



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: **Allow Adequate Time for Transportation Authorization Requests and Flight Bookings**

Issue Date: 08/11/2020

Run Length: 6 weeks

Provider Type(s): All

Message: Service authorizations (SA) for non-emergent transportation services should be submitted at least 2-3 days prior to the expected travel date. Conduent and Tribal Travel are allowed ten days turnaround time on these requests but make every effort to process requests as soon as possible. Same day requests for transportation SAs may be denied. Due to COVID-19, there are fewer in-state flights available. Providers or recipients should contact the Medicaid Travel Offices for available flights immediately after receiving an approved SA. When providing recipients with the approved SA, remind the recipient to make flight reservations as soon as possible.

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.