



THE STATE
of **ALASKA**
GOVERNOR SEAN PARNELL

**Department of
Health and Social Services**

OFFICE OF THE COMMISSIONER

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February 22, 2014

Dear Provider,

During the weeks since the Department implemented Alaska Medicaid Health Enterprise, I have spoken with many of you regarding concerns with claims processing issues and delayed payments. Two of your most common concerns are related to timely filing and audits. The purpose of this letter is to offer guidance on how to ensure that your claims meet timely filing, and clear up any misunderstandings that you may have regarding claims processing and audits.

What is timely filing?

Both federal [42 C.F.R. 447.45(d)] and state [7 AAC 145.005(c)] regulations require Alaska Medicaid to enforce a 12-month limit on the amount of time providers have to submit claims. The 12-month time period begins on the date that covered services are rendered.

How will delays in claims processing affect the timely filing of my claims? Will timely filing be extended beyond the 12-month limit?

The amount of time required for Enterprise to process a claim does not affect timely filing, which is established by the date the claim is submitted for processing. All claims that are submitted timely, within the one-year timely filing limit, but processed late as a result of Enterprise problems, will still be considered timely. Providers will not be penalized because of Enterprise-related delays in processing of the claims.

I submitted a claim on January 31, 2014 for services I rendered on February 10, 2013. As of February 14, 2014, the claim had not been processed for payment due to issues with Enterprise. Will my claim be denied because more than a year has lapsed since I provided the services?

No, your claim will not be denied for exceeding the timely filing limit because you submitted your claim within 12 months of providing the service. A claim for services rendered on February 10, 2013 must be submitted by February 09, 2014. You submitted it on January 31, 2014, more than a week before the 12-month limit expired.

How can I be sure that my claims are not denied for exceeding the timely filing limit?

First, make sure your claims are correct and complete. Next, submit your claims as soon after the date of service as possible. And most importantly, maintain documentation that will confirm that you submitted claims timely.

The claims processing issues caused by Enterprise and the advance payments we have received have created some bookkeeping challenges in our office. When do you plan to audit us, and how will we be affected?

The department is planning no new audits and will continue to conduct only those audits that are federally or legislatively mandated. No additional audits will be performed as a result of, or focusing on, the Enterprise-related claims processing challenges.

I thank you again for the valuable services you provide to our most vulnerable residents, and for your continued patience as we work to resolve the remaining claims processing issues. I stand by these assurances and welcome contact at (907) 465-3232, as I enjoy the rest of the Legislative Session. Should you have additional concerns, please feel free to contact me.

Sincerely,



William J. Streur
Commissioner