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Remittance Advice (RA) Message

Title: **Care Coordination: Fees for Medical Documents**

Issue Date: 06/10/2015

Run Length: 8 weeks

Provider Type(s): 061

Message: An integral component of Care Coordination is assisting Medicaid recipients with applications for programs, and monitoring and coordinating their care. Obtaining and maintaining current medical files and documents for recipients is an essential function of Care Coordination. Senior and Disabilities Services (SDS) has learned that Care Coordinators are encountering medical providers who charge fees for medical documents. SDS certifies Care Coordinators as state agents to carry out these tasks, therefore the records are requested on behalf of SDS.

Medicaid providers are required to provide a copy of the requested records to the address that the Care Coordinator has specified, **without charge** and within the time requested ([7 AAC 105.230](#); [7 AAC 105.240](#)).

To assist Care Coordinators in obtaining medical documents efficiently, SDS has developed a letter that each Care Coordinator may present to providers. The letter cites the applicable regulations and requests that the records be provided without charge. Please contact SDS for a copy of this letter customized with your name and billing number.

If you have questions or encounter any problems, please contact Lisa McGuire, SDS Chief of Programs, at 907.269.3681 or lisa.mcguire@alaska.gov.