

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

December 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.

Policy Clarification: Non-Emergent Travel and Escort Coverage

Alaska Medicaid issued an updated policy clarification memo for non-emergent travel and escort coverage. The 11/04/2021 Alaska Medicaid Policy Clarification: Non-Emergent Travel and Escort Coverage flyer is available on the [Provider Updates](#) and [Provider Reference Material](#) pages.

Reminder: Care Management Program (CMP) Eligibility Verification Required

Reminder: Alaska Medicaid providers should verify member eligibility prior to rendering services to validate participation in the Care Management Program (CMP). If an Alaska Medicaid CMP participant presents to your office and they are assigned to a different primary care provider, you must have a referral from that provider, or your claim will be denied. Review the [Alaska Medicaid Policy Reminder: Care Management Program Update – December 2021](#) for eligibility verification methods and additional information. Questions? Contact Provider Inquiry at 907.644.8126.

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

Background Checks: Immediate Action Required to Submit Applications and Payment through NABCS – Whitelisting

Effective October 27, 2021, all existing providers MUST submit the [NABCS Provider Access Request Form](#) to the email listed below to gain access to the NABCS environment. This process is called "whitelisting" which puts your facilities internet connection on a safe list. It is the division's intent to have all existing providers utilizing NABCS for application submittals and payments by December 15, 2021.

Please do not wait until the deadline to submit the security form as processing times will be impacted. Technical questions related to the security form and submission? Please email bcp.access.requests@alaska.gov.

Alaska and Out-of-State Occupational and Business Licenses Require Renewal by 12/31/2021

Some providers have not renewed, or have not updated, their Alaska or Out-of-State Occupational or Business License expiring before the end of the year. These licenses must be renewed or point-of-sale claims submitted to Alaska Medicaid may be rejected. Please submit a copy of all renewed licenses to Conduent as soon as you receive your updated documents. You may submit copies 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.

Holiday Closures

The State of Alaska and Conduent offices will be closed Friday December 24, 2021 in observance of Christmas and Friday December 31, 2021 in observance of New Year's Day.

Non-Emergent Transportation Provider Update Training

By December 27, 2021, ground transportation providers and drivers will need to complete and submit additional information for their Alaska Medicaid enrollment to remain active. Instructor-led training is being offered online starting November 1 through December 30. For specific dates and times, check the flyer posted on our [Alaska Medicaid Training Page](#).

The same materials are being presented at each of the training sessions. Providers do not need to attend more than one session of each class. There is no need to register for these classes – use the meeting links provided to attend.

Providers Authorizing EFT Actions or Billing Address Changes Must Provide a Copy of Corresponding Government-issued ID

Effective immediately, a provider that receives Medicaid reimbursement via paper check and requests an update to their billing address must submit a copy of their government-issued ID with the signed Update Provider Information Request form.

Already in effect: 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.



Telehealth Flexibilities Expire for OP Dialysis, Vision, and Direct-Entry Midwife Services

The following documents have been updated to reflect the telehealth policy changes that went into effect 11/01/2021 ending telehealth coverage for end stage renal disease, direct entry midwifery, and vision services:

- [Telehealth Services Temporary Fee Schedule](#)
- [Temporary Expansion of Medicaid Telehealth Coverage: Updated FAQs](#)
- [Temporary Expansion of Medicaid Telehealth Coverage](#)

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

Reminder: Christmas & New Year's Holiday Schedule

Effective the week of December 19, 2021, 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 holiday. The cutoff for submitting claims in order to receive reimbursement the following week will move from noon Monday, December 20 to noon Sunday, December 19. EFT payments will be deposited on Thursday, December 23.

Effective the week of December 26, 2021, the Alaska Medicaid payment cycle cutoff will temporarily switch from Monday to Sunday to allow EFT deposits to be made in advance of the New Year holiday. The cutoff for submitting claims in order to receive reimbursement the following week will move from noon Monday, December 27 to noon Sunday, December 26. EFT payments will be deposited on Thursday, December 30.

Paper Remittance Advice will be mailed out as usual. Claim cycles will return to Monday cutoffs on January 5, 2022.

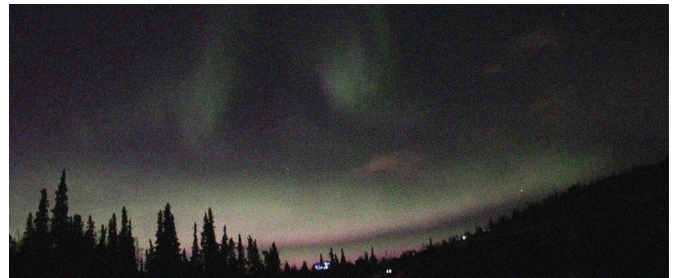
Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

Pharmacy Program Updates – 2021 November

The [Alaska Medicaid Pharmacy Program November 2021 Updates](#) is now available. 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 1/4/2022.
- New Medications have been added to the Interim Prior Authorization list updated 11/19/2021.
- New preferred drug list updates will become effective on or after 1/4/22.
- Effective on or after 1/4/22, prior authorization will be removed for the preferred Direct Acting Antiviral Hepatitis C drug(s).

Morphine Milligram Equivalent (MME) threshold will be reduced to 100 MME on 6/1/2022.



Alaska Medicaid providers are among many individuals identified by Alaska state law as **mandatory reporters** of suspected child abuse or neglect. To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete Alaska Mandatory Child Abuse Reporter Training offered by the Alaska DHSS.

If you know of a child who may be at risk of abuse or neglect, call **800.478.4444** or email reportchildabuse@alaska.gov.

To learn more about mandatory reporting and associated responsibilities, providers are encouraged to complete [Alaska Mandatory Child Abuse Reporter Training](#) offered by the Alaska DHSS.

For more information on child abuse reporting in Alaska, refer to the [Report Child Abuse in Alaska website](#).



Will You Open Your Home to a Child in Your Community?

Throughout Alaska, foster parents are needed for children with complex medical challenges. Will you make the difference for one child?

Training and support services are available to guide you through the process of becoming licensed and how to care for children who are experiencing medical challenges such as:

- Allergies
- Respiratory Illnesses
- Mobility Restrictions
- Developmental and Speech Delays

Find out how to become a licensed foster parent by calling 800.478.7307 or acrf@nwresource.org.

Provider Training Dates

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

December	
Webinar	December 14 — 16
January	
Webinar	January 4 — 6
Webinar	January 18 — 20
February	
Webinar	February 8 — 10
Webinar	February 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](#).