



Transportation Authorization Update Form Now Available

Providers may now submit transportation authorization update requests via fax.

When arranging patient travel, please call the Xerox Service Authorization call center to request a new transportation authorization. To request a change or update to an approved transportation authorization, please complete the attached Transportation Authorization Update Form and fax it to the Xerox Service Authorization Unit. You may also access the form at <https://medicaidalaska.com> (Documentation > Documents & Forms > Forms).

Form Instructions

The Transportation Authorization Update Form may only be used when a change or update is medically necessary. If you do not know the service authorization number, please call the Service Authorization call center and speak with an agent.

- Step 1:** Complete the attached Transportation Authorization Update Form. You may submit multiple update requests on the same form.
- Step 2:** Fax the completed form to: **877.438.8942**. A representative from Xerox will contact you when the requested update is complete.
- Step 3:** When you receive a phone or fax confirmation that the update has been completed, issue any additional vouchers and if necessary have the recipient contact the State Travel Agency at 800.514.7123 to arrange their flight or ferry.

We appreciate your patience as we work through and improve the processes in Health Enterprise. Our goal is to provide you with timely and efficient service.

If you have questions regarding transportation authorization updates, please call the Service Authorization call center at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650 (option 1, 2) for assistance.



REVISIONS
SEE 01/14/2014
Version



TRANSPORTATION AUTHORIZATION UPDATE FORM

If you would like to request a change to an approved transportation authorization, please complete the following form and fax to Xerox.

Xerox Transportation Authorization Fax Number: 1.877.438.8942

Provider Name: _____ Contact Person: _____ Contact Phone Number: _____

Transportation Authorization Updates To Be Keyed

<u>Recipient ID</u>	<u>Service Authorization Number</u>	<u>Updates Required/Approved</u>	<u>Medical Need for Change or Update*</u>	<u>Xerox Use Only: Updates Sent to STO? (Y/N)</u>
Sample: 0600XXXXXX	Sample: PXXXXXXXXXX	Sample: Extend end date from 10/14/13 to 10/16/13 at header and for all lines. Add 2 units of A0150, A0150 TK, A0160, A0160 TK for a new total of 4 units on each code.	Sample: Physician has scheduled labs and additional appointments on 10/14, 10/15 and 8:00 a.m. 10/16. Patient can return 10/16	

*Changes or updates to approved transportation authorizations should only be requested when medically necessary. Providers may be responsible for expenses associated with extensions that are not medically necessary.

Provider Name: _____ Contact Person: _____ Contact Phone Number: _____

Transportation Authorization Updates To Be Keyed				
<u>Recipient ID</u>	<u>Service Authorization Number</u>	<u>Updates Required/Approved</u>	<u>Medical Need for Change or Update*</u>	<u>Xerox Use Only: Updates Sent to STO? (Y/N)</u>

Revised - See 01/14/2014 Version

*Changes or updates to approved transportation authorizations should only be requested when medically necessary. Providers may be responsible for expenses associated with extensions that are not medically necessary.