

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

December 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

In This Issue

| | |
|--|---|
| <i>Alaska Medicaid COVID-19 Response</i> | 1 |
| <i>Payment Cycle Schedule Changes for Holidays</i> | 1 |
| <i>Provider Class Action Settlement Announced</i> | 1 |
| <i>Record Requirements for Nonemergency Ground Transportation Claims</i> | 2 |
| <i>Pharmacy Program Updates – November 2020</i> | 2 |
| <i>Regulations Filed: Health Care Pricing Transparency</i> | 2 |
| <i>Holiday Closures</i> | 2 |
| <i>Medicaid Regulations Filed: Care Management Program</i> | 2 |
| <i>Proposed Regulations: FQHC Productivity Standards/Rate Setting</i> | 2 |
| <i>Have You Renewed and Updated Your Licenses Expiring 12/31/2020?</i> | 2 |
| <i>Provider Training Dates</i> | 2 |

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 Holidays

Effective the weeks of December 20, 2020 and December 27, 2020, the Alaska Medicaid payment cycle cutoff will temporarily switch from Monday to Sunday to allow EFT deposits to be made in advance of the Christmas and New Year holidays. The cutoff for submitting claims in order to receive reimbursement the following week will move from noon Monday, December 21 to noon Sunday, December 20, and from noon Monday, December 28 to noon Sunday, December 27. EFT payments will be deposited by 2:00 p.m. AKST Thursday, December 24 and Thursday, December 31. Paper Remittance Advice will be mailed out as usual. Claim cycles will return to Monday cutoffs on January 4, 2021.

Provider Class Action Settlement Announced

On 11/27/2020, a class action settlement was announced in the case of South Peninsula Hospital, et al. v. Xerox State Healthcare, n/k/a Conduent State Healthcare. The settlement applies to all Alaska Medicaid-enrolled providers that submitted Medicaid claims during the period from 01/01/2013 – 12/31/2016. For more information, including how to submit a claim, visit the [settlement website](#).

Record Requirements for Nonemergency Ground Transportation Claims

Effective January 1, 2021, claims submitted by nonemergency ground transportation providers billing at \$89.00 or higher per trip must include a copy of the voucher and supporting documentation for the trip. Original vouchers and documentation must be kept by the provider.

Claims for dates of service on or after January 1, 2021 that are submitted without the appropriate supporting documentation will be denied.

Claim attachments can be submitted with the [fax attachment cover sheet](#) faxed to 907.644.8122 or 907.644.8123.

Training will be available starting in December, please visit the [Alaska Medicaid Provider Training](#) webpage.

Pharmacy Program Updates – November 2020

The Alaska Medicaid Pharmacy Program November 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 1/11/2021.
- Updates to existing prior authorization criteria effective 1/11/2021.
- New Medications have been added to the Interim Prior Authorization list updated 11/20/2020.
- Insulin pens allowed day supply increased to 90 days.
- Morphine Milligram Equivalent (MME) threshold will be reduced to 200 MME on 01/06/2021.

Regulations Filed: Health Care Pricing Transparency

New [health care pricing transparency regulations](#) are effective 12/20/2020.

Holiday Closures

The State of Alaska and Conduent offices will be closed Friday, December 25, 2020 in observance of Christmas Day and Friday, January 1, 2021 in observance of New Year’s Day. The State of Alaska offices will be closed Monday, January 18, 2021 in observance of Martin Luther King Jr. Day.

Medicaid Regulations Filed: Care Management Program

[Medicaid Care Management Program](#) regulations are effective 01/01/2021.

Proposed Regulations: FQHC Productivity Standards/Rate Setting

New [Medicaid Payment Rates, Federally Qualified Health Center \(FQHC\) Productivity Standards & Rate Setting](#) regulations were proposed on 11/10/2020.

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

Provider Training Dates

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

| December | |
|----------|------------------|
| Webinar | December 15 — 17 |
| January | |
| Webinar | January 5 — 7 |
| Webinar | January 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](#).