

**Alaska Medicaid
Fiscal Agent Contractor Transition
Town Hall Meeting FAQs
April 19, 2023**

Fax

Q. What is the response time for faxed update forms?

A. If the request is incomplete, it will be returned within one (1) business day. Complete travel authorization requests will be responded to within five (5) business days.

Q. What if I did not receive a fax response?

A. If you did not receive a fax response for faxes submitted on or after 4/17/23, please contact us at AKSAEscalations@gainwelltechnologies.com. For urgent items please email bhenry27@gainwelltechnologies.com.

Q. How long does it take for me to receive my fax response?

A. Complete travel authorization requests will be responded to within five (5) business days. If the request is incomplete, it will be returned within one (1) business day.

Q. What will the fax response look like?

A. You will receive the original form faxed back with a status of approved, denied or pended. If approved, the fax will include the PA number.

Q. When will I know what I sent in is correct and complete?

A. If the fax is incorrect or missing information, you will receive a response either by fax or phone call within one (1) business day. For correct and completed requests, the provider will receive a fax back with the PA# within five (5) business days.

Q. Can requesting providers receive fax confirmations from HMS?

A. No. The requesting providers fax machine should be set up to receive a transmission verification confirmation that a fax was sent and received successfully.

Call Times

Q. Travel authorization calls have been taking hours on the phone. What can be done to expedite these requests?

A. An additional 20+ new staff are being hired and trained to support the travel authorization process. Only using the call center for urgent travel requests will reduce the overall number of calls in the queue allowing more agents to be available for urgent calls.

Q. What is an acceptable level of wait time for phone calls that HMS is striving to achieve?

A. We are striving to answer calls within minutes, not hours. HMS is focused on improving this process and addressing any delayed travel which is impacting call wait times.

Q. Why are calls dropping?

A. HMS is researching the reason for dropped calls. If you are experiencing dropped calls, please email bhenry27@gainwelltechnologies.com.

Q. If my call drops while I am talking with a representative, will they call me back?

A. Yes. The agent you were speaking to will call you back.

General

Q. Will the PowerPoint from the Town Hall meeting be available?

A. Yes. The PowerPoint is available [here](#).

Q. Is a recording of the Town Hall meeting available?

A. No. The PowerPoint is available [here](#).

Q. When different communities are relatively close together, does the Out of Area have a mile limit/requirement?

A. Local transportation is defined as, "Transportation within the member's home community and is only authorized for a member to receive covered services if the member does not have access to public transportation or any other mode of transportation such as local family or friends."

Home community includes all areas within the same borough or municipality that may be reached by ground transportation. For example, "home community" in Anchorage means all localities within the Municipality of Anchorage, including areas of Eagle River and Girdwood. Anchorage to/from Palmer or Wasilla would **not** be considered local transportation even if ground transportation is available.

Q. I arrange travel for a youth residential treatment center. In the last week I have been asked for information that I previously did not need to provide. Have requirements for this travel changed?

A. No. Arranging travel requirements have not changed.

Q. Are medical providers enrolled with Alaska Medicaid required to arrange transportation for members?

A. No. Providers are not required to assist their patients with travel. However, Alaska Medicaid appreciates providers assisting their patients to get the care they need.

Q. Is there a way for agencies to purchase the tickets and then be reimbursed by Medicaid?

A. No. All travel must be through Alaska Medicaid, and it must be prior authorized and provided by enrolled travel providers.

Q. Who can we contact for the issue of travel paid for by the providers due to lack of response to the travel authorization requests.

A. Send these inquiries to bhenry27@gainwelltechnologies.com

Q. Where can I find the links to the travel forms?

A. Travel forms can be found on the [forms](#) page on www.medicaidalaska.com.

Q. How many HMS reps are assigned to answer phones? Respond to faxes? Are reps working both queue types?

A. HMS has 17 staff who are working travel service authorization phones and faxes and is in the process of hiring and training an additional 20+ staff.

Q. How do we get more information about presumptive travel eligibility?

A. Information about the travel presumptive travel eligibility process is available [here](#).

Q. Is there a way to have travel dates approved for 48 hours in case a flight is full so we can just move travel to a different day rather than starting over?

A. Include actual travel dates in all requests to ensure there are no overlapping travel requests for the same individual as this is not permitted.

- For ground transportation only: an authorization will be created for the total units requested and include all requested appointments. The authorization will be approved through the last date of the month for the latest appointment requested. Appointments may be rescheduled within the month without further action.
 - Example: If requesting ground transportation for June 7, 2023, an authorization will be entered with all needed units to accommodate the appointment(s) and will be valid through June 30, 2023. If the appointment is rescheduled on or before June 30, 2023, and no additional travel is needed, providers are not required to take any additional actions.
 - If the same June 7, 2023, appointment is rescheduled for July 1, 2023, or later or an additional appointment is needed, providers may utilize the Transportation Authorization Update Form to inform Alaska Medicaid of the new appointment or the additional appointment that needs to be added.
- For air transportation (with or without lodging and meal units): an authorization will be created for the total number of units requested and include all

appointments. The authorization will be approved through the last date of the month of the expected return date.

- If there is a flight delay (such as inclement weather or a mechanical issue) or cancellation or overbooking and the State Travel Office (STO) reschedules the roundtrip flight, the STO will inform Alaska Medicaid and the whole trip will be shifted to the new dates so long as all appointments can still be accommodated, and the duration of the trip remains the same. This requires no action from the provider. Providers may be contacted if there is concern about not being able to accommodate an appointment.
- If there is a flight delay (such as inclement weather or a mechanical issue) or cancellation or overbooking and the State Travel Office (STO) reschedules the one direction of the roundtrip flight, the STO will inform Alaska Medicaid. The trip will be adjusted accordingly to the new dates so long as all appointments can be accommodated, and the provider will be notified if there are impacts to travel vouchers units. This may require the provider to issue adjusted or additional vouchers.
- If the member must cancel a scheduled travel prior to travelling, they need to contact the STO and formally cancel the flight. At this point, Providers may utilize the Transportation Authorization Update Form to inform Alaska Medicaid of the cancellation, and any reschedule actions without submitting additional documentation.
- If a member misses their flight, providers will need to contact Alaska Medicaid before the travel is rescheduled. This qualifies as “urgent” and should be handled as soon as the provider is aware. If the member missed the flight for “reasons beyond their control” (appointment ran late, etc.), the travel will be rescheduled. If the reason for the missed flight was within the member’s control, the travel will be denied and will not be rescheduled.

Process

Q. With this new process, are we required to send one fax per patient rather than sending a list of patients?

A. Yes. Please submit one fax cover page per patient with the required documentation. The new process allows for more standardized and organized requests and enabling faster responses along with increased security of a member’s PHI.

Q. Can these forms be submitted through secure email or DSM?

A. No. At this time, requests must be faxed in.

Q. How would I find out the NPI for the provider I am sending my patient to?

A. You can look up a provider’s NPI at the [NPI registry](#).

Q. Will submitting the packets by fax cut down on wait times?

A. Yes. Please submit one fax cover page per patient with the required documentation. The new process allows for more standardized and organized requests and enabling faster responses along with increased security of a member's PHI.

Q. Our electronic documentation system generates a plan of care. Can we send that in instead of the form?

A. No. To expedite review of a high volume of faxes, the required forms need to be completed. An EHR-generated plan of care may be submitted as an attachment to supplement details.

Q. Most of our patient's travel is not known 10 days in advance. How do we deal with that?

A. If the travel is within three (3) days please call and select Urgent travel. If it is four (4) days or more in the future, please fax. Please submit your requests as soon as a travel date is known.

Applicability

Q. Does the new travel SA request method apply to the acute care setting?

A. No. The new travel SA request method applies to non-emergent travel only.

Q. A lot of the travel I request is to discharge patient from a hospital. Is that considered non-emergent, and they must wait to travel for 10 days?

A. No, your patient doesn't have to wait. This is an urgent, but non-emergent travel request. Please call and select Urgent travel option to get your request processed.

Q. Does the non-emergency travel authorization apply to both outpatient and inpatient substance abuse treatment, or only for inpatient? Do we need a DBH SUD form for local ground travel?

A. Yes. The new process applies to both inpatient and outpatient substance abuse treatment. For adults only admission, submit the DBH SUD form. If it is for outpatient services, no DBH form is needed for local ground travel, however, a Plan of Care is required.

Q. Does outpatient therapy services qualify for presumptive travel eligibility?

A. Yes. Presumptive travel eligibility applies to all non-emergent travel.

Q. What about bringing clients in for Residential Treatment Program – urgent or non-urgent?

A. If the travel is needed within three (3) days, it is urgent. If it is four (4) days or more, it is non-urgent.

Q. Does the escort request form apply to parents or guardians escorting kids to out of state treatment?

A. Yes. The Escort Request form is needed for any situation where an escort is requested.

Q. What defines Emergent travel?

A. Emergency transport means the transportation is necessary immediately when a sudden, unexpected occurrence creates a medical emergency.

Q. What is the definition of Urgent travel?

A. Travel that is needed within three (3) days.

Q. How can we communicate to our patients why travel was delayed?

A. HMS recognizes the impact that delayed travel has on recipients and providers and apologizes for any impacts experienced due to delayed travel. We are working diligently to resolve the delay in processing to be current and supportive to the provider Medicaid community. HMS is fully committed to fixing the travel call and fax issues, and to perform at the level needed to process travel requests in a timely and efficient manner.

Q. Is there a chain of command within HMS Gainwell to escalate certain cases?

A. Yes. Please email: AKSAEscalations@gainwelltechnologies.com.

Q. Can patients using their own vehicle be reimbursed for mileage through Medicaid?

A. No. However, if the patient is a child under age 21 or a pregnant women who is currently eligible for Medicaid or Denali KidCare may be eligible for transportation services to get to and from medical appointments through the [Alaska Medicaid Well Child Program](#).

Missed Appointments

Q. During the time when travel authorizations were delayed, some of our members missed appointments. What is being done to assist those members?

A. HMS is reaching out to providers via phone to assist with resolution.

Q. Is there a way for our hospital to get reimbursed for travel we have had to pay for because our requests were not processed in order to discharge our patients?

A. Please send an email with details related to this travel to:

bhenry27@gainwelltechnologies.com

Subject Line: Paid Travel - (Provider Name).

Q. Providers are using IHS funds which should be a payer of last resort. Will we get reimbursed for these travels?

A. Please send an email with details related to this travel to:

bhenry27@gainwelltechnologies.com

Subject Line: Paid Travel - (Provider Name).

Other

Q. Is there any possibility of revamping the online travel request area so that requests can be submitted online instead of faxing?

A. This is something that has been discussed as a possible enhancement in the future. But at this time, non-urgent requests must be faxed, and urgent travel should be called in.

Q. What if I requested vouchers and did not receive them?

A. HMS has completed the reconciliation of all voucher requests because of the transition from the prior vendor. If you feel your request remains unfulfilled, please email: aktravelvouchers@gainwelltechnologies.com.

Q. What is the process for requesting additional vouchers?

A. Vouchers can be requested by calling Provider Inquiry at 800-770-5650 or 907-644-6800 and selecting option 2 and option 6, or by emailing your request to: aktravelvouchers@gainwelltechnologies.com.

Q. Will the travel forms be available in multiple languages?

A. No. If a provider or recipient requires translation services, they can contact Provider Inquiry at 800-770-5650 or Member Services and request language assistance.