



Alaska Medical Assistance
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Remittance Advice (RA) Message

Title: **New Service Authorization Notification Letter**

Issue Date: 09/21/2016

Run Length: 4 weeks

Provider Type(s): 001, 005, 020, 021, 025, 035, 044, 059, 060, 071, 076, 078

Message: Effective September 12, 2016, providers will be notified of service authorization (SA) decisions made by Xerox by letter instead of a faxed or emailed copy of the Service Authorization Request form.

This new *Notification of Service Authorization Decision* letter contains the same information providers previously received with each SA line item listed in columns in the *Service Authorization Detail* table. Each page will detail up to three lines of the SA and any additional lines will be on additional pages. The overall SA decision will appear at the top of the letter. Separate line item decisions will appear in each line item column.

Xerox will mail a *Notification of Service Authorization Decision* letter for each SA on the same day that the authorization decision is made.

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).