

# Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

August 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>

## 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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## Enhanced Adult Dental: Members in Mid-Treatment

The adult enhanced (preventive) dental program was unfunded effective July 1, 2019. All service authorization (SA) requests and claims for adult preventive services with dates of service on and after July 1, 2019 will be denied.

The department may pay for crowns and dentures if the treatment began prior to, but was not completed by, July 1, 2019, only if the following conditions are met:

- The initial services were prior authorized or the dentist providing the service received a Golden Ticket authorization exemption
- Completion of treatment is medically necessary
- No later than 5:00 p.m. AKT on August 30, 2019, the dental provider submits a new SA request for completion of treatment; the SA must include the relevant procedure code(s) for the services to be performed with attached documentation showing treatment began prior to July 1, 2019 and completion of treatment is medically necessary

Questions? Please contact Provider Inquiry at 800.770.5650, option 1, 1, 1, the Division of Health Care Services' Medicaid dental program manager, Carrie Crouse, at 907.334.2403 or dental program supervisor, Sherri LaRue, at 907.334.2656.

## Provider Documentation Requirements

Medicaid providers are required to maintain accurate and complete financial, clinical, and other records in compliance with 7 AAC 105.230 and necessary to support the services for which the provider requests payment. Providers are also responsible for ensuring that their staff, billing agents, and other entities in charge of provider record maintenance meet these requirements. The text of 7 AAC 105.230 is available at

<http://www.legis.state.ak.us/basis/aac.asp#7.105.230>.

## Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 2, 2019 in observance of Labor Day.

## Pharmacy Cost of Dispensing Survey – July 2019

The Alaska Medicaid Pharmacy Program has contracted with Myers & Stauffer to conduct a Cost of Dispensing Survey with enrolled pharmacies. Surveys will be mailed to enrolled Alaskan pharmacies starting 7/26/2019. Surveys must be returned by 8/27/2019. Please contact Myers & Stauffer with any questions specific to the survey at 800.374.6858 or [disp\\_survey@mslc.com](mailto:disp_survey@mslc.com). For additional information, see “2019 Cost of Dispensing Survey” available on the [Pharmacy](#) page.

Questions? Please contact Erin Narus at [erin.narus@alaska.gov](mailto:erin.narus@alaska.gov) or 907.334.2425.

## Alaska Mandatory Child Abuse Reporter Training and Information

Alaska Medicaid providers are among many individuals identified by Alaska state law as **mandatory reporters** of suspected child abuse or neglect. To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete Alaska Mandatory Child Abuse Reporter Training offered by the Alaska DHSS.

If you know of a child who may be at risk of abuse or neglect, call **800.478.4444** or email [reportchildabuse@alaska.gov](mailto:reportchildabuse@alaska.gov).

To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete [Alaska Mandatory Child Abuse Reporter Training](#) offered by the Alaska DHSS.

For more information on child abuse reporting in Alaska, refer to the [Report Child Abuse in Alaska website](#).

## Proposed Regulations: Health Care Services Price Transparency

On July 18, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulations to implement AS 18.23.400 that requires disclosure and reporting of health care services, price, and fee information. The public comment period ends on September 27, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) are available at [Alaska Online Public Notices](#).

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

## Public Hearing: Proposed Health Care Services Price Transparency Regulations

On July 18, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulations to implement AS 18.23.400 that requires disclosure and reporting of health care services, price, and fee information. A public hearing will be held from 1:00 p.m. – 3:00 p.m. AKT on August 28, 2019 at 3601 C Street, Room 880, Anchorage, AK 99503, 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](#).

## Ambulance Mileage Claims

Effective 08/15/2019, ambulance mileage must be submitted on the same claim as the ambulance base rate.

Ambulance base rate procedure codes: A0225, A0426, A0427, A0428, A0429, A0433, A0430, A0431

Ambulance mileage and codes: A0425, A0435, A0436

Claims submitted on and after 08/15/2019 with an ambulance mileage procedure code and no corresponding ambulance base rate will be denied.

## Pharmacy Program Updates – July 2019

The Alaska Medicaid Pharmacy Program has posted updated point-of-sale pharmacy claims billing policy guidance regarding medications dispensed by pharmacies to clinics/physicians' offices for clinic/physician administration. The update is now available on the Provider Updates page at <http://manuals.medicidalaska.com/docs/updates.htm>.

Pharmacies dispensing patient-specific medications to clinics must

- Submit “11” in the Place of Service field.
- Submit a valid diagnosis and diagnosis code qualifier on claims submitted with a Place of Service = “11”.
- Reverse claims for medications dispensed to clinics but never administered to the patient.

Clinics may not

- Bill separately for the cost of pharmacy dispensed medications.
- Administer a medication billed under one patient to a different patient.

## 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.

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).

## 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

## Provider Training Dates

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

August	
Seattle	August 6 — 8
Webinar	August 19 — 23
Mat-Su	August 27 — 29
September	
Webinar	September 9 — 13
Kenai	September 23 — 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](#).

## 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>.