

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

August 2020

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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Alaska Medicaid COVID-19 Response

In response to the national public health emergency associated with the COVID-19 virus, the Department of Health and Social Services (DHSS) has issued health mandates and implemented temporary policy changes to the Alaska Medicaid Program. For frequent updates on DHSS' response to COVID-19, refer to the [Alaska Medicaid Health Enterprise home](#) page.

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

New URL for Comagine Health Provider Portal

Effective September 1, 2020, the URL to access the Comagine Health Provider Portal (JIVA) will change to <https://comaginepp.zeomega.com>. The former URL containing "qualishealth" will no longer be active.

Question? Contact Comagine Health at 888.240.0437.

Clarification on Recent Notices to Providers from Visit Healthcare

Providers throughout Anchorage have reported receiving notices from a company called Visit Healthcare that states "Alaska has hired Visit to assist with COVID-19 testing across Anchorage" and that that Visit Healthcare would soon begin testing of staff and residents of Assisted Living Homes.

Visit Healthcare has a contract with the Municipality of Anchorage (MoA) to conduct COVID-19 testing. Visit Healthcare has not been hired by DHSS nor any State of Alaska department or office. COVID-19 testing conducted by Visit Healthcare is not required by or reimbursable by the State of Alaska. The State of Alaska supports the MoA's efforts to provide access to additional testing options for its residents. If you have questions, please contact the MoA Health Department at 343-6718 or wwahd@muni.org or visit [MoA Coronavirus Response](#) for more information.

Alert: Postcard Disguised as Official OCR Communication

There are reports of postcards being sent to health care organizations disguised as official Office for Civil Rights (OCR) communications, claiming to be notices of a mandatory HIPAA compliance risk assessment. The postcards have a Washington, D.C. return address and the sender uses the title "Secretary of Compliance, HIPAA Compliance Division." The postcard is addressed to the health care organization's HIPAA compliance officer and prompts recipients to visit a URL, call, or email to take immediate action on a HIPAA Risk Assessment. The link directs individuals to a non-governmental website marketing consulting services. Do NOT reply to these communications or go to the web address printed on the card.

Secretary of Compliance
HIPAA Compliance Division
1032 15th ST
Washington, DC 20005
ATTN: HIPAA COMPLIANCE OFFICER

First-Class Mail
U.S. Postage
PAID
Industry, CA
Permit No. 4166

Required Security
Risk Assessment:
Per (164.308(a)(1)) –
MANDATORY
COMPLIANCE HIPAA
ENTITY

NOTICE: HIPAA violations cost your practice. The federal fines for noncompliance are based on the level of perceived negligence found within your organization at the time of the HIPAA violation. These fines can range from \$100 to \$50,000 per violation (or per record), with a maximum penalty of \$1.5 million per year for each violation. See Reverse for Instructions

Providers can verify that a communication is from OCR by looking for the OCR address or email address on any communication that purports to be from OCR. The addresses for OCR's headquarters and regional offices are available on the [OCR website](#) and all OCR email addresses will end in @hhs.gov.

Questions? contact OCR via email at OCRMail@hhs.gov.

Application Deadline Extended Until 08/28/2020: CARES Act Provider Relief Fund

The U.S. Department of Health and Human Services (HHS) announced that has extended the Medicaid and CHIP Provider Relief Fund distribution provider application deadline to August 28, 2020. For more information, visit [CARES Act Provider Relief Fund](#).

CDC Seeks Stakeholder Pain and Pain Management Input

The Centers for Disease Control and Prevention (CDC) announced an opportunity to hear stakeholders' perspectives on and experiences with pain and pain management, including the benefits and harms of opioid use. Stakeholders include patients with acute or chronic pain, patients' family members and caregivers, and healthcare providers who care for patients with pain or conditions. For more information, visit [Management of Acute and Chronic Pain: Opportunity for Stakeholder Engagement](#).

Proposed Regulations: Medicaid Pharmacist Reimbursement; Covered Services During Declared PHE

Medicaid [Pharmacist Reimbursement and Covered Services During a Declared Public Health Emergency](#) regulations were proposed on August 4, 2020.

Reopening Guidance for Nursing Homes: FAQs

On August 4, 2020, the Department of Health and Social Services released frequently asked questions concerning the [reopening of skilled nursing facilities](#).

Air and Ground Ambulance Services and Billing Training Available

Multiple training opportunities will be available throughout August for air and ground ambulance providers related to providing services and billing Alaska Medicaid. For specific dates and times of the training and to register, please see the Air and Ground Ambulance flyer on our [Provider Training](#) page.

Proposed Regulations: Medicaid Autism Services

New Medicaid [behavioral health autism services regulations](#) were proposed on July 8, 2020.

Ambulance Services Provider Billing Manual Now Available

A new Alaska Medical Assistance Provider Billing Manual is now available for air and ground ambulance providers.

All billing manuals are available at <http://medicaidalaska.com> and select Documentation > Documents & Forms > Provider Billing Manuals.

Also, there is a new Ambulance Clinical Criteria document available on the [Provider Reference](#) page.

If you have difficulty accessing online documentation, please call Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska) for assistance.

Changes to Waiver Provider Claim Submission Requirements Effective 08/01/2020

Recently you were [notified of regulation changes](#) concerning Medicaid waiver recipient Cost of Care Amounts (COCA). For dates of service on and after 08/01/2020, non-ALH waiver providers are prohibited from collecting a Medicaid recipient's COCA; waiver recipients who do not live in assisted living homes (ALH) will pay their COCA directly to the state. Please review [Medicaid Waiver COCA Billing Instructions for Waiver Providers](#) for instructions on how to submit claims for dates of service on and after 08/01/2020.

Reminder: Requested Dental Service Authorizations That Will Not Be Used Must Be Cancelled

Approved authorizations for requested dental services must be canceled if they will not be used. If partially cancelling an authorization, enter the codes to be cancelled and the authorization number on a *Dental Service Authorization Update Request* form. If cancelling an entire authorization, submit the original approved authorization form with a cancellation statement across the full authorization. Either request must be signed and dated by the requestor. Fax the cancellation request to the Conduent Service Authorization Department at 907.644.9861.

Pharmacist and Pharmacy Professional Group Enrollment and Billing Training Available

Multiple training opportunities will be available in July and August for pharmacists related to enrollment and billing for professional services. Please refer to the [Pharmacy](#) notices page for specific information. For specific dates and times of the training and to register, please see the Pharmacy training flyer on our [Provider Training](#) page.

Proposed Regulations - Medicaid SEMT Program

New Medicaid [Supplemental Emergency Medical Transport \(SEMT\) Program regulations](#) were proposed on July 9, 2020.

Changes to Licensed ALH Claim Submission Requirements Effective 08/01/2020

Recently you were [notified of regulation changes](#) concerning Medicaid waiver recipient Cost of Care Amounts (COCA). As a result of these changes, you will no longer submit COCA amounts on claims for ALH residents who receive residential supported living, group home, and family habilitation services. Please review [Medicaid Waiver COCA Billing Instructions for Licensed Assisted Living Homes](#) for instructions on how to submit claims for dates of service on and after 08/01/2020.

Reminder: Revised Certificate of Medical Necessity Form for Incontinence and Enteral Required 7/15/2020

Suppliers are required to use the current (March 18, 2020) Certificate of Medical Necessity (CMN) forms for all incontinence and enteral requests submitted on or after July 15, 2020. Requests submitted using previous CMN versions on or after this date will not be accepted and will be returned to the provider.

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.

SFY2020 Rate Reductions End Effective July 1, 2020

Effective July 1, 2020, the 5% decrease that was applied to most Medicaid payment rates for SFY2020 expired and rates for all services reverted to 100%. Additionally, rates for some services are eligible for an inflationary increase. SFY2021 [Fee schedules](#) are currently under development.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 7, 2020 in observance of Labor Day.

Medicaid Regulations Filed: Cost of Care and Third Level Review

New Medicaid [Cost of Care and Third Level Review](#) regulations are effective 08/01/2020. Additional information for affected providers will be issued prior to the effective date.

Provider Training Dates

In August and September, all training is scheduled via Instructor-led Webinar.

August	
Webinar	August 4 — 6
Webinar	August 18 — 20
September	
Webinar	September 1 — 3
Webinar	September 15 — 17

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](#).

