

# Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

September 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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## Enhanced Adult Dental Program – Temporary Coverage Extension

Coverage for adult enhanced (preventive) dental services has been extended until 09/30/2019.

### New SA Requests

New SA requests for adult enhanced dental services will be considered for coverage if received by Conduent by 5:00 p.m. AKT, 09/30/2019 and the treatment

- was performed on or after 07/01/2019 or
- is scheduled to be initiated on or before 09/30/2019.

### Previously Denied SA Requests

SA requests that were submitted on or after 07/01/2019 and were denied because the program was unfunded will be reconsidered; do not resubmit previously denied service authorizations. You will be notified of all SA approvals.

### Completion of Treatment

All services must be completed by 10/31/2019.

### Dentures

Coverage for dentures is not ending and therefore not subject to the 10/31/2019 completion date. Dentures are not considered a service under AED and will be approved up to the member's denture limit, if medically necessary.

If you have any questions, please contact Carrie Crouse at 907.334.2403 or Sherri Larue at 907.334.2656.

## Pharmacy Update – SUPPORT Act

Effective October 1, 2019, Section 1004 of the SUPPORT for Patients and Communities Act requires state Medicaid programs to comply with prospective (including safety edits) and retrospective drug utilization review processes related to opioids, benzodiazepines, and antipsychotics. Specific information about the details of the Alaska Medicaid Drug Utilization Review Program's processes related to the SUPPORT Act will be available on the [Alaska Medicaid Pharmacy](#) page on Friday, August 30, 2019.

# Alaska Medicaid Announces New Vision Contractor

The Division of Health Care Services is pleased to announce that Classic Optical has been selected as Alaska Medicaid's new eyeglass contractor. Welcome packets containing information on how to place orders will be mailed to you soon, and Classic Optical will hold training sessions in Anchorage, Fairbanks, and Juneau. Training dates will be announced in the coming weeks.

The department would like to thank Rochester Optical for their 15 years of service to the Alaska Medicaid program.

Questions? Contact Ryan Bender at [ryan.bender@alaska.gov](mailto:ryan.bender@alaska.gov) or 907.334.2419.

## Classic Optical: Training and Upcoming Changes

The Division of Health Care Services' new vision contractor, Classic Optical, will offer provider training on the new eyewear ordering process and will showcase their selection of frames on the following dates:

### Anchorage – Tuesday 09/17/19

Frontier Building  
3601 C Street #890  
10:00 am – 12:00 pm

### Fairbanks – Wednesday 09/18/19

Fairbanks Job Center  
675 7th Avenue, H-4  
10:00 am – 12:00 pm

### Juneau – Thursday 09/19/19

Court Plaza  
240 Main Street #202  
1:00 pm – 3:00 pm

If you are unable to attend in person teleconferencing capabilities will be available. Details will be forthcoming.

### Upcoming Changes

At these training events, Classic Optical will share some exciting new ordering capabilities along with the new ordering process and form. Some of the new changes you can expect are:

**Real time eligibility checks:** When you place an order for eyeglasses, Classic Optical's system will check member eligibility and benefit limit usage. If the member is eligible and has remaining benefits for eyeglasses, you will be able to place an order. If the member is not eligible, you will receive a denial notice on your screen and the process ends.

**Medical Necessity for Children (0-20 years old):** For children receiving a second pair of glasses, Alaska Medicaid requires medical justification. The new order form includes a required field for you to document medical necessity (e.g., lost or broken glasses, prescription change).

**Date of Service:** The order form will require you to enter the date of service. The date of service is the date that the ordering provider saw the member. During the transition period only, to allow for members who may have been seen prior to 09/01/19 but need eyeglasses ordered through Classic Optical, if the member was seen:

- on or after 09/01/19, enter the date that you saw the member as the date of service
- prior to 09/01/19 enter 09/01/19 as the date of services and add a note in the special instructions section of the order form stating "patient seen on (date seen), date of service used on order form is in compliance with HCS instructions"

Classic Optical has mailed welcome packets to enrolled vision dispensing providers. If you did not receive a welcome packet, or if you have questions, please contact Ryan Bender at [ryan.bender@alaska.gov](mailto:ryan.bender@alaska.gov) or 907.334.2419.

## Proposed Regulations: Medicaid Vision Services

On August 26, 2019, the Department of Health and Social Services issued a public notice announcing proposed changes to Medicaid vision services regulations. The public comment period ends on October 14, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) and additional information are available at [Alaska Online Public Notices](#).

## Public Hearing: Medicaid Vision Services

A public hearing regarding proposed changes to Medicaid vision services regulations will be held from 2:00 p.m. – 4:00 p.m. AKT on September 23, 2019 at the Frontier Building, Room 880/890, 3601 C Street, 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](#).

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

## Medically Necessary Early Refills due to Wildfires

Due to wildfires around the state, the Department of Health and Social Services is granting flexibility regarding early refills of Medicaid-covered medications. For more information, please visit the [Medicaid Pharmacy](#) page to view the provider letter [Medically Necessary Early Refills due to Wildfires](#).

## Hospice Quality Reporting Requirements

Effective 10/1/2015, payment rates for hospice providers will be contingent upon whether or not a hospice provider has complied with the quality data submission requirements outlined in Section 3004 of the Affordable Care Act. To ensure that you are correctly reimbursed for services rendered, you must provide confirmation or an attestation to Alaska Medicaid that your agency has completed the quality data submission as required by Section 3004. As required by Section 1814(i)(5)(A) of the Social Security Act, reimbursement rates will be reduced for providers who do not comply with this requirement.

Effective October 1, 2019, the Centers for Medicare and Medicaid Services established new Medicaid Hospice Payment Rates that are calculated based on the annual hospice rates established under Medicare and that are authorized by section 1814(i)(1)(C)(ii) of the Social Security Act. Additional information on new hospice rates can be found at <https://www.cms.gov/newsroom/fact-sheets/fiscal-year-2020-hospice-payment-rate-update-final-rule>.

To ensure that your rates are not reduced, please submit your confirmation or attestation no later than September 13, 2019 to [tracy.stephens@alaska.gov](mailto:tracy.stephens@alaska.gov) or 907.269.3622 (facsimile). Questions? Contact Tracy Stephens at 907.334.2436.

## Proposed Regulations: Medicaid Telemedicine Coverage and Payment

On August 9, 2019, the Department of Health and Social Services issued a public notice announcing proposed changes to Medicaid telemedicine services regulations. 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](#).

## Emergency Indicator Required for Air Ambulance Claims

Effective for claims submitted on or after October 1, 2019, all claims for air ambulance services that meet the Department of Health and Social Services' definition of an emergency transport must indicate that the service was an emergency service. Claims that have an inappropriate emergency indicator on the claim may be denied. 7 AAC 120.490(2) defines emergency transport as "the transportation necessary immediately when a sudden, unexpected occurrence creates a medical emergency".

Paper CMS1500: Indicate Y in box 24C; a value of null means the transport did not meet the definition of emergency transport 837P Transaction: Indicate the appropriate value 01-12 in element CRC03 contained in segment CRC and loop 2300

Questions? Please contact Carrie Silvers, Division of Health Care Services at 907.269.4576.

## Proposed Regulations: 72 Hour Requirement and Provider Self-Audits Documentation

On August 14, 2019, the Department of Health and Social Services issued a public notice announcing proposed changes to the 72 hour documentation rule and provider self-audits regulations. The public comment period ends on October 2, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) are available at [Alaska Online Public Notices](#).

## Public Hearing: Medicaid Telemedicine Coverage and Payment

On August 9, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulations to implement changes to Medicaid telemedicine services. A public hearing will be held from 2:00 p.m. – 4:00 p.m. AKT on September 13, 2019 at the Frontier Building, Room 880/890, 3601 C Street, 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 [Online Public Notices](#).

## Proposed Regulations: HCBW and Day Habilitation Services

On August 8, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulations to implement changes to home and community based waiver and day habilitation services. The public comment period ends on September 30, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) are available at [Alaska Online Public Notices](#).

## Public Hearing: Proposed HCBW and Day Habilitation Services Regulations

On August 8, 2019, the Department of Health and Social Services issued a public notice announcing proposed regulations to implement changes to home and community based waiver and day habilitation services. Public hearing will be held from 2:00 p.m. – 4:00 p.m. and from 5:00 p.m. – 7:00 p.m. AKT on September 13, 2019 at the Atwood Building, Room 102, 550 W. 7<sup>th</sup> Avenue, 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](#).

## Ground Ambulance Provider Claims Processing Changes

Effective for dates of services on and after July 1<sup>st</sup>, 2019, claims for ground ambulance services submitted with a higher base rate service level than is supported by attached documentation will be processed as follows:

- a new claim line will be added to the claim reflecting the appropriate procedure code based on submitted documentation; payment will be processed based on this new claim line
- the original claim line for a non-supported service will be denied
- claims that do not meet medical necessity for transport via ambulance will continue to be denied

Questions? Please contact Carrie Silvers, Division of Health Care Services at 907.269.4576.

## 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>.

## 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.

## 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.

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.

## 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](#).

## 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.

## Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 2, 2019 in observance of Labor Day. The State of Alaska offices will be closed Friday, October 18, 2019 in observance of Alaska Day.

## Provider Training Dates

In September, training is scheduled in Kenai and via Instructor-led Webinar. In October, training is scheduled in Fairbanks, Juneau, and via Instructor-led Webinar.

September	
Webinar	September 9 — 13
Kenai	September 23 — 27
October	
Fairbanks	October 8 — 10
Juneau	October 22 — 24
Webinar	October 29 — 31

## 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.