



**Alaska Medical Assistance**  
Xerox State Healthcare, LLC  
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<http://medicaidalaska.com>

### Remittance Advice (RA) Message

Title: **Xerox State Healthcare to Become Conduent**

Issue Date: 12/28/2016

Run Length: 12 weeks

Provider Type(s): All

Message: Xerox State Healthcare, LLC is the current Alaska Medicaid fiscal agent for the Department of Health and Social Services (DHSS). Earlier this year, it was announced that Xerox State Healthcare, LLC will separate from the parent company, Xerox Corporation, and become a new independent, publicly-traded company called Conduent Incorporated. Once the separation occurs, Xerox will be rebranded as 'Conduent State Healthcare, LLC.' The shift to the Conduent brand name is expected to begin on January 3, 2017.

Xerox has been working diligently to ensure a smooth transfer and has assured DHSS of a seamless transition.

We are pleased to let you know that the same knowledgeable individuals will continue to support your Medicaid needs.

Mailing addresses and phone numbers will not change as a result of the transition.

Forms, letterhead, notifications, and other correspondence will reflect the new name, therefore it is essential for Alaska Medicaid providers, beneficiaries, and stakeholders to know that correspondence bearing the name Conduent will be Alaska Medicaid related.

Email addresses were transitioned from ...@xerox.com to ...@conduent.com on December 19, 2016. Emails addressed to ...@xerox.com will continue to be received through the transition period to allow contact list and email filter updates.

We encourage Alaska Medicaid providers to check the provider portal at <https://medicaidalaska.com>, the provider updates page at <http://manuals.medicaidalaska.com/docs/updates.htm>, and monthly provider newsletters at <https://medicaidalaska.com/portals/wps/portal/NewsLetters> for additional information. For more information about Conduent, visit <http://conduent.com>.

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