit paper claims on original red CMS-1500, UB-04, or ADA (J434 version) claim forms. Alaska Medicaid utilizes Optical Character Recognition (OCR) technology for the processing of paper claims. OCR is able to read original red CMS-1500, UB-04, and ADA claim forms only. Black, photocopied or faxed claim forms cannot be read. After June 30, 2019, this will be strictly enforced and Conduent will RTP (return to provider) any claims not submitted on an original red claim form. Black, photocopied, or faxed claims will no longer be accepted after this date.

Providers may also submit claims electronically with Alaska Medicaid through billing software and Health Enterprise.

## Delayed Implementation of Durable Medical Equipment Regulations

Durable medical equipment (DME), prosthetics and orthotics (P&O) and supplies [regulations](#) were adopted by the Department of Health and Social Services and filed by the Lieutenant Governor with a June 2, 2019 effective date. Implementation of the DME segment of the regulations has been postponed until July 2, 2019; all other segments of the regulations will be implemented on June 2, 2019 as planned. For more information, see "DME/P&O Regulations: FAQs" 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.

## Clarification Regarding Percentage Compensation Agreements with Billing Agents

The Department offers the following clarification regarding the prohibition of percentage based reimbursement agreements between providers and billing agents under 7 AAC 145.010(b): If a provider uses a billing agent, either the billing agent or the provider can receive payment. However, if payment is made to the provider, that does not remove the requirement that reimbursement to the billing agency cannot be based upon, or related on a percentage or other basis to the amount to be billed or collected. The prohibition against payment in a percentage or other basis strictly prohibited regardless of who the Department pays.

## Required Provider Self-Audits

All Medicaid providers are required to conduct a self-audit once every two years and submit a Provider Self-Audit Attestation form by June 7, 2020. For the Provider Self-Audit Attestation and Provider Self-Audit Attestation forms, visit

<http://dhss.alaska.gov/Commissioner/Pages/ProgramIntegrity/default.aspx> and <http://dhss.alaska.gov/Commissioner/Documents/medicaid/ProviderSelf-Audit.pdf>.

## New AK-04 Travel Voucher Effective 7/1/2019

Effective 7/1/19, providers may begin using and submitting the new Alaska Medicaid Travel Voucher (AK-04) form for arranging and billing patient travel. Beginning 6/17/19, the new AK-04 forms will be available for request and distribution to Alaska Medicaid enrolled providers that are authorized to request patient travel. During the transition period, providers may use the new (5/19) AK-04 or continue to use existing supplies of the (1/18) AK-04 form. However, on 10/1/19, the (1/18) AK-04 version will no longer be accepted by Alaska Medicaid.

Providers will receive future guidance on form disposal for any existing supplies that are not exhausted during the transition period. Additionally, provider training sessions will be offered on the use of the new AK-04 and associated policies changes beginning 6/5/19.

## Allow Three to Five Days for Dental SA Processing By Conduent

When submitting a dental service authorization request to Conduent, please allow three to five days to receive a response. Please do not send duplicates of the same request.

## Procedure Code Required on Nonemergency Ground Transportation Claims

Effective for dates of service on or after July 1, 2019, claims submitted by nonemergency ground transportation providers must include the appropriate provider-specific procedure code in field 17 of the AK-04 or 24d of the CMS-1500:

Procedure Code

A0100 – Taxi

A0120 – Bus and Ferry

A0130 – Wheelchair Van (urban)

A0130 TN – Wheelchair Van (rural)

Claims for dates of service on or after July 1, 2019 that are submitted without the appropriate provider-specific procedure codes will be denied.

## Medicaid Regulations Filed: Medicaid HCBW, Nursing Oversight, and Care Management Services

New Medicaid home and community-based waiver, nursing oversight, and care management services regulations were adopted by the Department of Health and Social Services, filed by the Lieutenant Governor, and are effective June 13, 2019. The [signed regulations](#) are available at [Alaska Online Public Notices](#).

## 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](#).

## Members Must Give Hotels Correct Check-in and Check-out Dates

When assisting members in arranging Medicaid approved transportation and accommodations, please remind the member to give the exact check-in and check-out date to the hotel when making hotel reservations; hotel check-in and check-out dates may differ from the air travel dates. If the member gives an incorrect check-in date and does not check in to the hotel as scheduled, the hotel may cancel reservations and may not be able to accommodate the member.

## Proposed Regulations: Medicaid Behavioral Health Services and Requirements for Behavioral Health Providers

On May 13, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulation changes to behavioral health services. The public comment period ends on July 29, 2019 at 5:00 p.m. AKT.

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

## 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](#).

## Proposed Regulations: Pioneer Home Rates and Levels of Service

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.

## 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 60<sup>th</sup> 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](mailto:AK-Enrollment@conduent.com) or 907.644.5993 or 888.944.6877 (toll-free in Alaska).

## Provider Training Dates

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

June	
Webinar	June 18 — 20
Fairbanks	June 25 — 27
July	
Anchorage	July 9 — 11
Webinar	July 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](#).

## 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 Committed, 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.

## 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.

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

On Thursday, July 11<sup>th</sup>, 2019, at 2:15 pm, Rochester Optical, the Alaska Medical Assistance eyewear contractor, will host their 16<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 11<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 11<sup>th</sup>, 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](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 11<sup>th</sup>!**