

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

October 2019

Conduent

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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
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

In This Issue

<i>Timely Requests for Travel</i>	1
<i>Two New Service Authorization Forms for Local and Out-of-Area Travel Are Now Available</i>	1
<i>Proposed Regulations: Medicaid Transportation and Accommodation Services</i>	1
<i>Preferred Drug List Effective November 1, 2019</i>	2
<i>Golden Ticket Pilot Project Ending December 31, 2019</i>	2
<i>FQHC Adult Preventive Dental Services</i>	2
<i>Medicaid Regulations Filed: Cost Containment</i>	2
<i>Pharmacy Program Updates – September 2019</i>	2
<i>Discontinuation of Emergency Room Behavioral Health Extended Bed Hold Coverage</i>	2
<i>Pharmacy Update – SUPPORT Act</i>	3
<i>Hospice Quality Reporting Requirements</i>	3
<i>Proposed Regulations: Medicaid Vision Services</i>	3
<i>Classic Optical: Upcoming Changes</i>	3
<i>72 Hour Requirement and Provider Self-Audits Documentation</i>	3
<i>Emergency Indicator Required for Air Ambulance Claims</i>	4
<i>Ground Ambulance Provider Claims Processing Changes</i>	4
<i>Holiday Closures</i>	4
<i>Provider Training Dates</i>	4

Timely Requests for Travel

Providers arranging travel for members are advised to submit service authorization requests for local ground or out of area Medicaid transportation 10 days prior to the date the member needs to travel. Alaska Medicaid cannot guarantee that requests received less than 10 days prior to the requested travel date will be processed in time for the member to travel to their scheduled appointment.

Requests for urgent/emergent medical transportation will be expedited and do not require 10 days to process.

Two New Service Authorization Forms for Local and Out-of-Area Travel Are Now Available

Alaska Medicaid has published two new forms for requesting travel service authorizations (SA) titled Local Travel Service Authorization Request and Out-of-Area Travel Service Authorization Request. The Local Travel Service Authorization Request form must be used when requesting a travel SA for a member traveling within their home community to receive medical care. This new form contains fields for notating all travel to and from medical appointments for a single member within a single calendar month. The Out-of-Area Travel Service Authorization Request form must be used by providers submitting 10 or more travel requests at a time; travel requests may only be for members traveling outside of their home communities to receive medical care.

The new forms are available on the [Alaska Medicaid Forms](#) page under **Service Authorization Forms**.

Proposed Regulations: Medicaid Transportation and Accommodation Services

On August 29, 2019, the Department of Health and Social Services issued a public notice announcing proposed changes to Medicaid transportation and accommodation services regulations. The public comment period ends on October 18, 2019 at 5:00 p.m. AKT. The [proposed regulations](#) and additional information are available at [Alaska Online Public Notices](#).

Preferred Drug List Effective November 1, 2019

On October 1, 2019 the Alaska Medicaid Preferred Drug List will be available on the [Division of Health Care Services Prior Authorization Web Page](#) and become effective November 1, 2019. For questions or comments regarding the new Preferred Drug List please contact Charles Semling at charles.semling@alaska.gov.

Golden Ticket Pilot Project Ending December 31, 2019

In December 2018, specified providers were notified that they were chosen to participate in a pilot project that offered an exemption from obtaining service authorizations. On December 31, 2019, the project will end and will not be renewed. G-authorization numbers issued to selected providers will continue to be valid for dates of service through December 31, 2019. For dates of service on and after January 1, 2020, please resume submission of prior authorization requests to the appropriate entity (e.g., Conduent State Healthcare, Comagine Health, formerly known as Qualis Health). If you are unsure where to submit a prior authorization request, please refer to your [provider billing manual](#).

If you have questions, please contact Brenda Vincent at brenda.vincent@alaska.gov or 907.334.2430 or Jamie Walker at jamie.walker@alaska.gov or 907.334.2406.

FQHC Adult Preventive Dental Services

A list of all adult preventive dental services that are covered when provided at a federally qualified health center is available on the [Provider Updates](#) page.

Questions? Contact Carrie Crouse at carrie.crouse@alaska.gov or 907.334.2403, or Sherri LaRue sherri.larue@alaska.gov or 907.334.2656.

Medicaid Regulations Filed: Cost Containment

Emergency Medicaid cost containment regulations were filed by the Lieutenant Governor and are permanent, effective October 25, 2019. The signed regulations are available at <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=195583>.

Pharmacy Program Updates – September 2019

The Alaska Medicaid Pharmacy Program September 2019 Updates is now available at <http://manuals.medicaidalaska.com/docs/updates.htm>. In this update you will find information about pharmacy changes resulting from the work of the Alaska Medicaid Drug Utilization Review Committed, including:

- Preferred Drug List (PDL) effective 11/01/2019.
- New specific clinical prior authorization criteria effective 11/20/2019.
- Criteria for existing prior authorizations have been updated effective 11/20/2019.
- New Medications have been added to the Interim Prior Authorization list updated 9/20/2019.

Discontinuation of Emergency Room Behavioral Health Extended Bed Hold Coverage

Effective November 1, 2019, Alaska Medicaid's temporary expanded coverage for behavioral health observation bed services will end. As a result, Medicaid reimbursement for all observation services, including behavioral health, will be limited to 24 consecutive hours.

For dates on and after November 1, 2019, claims submitted for more than 24 hours will be reduced to the 24 hour limit.

Questions? Please contact Sherri LaRue at sherri.larue@alaska.gov.



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 is available on the [Alaska Medicaid Pharmacy](#) page

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 or 907.269.3622 (facsimile). Questions? Contact Tracy Stephens at 907.334.2436.

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](#).

Classic Optical: Upcoming Changes

The Division of Health Care Services' new vision contractor is Classic Optical. Classic Optical has new ordering capabilities along with a 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 or 907.334.2419.

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](#).

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.

Ground Ambulance Provider Claims Processing Changes

Effective for dates of services on and after July 1st, 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.

Holiday Closures

The State of Alaska offices will be closed Friday, October 18, 2019 in observance of Alaska Day and Monday, November 11, 2019 in observance of Veterans' Day. The State of Alaska and Conduent offices will be closed Thursday, November 28, 2019 in observance of Thanksgiving Day.

Provider Training Dates

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

October	
Fairbanks	October 8 — 10
Juneau	October 22 — 24
Webinar	October 29 — 31
November	
Ketchikan	November 12 — 14
Webinar	November 19 — 21

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](#)

