

# REPAYMENT OR RECOUPMENT OF ADVANCE PAYMENTS

## Frequently Asked Questions

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### **Why did I receive a letter indicating that I owe money to the Alaska Department of Health and Social Services?**

The advance payment(s) you or your practice/business/agency requested and received is outstanding. Repayment is due by the end of the state fiscal year, 06/30/2017.

### **If I choose claims recoupment as my method of repayment, how much will be withheld from my remittance advice each payment cycle?**

35% of the original advance amount will be withheld until the balance is paid in full.

### **Can I repay my advance through a payment plan instead of claims recoupment?**

Yes, as long as the balance is paid in full by 06/30/2017.

### **Can I pay off the balance in full by check?**

Yes, checks must be received no later than Friday, 06/23/2017 (If your payment is not received by 06/30/2017 then we will recoup at 100%).

### **I am already on a payment plan; why did I get this letter?**

Your current repayment rate will not result in full repayment of the advance by 06/30/2017.

### **I am already on a recoupment schedule; why did I get this letter?**

Either your current recoupment schedule will not result in full repayment of the advance by 06/30/2017, or your current recoupment schedule may be unrelated to the advance.

### **Why is it necessary for me to repay my advance by 06/30/2017?**

Now that claims have been processed correctly, repayment of the advance for those claims must occur. The Department of Health and Social Services allowed providers the opportunity to repay advances on their own schedule to minimize fiscal impact. Seventy-five percent of advances have been repaid. Recovery of outstanding advance payment balances was factored into the fiscal year 2017 budget, therefore all advances must be repaid by 06/30/2017, the end of FY2017.

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### Where can I send my repayment(s)?

Please mail your payment, in the form of a check, payable to **State of Alaska**, to:

Division of Health Care Services  
Attention: Accounting & Recovery  
4501 Business Park Blvd., Bldg. L  
Anchorage, AK 99503

### I think that I am still owed for outstanding claims from 2013 – 2015.

Improvements in claims processing have occurred since the implementation of Alaska Medicaid Health Enterprise which resulted in payment of claims for which advance payment(s) were intended. If you have questions, please contact Jason Ball, DHCS Quality Assurance Manager, at [jason.ball2@alaska.gov](mailto:jason.ball2@alaska.gov) or 907.334.2186 and have your claims ready to discuss.

### My NEW DAY claims still aren't paying correctly - what can I do?

Please contact Conduent at 907.644.6800, and have a recent remittance advice (RA) ready to discuss the error codes you are still experiencing.

Please visit <http://manuals.medicaidalaska.com/docs/updates.htm> for all Medicaid Provider Updates.