

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

July 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 8
00.770.5650, option 1, 1 (toll-free)

Provider Enrollment

<https://medicaidalaska.com/portals/wps/portal/ProviderEnrollment>

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Adult Enhanced Dental Program Unfunded as of 07/01/2019

The adult enhanced (preventive) dental program is unfunded effective July 1, 2019. All service authorization requests and claims for adult preventive services with dates of service on and after July 1, 2019 will be denied. The department will pay for authorized adult enhanced dental services completed prior to July 1, 2019, and for seatment or completion of authorized services that commenced prior to July 1, 2019. Adult *emergency* dental services are unaffected and will continue to be covered. [Fee schedules](#) will be updated in the coming weeks. Additional information about coverage for dentures and denture-related services will be released in the coming weeks. Until that time, service authorization requests for dentures will be denied. If you have any questions, please contact Provider Inquiry at 800.770.5650, option 1, 1, 1 or the Division of Health Care Services' Medicaid dental program manager, Carrie Crouse, at 907.269.3666 or Sherri Larue, at 907.334.2656.

Managed Care and Alaska Medicaid

Due to Alaska's current fiscal climate, the Department of Health and Social Services (DHSS) is reevaluating the managed care organization model within the Medicaid Coordinated Care Demonstration Project. DHSS remains committed to offering the best coverage for all Alaskans, but additional time is needed to redesign managed care efforts. As a result, the current managed care partnership between DHSS and United Healthcare will be halted to allow DHSS to reassess managed care in Alaska. United Healthcare's efforts are greatly appreciated, including the many hours of hard work staff from both entities put into this project. If the opportunity arises, DHSS looks forward to working with United Healthcare again.

Holiday Closures

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

Emergency Medicaid Regulations Filed: 1115 Waiver Services Coverage and Payment

Emergency Medicaid 1115 Waiver Services Coverage and Payment regulations are effective July 1, 2019. The regulations are available at <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=194744>.

Emergency Medicaid Regulations Filed: Cost Containment

Emergency Medicaid cost containment regulations are effective July 1, 2019. The regulations are available at <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=194742> and <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=194743>.

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

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.

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.

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.

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.

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](#).

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](#).

Provider Training Dates

In July, training is scheduled in Anchorage and via Instructor-led Webinar. In August, training is scheduled in Seattle, Mat-Su Valley, and via Instructor-led Webinar.

July	
Anchorage	July 9 — 11
Webinar	July 23 — 25
August	
Seattle	August 6 — 8
Webinar	August 19 — 23
Mat-Su	August 27 — 29

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](#).

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

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!