

Requesting Transportation Authorizations by Phone

The Conduent Call Center is available to process your Transportation Authorization Request by phone.

Reminder: Please have the following information ready before calling in.

What Member (Recipient) information is required?

- Member First Name, Last Name, and Date of Birth
- Member Phone Numbers
- Member Address
- Member City, State, and Zip

What Requesting/Referring Provider information is required?

- Provider First Name and Last Name
- **7-digit Provider Medicaid ID or 10-digit NPI number**
- Provider City, State, and Zip

What Receiving Provider and Appointment information is required?

- Provider First Name and Last Name
- Appointment Date and Time
- Provider Address
- Provider City, State, and Zip

What additional information is required?

If escort is requested:

- Escort First Name, Last Name, and Date of Birth
- Reason escort is medically necessary

Questions?

In Anchorage:
907.644.6800, option 5
Outside Anchorage
800.770.5650, option 1, 2
Available: 8:00 a.m. – 5:00 p.m.
Monday-Friday Alaska Time

[Alaska Medicaid Health Enterprise](#)

Alaska Learning Management System (or LMS)

<https://learn.medicaidalaska.com>

Reminder: The Service Authorization code is changing from an 8-digit number to a 10-digit alphanumeric code. The new code format is one alpha character followed by nine numbers (x123456789).

Submitting a Request Online:

You may also submit a transportation authorization request online through Alaska Medicaid Health Enterprise. Log in with your provider user ID and password and select **Authorizations > Submit Transportation Authorization.**