



Alaska Medical Assistance

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### Remittance Advice (RA) Message

Title: **New Service Authorization Notification Letter**

Issue Date: 08/17/2017

Run Length: 6 weeks

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

Message: Effective August 17, 2017, providers will be notified of service authorization (SA) decisions made by Conduent by letter instead of a faxed or emailed copy of the Service Authorization Request form. A *Notification of Service Authorization Decision* letter will be mailed for each SA on the next business day after the authorization decision is made.

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. The overall SA decision will appear at the top of the letter; line item decisions will appear in each line item column.

Providers may view an SA decision in Health Enterprise the same day that it is made (Authorizations > View/Edit Authorization Request) or may contact Provider Inquiry to request an SA status update at 907.644.6800, option 1, 1, or 800.770.5650, option 1, 1, 1 (toll-free in Alaska).