

Up-to-Date with Alaska Medicaid

A Monthly Newsletter for Alaska Medicaid Providers

July 2022

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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DHSS Reorganization: Website Update

The Department of Health and Social Services (DHSS) reorganization was effective July 1, 2022; the DHSS webpages have been replaced with separate sites for the [Department of Health](#) and the [Department of Family and Community Services](#). Due to these changes, bookmarks are no longer valid and web searches may result in page errors.

To reach the Division of Health Care Services (HCS) homepage, go to health.alaska.gov/dhcs; all HCS subpages remain available from the HCS homepage. If you are unable to locate a HCS page, please contact Susan Dunkin at susan.dunkin@alaska.gov for assistance.

Provider Self-Audits and Overpayments.

The Department of Health requires all Medicaid providers to conduct a self-audit once every two years. The next self-audit cycle will cover either calendar year 2019 or 2020 that is due no later than December 31, 2022.

If your self-audit identifies an overpayment, please **DO NOT** submit AK-05's (adjustment/voids form) to Conduent for processing. Instead, please include a check for the amount of the overpayment made payable to the "State of Alaska". This should be submitted with your self-audit or no later than 60 days following submission.

If an adjustment form is submitted to Conduent via mail, telephone, fax, or web submission, the claim will be voided and denied for timely filing.

For additional information please see the [Medicaid Program Integrity website](#) or email QAPIProgramIntegrity@alaska.gov.

Conduent Fax Options

When you are faxing documents to Conduent, please be aware that the current requirements of our local phone providers are to use the full 10-digit phone number, including the area code, even for local numbers.

Consult our [Conduent Fax Numbers guide document](#) for the correct number to fax (a copy can be found on the last page of this newsletter). Please remember to check your fax confirmation sheets to be sure that your faxes have been successful. If you have difficulty sending us faxes, please contact us at 907-644-6800, or at 800-770-5650.

Manual Wheelchair Service Authorization Changes Effective 7/1/2022

Effective 7/1/2022, the purchase of manual wheelchairs under the following HCPCS codes will require a service authorization (SA): K0001, K0002, K0003, K0005, K0006, and K0007. Manual wheelchairs rented under these same HCPCS codes may continue to be dispensed without an SA. Rental of anti-tipping and anti-rollback devices as well as adjustable height armrests and safety belts in conjunction with these manual wheelchair rentals will no longer require an SA. These coverage changes will ensure that members receive the most appropriate equipment and that basic, off-the-shelf wheelchairs are "tried" before purchase.

As a reminder, per 7 AAC 120.200 (m)(3), DME suppliers must accept returns of any standard item including those items that do not meet the prescribed needs of the member.

Proposed Regulations: Medicaid Preventive, Therapy, and Vision Services

New [Medicaid Preventive, Therapy, and Vision Services](#) regulations were proposed on 07/20/2022.

Proposed Regulations: Medicaid Behavioral Health Psychotherapy Limits

New [Medicaid Behavioral Health Psychotherapy Limits](#) regulations were proposed on 07/20/2022.

Transportation Form Updates

Alaska Medicaid has updated the [Transportation Authorization Update Form](#), [Local Travel Service Authorization Request Form](#) and [Out-of-Area Travel Service Authorization Request Form](#). Updated forms available [here](#).

Questions? Contact Liz LaRue at liz.larue@alaska.gov or 907.334.2183.

Billing Guidance for Paxlovid (TM) prescribed by enrolled Pharmacist Renderers Under EUA

The Alaska Medicaid Pharmacy Program Billing Guidance for Paxlovid (TM) prescribed by enrolled Pharmacist Renderers Under EUA is now available at:

<http://manuals.medicidalaska.com/docs/updates.htm>

Substance Abuse Treatment Travel Policy

Effective August 20, 2022, all transportation requests for substance abuse disorder treatment will require a completed copy of the [Medicaid Request for Substance Abuse Disorder Treatment Services Travel Assistance](#) to be submitted along with the request for travel for all members regardless of age. The form must be approved and signed by the Division of Behavioral Health prior to Alaska Medicaid considering coverage. The form and instruction for completing the form can be found [here](#).

Alaska Medicaid Billing Guidance: Personal Care and Community First Choice Personal Care Services Require Electronic Visit Verification

Effective August 15, 2022, claims for Personal Care and Community First Choice Personal Care services will be processed as follows:

- Claims will be reviewed against Electronic Visit Verification (EVV) data submitted to the state EVV aggregator.
- If there is not EVV data in the aggregator to support the claim submitted at the time of adjudication, the claim will be denied.
- New exception codes have been created related to EVV data and will appear on provider remittance advices going forward.

As part of the 21st Century Cures Act, Alaska implemented Electronic Visit Verification (EVV) on January 1, 2021, for Personal Care and Community First Choice Personal Care services. This required providers to electronically collect required data at the time-of-service delivery and not submit a claim for payment under 7 ACC 125.010 – 7 AAC 125.199 without also submitting the EVV data to support the claim.

For additional information, please see [Alaska Medicaid Billing Guidance: Personal Care and Community First Choice Personal Care Services Require Electronic Visit Verification](#) on the Provider Updates page.

Questions? Please contact EVV Project Team, Department of Health at 907-269-3666 or by DSM at hss.dsds.evv@hss.soa.directak.net.

Consent for Sterilization (HHS-687) Form Expiring April 2022 Remains Valid Until Further Notice

Alaska Medicaid is aware that the Consent for Sterilization (HHS-687) form expired in April 2022. The Department of Health and Human Services (DHHS) has not yet released an updated version of the form. Providers may still use, and Medicaid will accept, the expired version until DHHS publishes a revised version and still remain compliant with documentation requirements. An update will go out to providers when a new version is published.

Provider Training Dates

July

Webinar	July 26 — 28
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August

Webinar	August 2 — 4
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Webinar	August 16 — 18
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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](#).

Conduent Fax Numbers

Use 10-digit Fax Numbers

When you are faxing documents to Conduent, please be aware that the current requirements of our local phone providers are to use the full 10-digit phone number, including the area code, even for local numbers.

Department	Local 907 Fax Numbers	Toll Free Fax Numbers
Administration	907-644-8121	866-288-6305
Fair Hearings	907-644-8126	866-226-1427
Finance	907-644-8120	866-226-1017
Pends/Attachments	907-644-8122	866-226-1431
	907-644-8123	
	907-644-8127	
Prior Authorization – Dental	907-644-9861	866-780-2219
Prior Authorization – DME	907-644-8131	888-772-3632
Prior Authorization – MH	866-653-1435	866-653-1435
Prior Authorization – Travel	907-644-5982	877-438-8942
Prior Authorizations	907-644-8131	
Provider Enrollment	907-646-4273	866-629-0739
Provider Inquiry	907-644-8126	866-879-0105
Reception (Front Desk)	907-644-8130	866-629-0735
Recipient Services	907-644-9862	866-556-9316
Re-Enrollment	907-646-4273	866-629-0739
SURS	907-644-8128	888-772-2889
Training & Publications	907-644-9845	866-277-1075