

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

October 2020

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>

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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.

Payment Cycle Schedule Changes for Veterans Day Holiday

Effective the week of November 8, 2020, the Alaska Medicaid payment cycle cutoff will temporarily switch from Monday to Sunday to allow payments to be made in advance of the Veterans Day holiday. The cutoff for submitting claims in order to receive reimbursement the following week will move from noon Monday, November 9 to noon Sunday, November 8. EFT payments will be deposited on Friday, November 13. Paper Remittance Advice will be mailed out as usual. Claim cycles will return to Monday cutoffs on November 16, 2020.

Alaska Medicaid Provider Training Available Online

Alaska Medicaid Provider Training will be available online October 6 – 8, October 20 – 22, and November 3 – 5. This free, instructor-led training will help providers and billers in working with Alaska Medicaid. For more information and to register for classes, send an email to Marilee.reinhart-davieau@conduent.com, or visit our [Provider Training](#) page. More training sessions will be available throughout the year online. Watch your RA messages and check our training page periodically for schedule updates.

Medicaid Telehealth Coverage

On 10/02/2020, the Alaska Division of Insurance released [Bulletin 20-18](#) in response to recent concerns regarding commercial insurance coverage of services delivered via telehealth. Similarly, the Division of Health Care Services confirms that no changes have been made regarding Medicaid coverage of services delivered via telehealth. Unless otherwise notified via Remittance Message, current Medicaid telehealth coverage will continue through the duration of the COVID-19 public health emergency.

Proposed Regulations: Medicaid PCS/EVV

New [Medicaid Personal Care Services Provider Use of Electronic Visit Verification System](#) regulations were proposed on 10/12/2020.

Background Check Program Regulations Filed: Application Fee

New Background Check Program [application fee regulations](#) are effective 07/04/2020.

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.

Join Us for the Alaska Medicaid DME Quarterly Update Teleconference!

On October 21, 2020, Alaska Medicaid will host a quarterly teleconference for DME providers. The State of Alaska would like to take this opportunity to share upcoming program changes and provide clarification to existing policies.

To join the teleconference, use the meeting link below and follow the instructions to connect.

Wednesday, October 21, 2020

10:00 a.m. – 11:00 a.m. AKST

Meeting Link:

<https://stateofalaska.webex.com/stateofalaska/j.php?MTID=m5ae4fb2886e59ca26008b853a92b685b>

Meeting Number/Access Code: 133 480 9520

New Phase 3 HHS Provider Relief Funding

On 10/01/2020, the U.S. Department of Health and Human Services announced new [Phase 3 Provider Relief Funding](#). Applications may be submitted 10/05/2020 – 11/06/2020, but providers are encouraged to apply early.

Pharmacy Program Updates – September 2020 Revised

The Alaska Medicaid Pharmacy Program September 2020 Update is now available on the [Provider Updates](#) page. In this update you will find information about pharmacy changes resulting from the work of the Alaska Medicaid Drug Utilization Review Committee, including:

- New specific clinical prior authorization criteria effective 11/16/2020.
- Updates to existing prior authorization criteria effective 11/16/2020.
- New Medications have been added to the Interim Prior Authorization list updated 09/18/2020.
- Morphine Milligram Equivalent (MME) threshold will be reduced to 200 MME on 01/06/2021.
- The Preferred Drug list will be made available on or after 10/01/2020 and become effective on or after 11/01/2020.

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.

Holiday Closures

The State of Alaska offices will be closed Monday, October 19, 2020 in observance of Alaska Day and Wednesday, November 11 in observance of Veterans Day. The State of Alaska and Conduent offices will be closed Thursday, November 26, 2020 in observance of Thanksgiving Day.

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.

Provider Training Dates

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

October	
Webinar	October 20 — 22
November	
Webinar	November 3 — 5
Webinar	November 17 — 19

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](#).