

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

September 2021

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.

Providers Authorizing EFT Actions Must Provide a Copy of Their Corresponding Government-issued ID

Effective immediately, a provider or authorized representative requesting a new electronic funds transfer (EFT) enrollment or making changes to an existing EFT enrollment must submit a copy of their government-issued ID with the signed EFT form. This is an added security measure and is required for both initial EFT enrollment and any updates to EFT information. Failure to comply with this requirement will result in a denied request.

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

Ambulance Documentation Requirements for Transport Reroutes due to Hospital Capacity

Ambulance transports that are rerouted to a hospital that is not the closest available due to hospital capacity issues must submit documentation of the reroute order along with the reason for the reroute when submitting a claim for reimbursement.

Questions? Please contact Carrie Silvers at carrie.silvers@alaska.gov or 907.269.4576.

Diagnosis Code Required on Ivermectin Claims

The Alaska Medicaid Pharmacy Program is now requiring diagnosis codes for ivermectin. System updates are in progress to require a diagnosis code on all ivermectin prescriptions. Pharmacies and prescribers are advised that claims for ivermectin reflecting a diagnosis of COVID, exposure to COVID, or other COVID-related diagnoses will be denied and not eligible for reimbursement. For more information regarding clinical coverage, refer to the 09/02/2021 flyer [Pharmacy Program Updates: Diagnosis Code Required on Ivermectin Claims](#).

All Changes to Enrollment Information Must Be Reported Within 30 Days of Change

Providers must report all changes to their enrollment information within 30 days of the change. Notifications of enrollment changes must be made in writing and an original signature is required; changes will not be made based on oral requests. Use the Update Provider Information Request Form available on the [Provider Enrollment Forms](#) page to report any change in the following:

- Ownership
- Licensure, certification, or registration status
- Federal tax identification number
- Type of service or area of specialty
- Additions, deletions, or replacements in group membership
- Mailing address or phone number
- Medicare provider identification number

Questions? Contact Provider Enrollment at 907.644.6800 (option 2), or 800.770.5650 (option 1, 3).

New ADA Frenectomy Dental Codes

Effective 10/01/2021 and in accordance with 7 AAC 105.100(5) and 42 CFR 440.100, Alaska Medicaid will authorize Buccal/Labial (D7961) and Lingual (D7962) Frenectomy services when considered medically necessary and if the medical appropriateness criteria are met. For more information, refer to provider flyer [Alaska Medicaid Policy Update: Buccal/Labial and Lingual Frenectomy](#).

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

Providers Should Utilize Service Authorization Forms for Local and Out-of-Area Travel Requests

Alaska Medicaid has two forms available for requesting travel service authorizations (SA) titled Local Travel Service Authorization Request and Out-of-Area Travel Service Authorization Request. The Local Travel Service Authorization Request form must be used when requesting a travel SA for a member traveling within their home community to receive medical care. This form contains fields for notating all travel to and from medical appointments for a single member within a single calendar month. The Out-of-Area Travel Service Authorization Request form must be used by providers submitting 10 or more travel requests at a time; travel requests may only be for members traveling outside of their home communities to receive medical care.

Both forms are available on the [Alaska Medicaid Forms](#) page under Service Authorization Forms.

Holiday Closures

The State of Alaska and Conduent offices will be closed Monday, September 6, 2021 in observance of Labor Day. The State of Alaska offices will be closed Monday, October 18, 2021 in observance of Alaska Day.

Provider Training Dates

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

September	
Webinar	September 14 — 16
Webinar	September 28 — 30
October	
Webinar	October 12 — 14
Webinar	October 26 — 28

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](#).