

**Alaska Medicaid
Travel Service Authorization
Town Hall Meeting
April 26, 2023**

Fax

Q. Do we need to send in the Plan of Care each time we send in a travel request under that plan for a patient?

A. No. Once a Plan of Care (POC) is submitted for a patient, reference it in your requests, but you do not need to resubmit the POC.

Q. What is the backlog for faxes? We have some that were sent in 2 days ago. Should I call in or escalate them using the escalation email?

A. Faxes will be responded to in five (5) business days. You should not escalate if five (5) business days have not passed since you faxed in your requests and travel is not within 24 – 72 hours.

Q. If a request response comes to us blank, should I call?

A. Send an email with when you received the fax along with your contact information to AKSAEscalations@gainwelltechnologies.com

Q. How far/near from the travel date would you prefer for the non-emergent request be faxed?

A. Fax your requests as soon as you can, up to a minimum of four (4) days prior to the needed travel.

Q. Does the Fax Travel Cover Sheet accept phone numbers that are not 907? When I call for emergent travel, the team can not accept any phone number that isn't a 907 number.

A. Yes. The Fax Travel Cover Sheet can accept phone numbers other area codes besides (907).

Q. We have sent faxes approximately 6 -12 days out with no response. If we have not heard back within the 5 days, how should we address it?

A. If you have not received a response within five (5) business days, please send an email escalation to AKSAEscalations@gainwelltechnologies.com.

Call Times

Q. Is the Fiscal Agent travel call center open on weekends?

A. Yes. The travel call center is open 9:00am to 4:00pm Alaska time for urgent requests.

Q. Will hold times in the Urgent queue being coming down anytime soon?

A. Yes. As people requesting non-urgent travel use the fax request process, the call times will go down dramatically.

General

Q. When I call in an urgent request and need to fax in supplemental documentation, do I need to fax in the whole packet?

A. No. You can send it whatever documentation is needed per the agent you spoke to along with the fax travel cover sheet. Select the Urgent option and the member's ID.

Q. Has there been a change to the calls being made to high volume travel requesters?

A. No. There has not been a change. If you have been receiving outreach calls concerning your travel requests, you will continue to receive those calls as previously.

Q. Some of the forms have glitches. When will those be fixed?

A. The forms have been corrected. Please make sure you are clearing the cache in your browser when accessing these forms.

Q. The documents required on the quick reference guide and on the fax cover form are conflicting. Which one is more updated?

A. This has been corrected. Please make sure you refresh your browser before accessing any of the documents involved in this process. This will ensure you are accessing the most current version.

Q. The most recent versions of the forms are on a site with "extranet" in the URL. When will these forms be accessible from www.medicaidalaska.com ?

A. Travel forms currently can be found here: [forms](#). These will be accessible from www.medicaidalaska.com in the near future as the website is updated.

Q. Who should I list as the referring provider if the provider who originally diagnosed the patient is no longer with our office?

A. You would list the provider who has taken over responsibility for the patient's care.

Q. What volume of requests would meet the criteria to be considered high volume requester?

A. If your facility submits a high volume of travel service authorization requests and is not already being contacted regularly by our team, please send your contact information to AKSAEscalations@gainwelltechnologies.com.

Process

Q. If we have a patient who is discharging from a facility within the urgent timeframe who will be having a follow up in a month or 2, can we request that follow up trip during the call to request the travel for discharge?

A. Yes. You can request the first follow up travel during your call to request the urgent travel.

Q. If we have 10 or more requests that were faxed and have not gotten a response within the allowed timeframes, can we document all the requests in a single escalation email or does each request need to be in a separate email?

A. Yes. We can accept a single escalation email for delayed or missing responses, when provided with the details for faxes where you did not receive a response.

Q. If a patient has appointments set up for a week for a total of 3 months in a row, do we have to send a fax request per each trip?

A. No. If all appointments are known and to the same location, that may be submitted on a single request.

Other

Q. Is Fiscal Agent staff aware that there can be more than one escort listed on the escort request form?

A. Yes. Fiscal Agent staff are aware that more than one escort may be listed and that the escort form will be in effect for a period of time.

Q. How do I sign up for training?

A. The training flyer is [here](#). There is no need to sign up – just click the Teams link and join the class you want to attend.