

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

September 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>

In This Issue

<i>Alaska Medicaid COVID-19 Response</i>	1
<i>Updated Arranging Patient Travel Manual Now Available</i>	1
<i>Dental Code Changes Effective 10/1/2020</i>	1
<i>Behavioral Health Observation Limit Extended</i>	2
<i>Proposed Regulations: Medicaid SEMT Program</i>	2
<i>Proposed Regulations: Home Health Licensure & Medicaid Coverage</i>	2
<i>Medicaid Regulations Filed: CFC Waiver</i>	2
<i>Emergency Regulations Made Permanent: 1115 BH Waiver</i>	2
<i>Proposed Regulations: Medicaid Hospital Outpatient Observation Services</i>	2
<i>Diagnosis Required for All MAT-Related Drugs Effective 10/1/2020</i>	2
<i>Quantity Prescribed Field Required on Schedule II Pharmacy Claims Effective 9/21/2020</i>	2
<i>Alaska Medicaid Pharmacist Services Fee Schedule Now Available</i>	2
<i>Proposed Regulations: DNR Protocol</i>	2
<i>Pharmacy Program Updates – August 2020</i>	3
<i>Allow Adequate Time for Transportation Authorization Requests and Flight Bookings</i>	3
<i>Proposed Regulations: Medicaid Nursing Facility Level of Care for Waiver Services</i>	3
<i>Provider Acknowledgement and Repayment of Payment Errors</i>	3
<i>Provider Documentation Requirements</i>	3
<i>Clarification on Recent Notices to Providers from Visit Healthcare</i>	3
<i>New URL for Comagine Health Provider Portal</i>	3
<i>Holiday Closures</i>	3
<i>Alert: Postcard Disguised as Official OCR Communication</i>	4
<i>Proposed Regulations: Medicaid Pharmacist Reimbursement; Covered Services During Declared PHE</i>	4
<i>CDC Seeks Stakeholder Pain and Pain Management Input</i>	4
<i>Provider Training Dates</i>	4

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.

Updated Arranging Patient Travel Manual Now Available

The Alaska Medicaid Arranging Patient Travel Manual has been updated and expanded. Updates include:

- Expanded information on requesting service authorizations for transportation and accommodations
- Comprehensive instructions on completing the Travel Voucher
- A new set of articles covering travel to receive behavioral health services

To view this manual, visit <http://medicaidalaska.com> and select Provider > Billing Manuals > click here> click on the Arranging Patient Travel book on the provider billing manual bookshelf. If you have difficulty accessing your billing manual online, please call the Provider Inquiry Unit at 907.644.6800, option 1, 1 or toll-free in Alaska at 800.770.5650, option 1, 1, 1, for assistance.

Dental Code Changes Effective 10/1/2020

Effective 10/1/2020, Alaska Medicaid will no longer cover the following codes: D2750, D2790, D2792 & D2933. The services remain covered through other valid codes included on the dental fee schedule. Please continue to use the most appropriate code for the service provided.

Behavioral Health Observation Limit Extended

Alaska Medicaid's temporary expanded coverage for behavioral health observation bed services has been extended through 12/31/2020. Billing requirements remain the same, and reimbursement continues to be limited to 120 hours per hold. Regulations establishing a permanent observation limit were [proposed on 08/31/2020](#). Questions? Please contact Sherri LaRue at sherri.larue@alaska.gov or 907.334.2656.

Proposed Regulations: Medicaid SEMT Program

New [Medicaid Supplemental Emergency Medical Transport \(SEMT\) Program Payment Rates](#) regulations were proposed on 09/09/2020.

Proposed Regulations: Home Health Licensure & Medicaid Coverage

New [Home Health Licensure and Medicaid Coverage](#) regulations were proposed on 09/09/2020.

Medicaid Regulations Filed: CFC Waiver

[Medicaid Community First Choice waiver](#) regulations are effective 01/01/2021.

Emergency Regulations Made Permanent: 1115 BH Waiver

Emergency [Medicaid 1115 Behavioral Health Waiver Services](#) regulations are permanent, effective 05/21/2020 and 10/04/2020.

Proposed Regulations: Medicaid Hospital Outpatient Observation Services

New [Medicaid Hospital Outpatient Observation Services regulations](#) were proposed on August 2, 2020.

Diagnosis Required for All MAT-Related Drugs Effective 10/1/2020

Effective 10/1/2020, diagnosis codes will be required for all Medication-Assisted Treatment (MAT) related drug claims submitted to Alaska Medicaid through the point of sale system. This includes all buprenorphine-based and naltrexone-based products. If a claim is submitted without an appropriate diagnosis code, it will be rejected. Diagnosis codes are already required for MAT-related drug claims submitted through the MMIS. Additional information regarding the requirement will be available on the Medicaid Pharmacy page.

Questions? Contact the Magellan Call Center at 800.331.4475.

Quantity Prescribed Field Required on Schedule II Pharmacy Claims Effective 9/21/2020

Effective 9/21/2020, the Quantity Prescribed field (460-ET in the Claim segment) is required for every Alaska Medicaid Schedule II pharmacy point-of-sale claim. If a claim for a Schedule II drug is submitted without the prescribed amount, the claim will reject with NCPDP Reject Code 'ET - M/I Quantity Prescribed'. The submitted prescribed quantity must adhere to the NCPDP-defined numeric field definition and field length (10 bytes, 9999999v999). See the [Medicaid Pharmacy](#) page for additional information.

Questions? Contact the Magellan Call Center at 800.331.4475.

Alaska Medicaid Pharmacist Services Fee Schedule Now Available

The Phase 1 Pharmacist Services Fee Schedule is now available on the [Alaska Medicaid Fee Schedule](#) page. Please contact Erin Narus at erin.narus@alaska.gov or 907.334.2425 with any questions.

Proposed Regulations: DNR Protocol

[DNR protocol and identification regulations](#) were proposed on 08/14/2020.

Pharmacy Program Updates – August 2020

The Alaska Medicaid Pharmacy Program August 2020 Update is now available on the [Provider Updates](#) page.

Allow Adequate Time for Transportation Authorization Requests and Flight Bookings

Service authorizations (SA) for non-emergent transportation services should be submitted at least 2-3 days prior to the expected travel date. Conduent and Tribal Travel are allowed ten days turnaround time on these requests but make every effort to process requests as soon as possible. Same day requests for transportation SAs may be denied. Due to COVID-19, there are fewer in-state flights available. Providers or recipients should contact the Medicaid Travel Offices for available flights immediately after receiving an approved SA. When providing recipients with the approved SA, remind the recipient to make flight reservations as soon as possible.

Proposed Regulations: Medicaid Nursing Facility Level of Care for Waiver Services

[Medicaid Nursing Facility Level of Care Determinations for Waiver Services](#) regulations were proposed on August 11, 2020.

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. 42 U.S.C. 1320(d) requires repayment of overpayments to the department within 60 days of identifying the overpayment. When an overpayment is identified, complete an Adjustment/Void (AK-05) form and a copy of the RA page detailing the overpayment to the address indicated on the form

Provider Documentation Requirements

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

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.

New URL for Comagine Health Provider Portal

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

Question? Contact Comagine Health at 888.240.0437.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 7, 2020 in observance of Labor Day. The State of Alaska offices will be closed Monday, October 19, 2020 in observance of Alaska Day.

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.

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.

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](#).

Provider Training Dates

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

September	
Webinar	September 1 — 3
Webinar	September 15 — 17
Webinar	September 29 — October 1
October	
Webinar	October 6 — 8

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](#).

