



Alaska Medical Assistance

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Remittance Advice (RA) Message

Title: **Delivery Problem With Fair Hearing Requests Submitted via DSM**

Issue Date: 05/09/2018

Run Length: 6 weeks

Provider Type(s): 061 and 095

Message: The Department recently experienced problems with DSM. If you submitted a Fair Hearing request via DSM email on behalf of a Medicaid recipient during the time period of Monday, April 30, through Monday, May 7, it may not have been received. This applies only to fair hearing requests sent via the DSM email address Xerox.FairHearings@direct.xerox.akhie.com. Please contact Conduent Fair Hearings Department at FairHearings@conduent.com, to verify the receipt of any Fair Hearing DSM emails sent during that time period.

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.