



Alaska Medical Assistance

PO Box 240808
Anchorage, AK 99524-0808
Phone: 907.644.6800
Toll-free: 800.770.5650
<http://medicaidalaska.com>

Remittance Advice (RA) Message

Title: Medicaid Recipient Travel Cancellations

Issue Date: 10/18/2017

Run Length: 6 weeks

Provider Type(s): 001, 002, 003, 005, 008, 012, 020, 021, 025, 030, 033, 034, 035, 036, 039, 040, 041, 042, 043, 045, 046, 051, 054, 055, 056, 075, 081, 097, 107, 108, 110, 112, 114, 116

Message: If your patient's travel plans change or they cannot make a scheduled flight that is paid for by Alaska Medicaid, you or your patient **MUST** call the entity that originally arranged travel, **BEFORE** the flight departs:

- Alaska Medicaid Travel Office at 800.514.7123
- YKHC Medicaid Patient Travel at 855.543.6625
- ANTHC Travel Management Office at 907.729.7720

If a flight is not cancelled prior to departure, the remainder of the itinerary will be cancelled and Alaska Medicaid will **NOT** pay to rebook the missed flight(s). This change is the result of a recent policy initiated by air carriers, which no longer authorize the transfer of funds from one ticket to another unless the original flight is cancelled prior to departure.

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.