

# Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

November 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>

## 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

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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.

## HHS/DOD Announce Public-Private Partnership for Providing COVID Vaccines to LTC Settings

The U.S. Department of Health and Human Services (HHS) and Department of Defense [announced agreements with CVS and Walgreens](#) to provide and administer COVID-19 vaccines to residents of long-term care facilities nationwide, with no out-of-pocket costs.

## Have You Renewed and Updated Your Licenses Expiring 12/31/2020?

Alaska Medicaid would like to remind all providers to check licensure expiration dates. Many professional and business licenses have not been renewed and/or updated with Alaska Medicaid Provider Enrollment. These licenses must be renewed and updated by 12/31/2020 to avoid claim denials beginning 01/01/2021. Please submit a copy of each renewed license to Conduent by fax to 907.646.4273, or by mail to:

### Conduent State Healthcare

Attn: Enrollment Services  
P.O. Box 240808  
Anchorage, AK 99524-0808

Questions? Contact Provider Enrollment at 907.644.6800, option 2, or toll-free in Alaska at 800.770.5650, option 1, 3.

## Governor Issues Updated Interstate and International Travel Guidance

On 10/15/2020, Governor Dunleavy issued [updated guidance on COVID-19 Health Mandate 10](#) on Interstate and International Travel. Changes to Mandate 10 include new testing recommendations and quarantine/social distancing requirements. Please share this information with your patients who must travel out-of-state for medical services. Visit [Covid19.Alaska.gov](https://www.covid19.alaska.gov) for the latest information on Alaska's response to COVID-19. Questions regarding DHSS COVID-19 response, including mandates and alerts? Email [covidquestions@alaska.gov](mailto:covidquestions@alaska.gov).

## Holiday Closures

The State of Alaska offices will be closed Wednesday, November 11, 2020 in observance of Veterans Day. The State of Alaska and Conduent offices will be closed Thursday, November 26, 2020 in observance of Thanksgiving Day and Friday, December 25, 2020 in observance of Christmas Day.

## Proposed Regulations: Medicaid PCS/EVV

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

## New Website to Help Address Health Care Workforce Shortages and Improve Care

The Alaska Division of Senior and Disabilities Services, Advancing States and Centene Corporation, in a unique public-private partnership, have developed and launched [ConnectToCareJobs](#), a website designed to help address health care workforce shortages during the COVID-19 public health emergency and beyond. [ConnectToCareJobs](#) links residential facilities (e.g. skilled nursing facilities, assisted living facilities) that need employees with health care professionals who need jobs. The initial launch is focused on residential care facilities, however the site may be expanded to include hospitals and home care agencies in subsequent phases.



## 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.

## Background Check Program Regulations Filed: Application Fee

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

# 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.

# Provider Training Dates

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

November	
Webinar	November 17 — 19
December	
Webinar	December 1 — 3
Webinar	December 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](#).

