



Alaska Medical Assistance

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### Remittance Advice (RA) Message

Title: **Security Enhancements to Health Enterprise Require Internet Browser Upgrade**

Issue Date: 04/12/2017

Run Length: 6 weeks

Provider Type(s): All

Message: Conduent, the Alaska Medicaid fiscal agent, asks that all users upgrade their web browser by April 21, 2017 to ensure uninterrupted services following scheduled Alaska Medicaid Health Enterprise security enhancements. We apologize for the short notice. While we expect many organizations are already using compatible versions of available web browsers, Conduent will have personnel ready to assist organizations experiencing difficulties with the upgrade.

To assist providers in performing the required upgrades to Internet Explorer 11, Chrome, or Firefox, the following phone numbers are available for any questions. If the agent is assisting another provider organization and not able to answer your call, please leave a message or call one of the other phone numbers.

907-644-6835

907-644-4685

907-644-8118

907-644-9884

907-644-8144

For more information, please see provider flyer "Health Enterprise Security Enhancements Require Internet Browser Upgrade" available at <http://manuals.medicaidalaska.com/docs/updates.htm>.