

Alaska Medicaid Fiscal Agent Contractor Transition Provider FAQs

March 21, 2023

General

Q. Who is HMS?

A. HMS, a Gainwell Technologies Company, will become Alaska Medicaid's new fiscal agent effective April 1, 2023.

Q. What will HMS do, as Alaska Medicaid's fiscal agent?

A. As a fiscal agent, HMS will perform the same functions that were performed by Conduent, such as provider enrollment, provider inquiry, claims processing, service authorizations, appeals, fair hearings, and member/provider call centers for selected services.

Q. If I submitted documentation to Conduent prior to the transition, do I need to resubmit the document to HMS?

A. No. Providers will not have to resubmit any documentation sent to Conduent (e.g., service authorization forms, enrollment documents and applications, paper claims, appeals, adjustments/voids, financial checks (i.e TPL reimbursement, voided claim payments, etc.).

Contacts

Q. How do I contact HMS by telephone?

A. All fiscal agent phone lines are being transferred from Conduent to HMS on April 1, 2023. The [phone numbers](#) used will not change.

Q. Where will I fax requests after the transition?

A. Fax lines are being transferred to HMS, so you will use the same [fax numbers](#) you use today to send attachments, service authorization requests, member eligibility faxes and provider enrollment documentation.

Q. Will fiscal agent email addresses change?

A. Yes. The domain (the information to the right of the @), will change from the former fiscal agent, xxxxxx@conduent.com, to [xxxxx@gainwelltechnologies.com](#). For example, [AKtravelvoucher@conduent.com](#) will change to [AKtravelvoucher@gainwelltechnologies.com](#).

Q. Will the website change after the transition?

A. No. The website [www.medicaidalaska.com](#) will remain unchanged, however, documents saved to favorites from the website hyperlinks might change.

Q. Will the website look and feel change?

A. No. The website [www.medicaidalaska.com](#) will remain unchanged and all features will remain the same.

Q. Will the PO BOX change after the transition?

A. No. The PO BOX [addresses](#) will remain unchanged.

Q. Who do I contact if I experience difficulties during the fiscal agent transition?

A. Provider Inquiry at 800-770-5650 (option 1) or 907-644-6800 (option1).

Q. Will the phone tree change after the transition?

A. No.

Q. What are the business hours of operation for customer service?

A. Standard Office Hours:

Monday – Friday 8:00am – 5:00pm

Recipient and Provider Call Centers hours:

Monday – Friday 8:00am – 5:00pm

Service Authorizations Call Center hours:

Monday – Friday 7:00am – 6:00pm

Saturday – Sunday 9:00am – 4:00pm

Q. Can I stop by the Fiscal Agent in person?

A. HMS will schedule appointment times to work with providers on site. Please call Provider Services at 800-770-5650 (option 1) or 907-644-6800 (option1) to schedule an appointment.

Q. Will the employees of the call center be local in Alaska time zone staffed with Alaskan employees or will it be outsourced?

A. Yes, the employees of the call center will be local and Alaskan employees.

Q. Will the customer service agents be the same?

A. Some agents will remain the same and hired by HMS and there will be several new individuals who have received training to ensure a smooth transition on April 1, 2023.

Q. Will there be more staff added to the call center?

A. HMS is staffing the call center to provide the appropriate level of staffing to expedite call handling for all departments. The new contract also includes new improved service level requirements for all services.

Systems

Q. Will my login for Health Enterprise change?

A. No. Health Enterprise will still be the platform used for provider enrollment, claims processing, checking member eligibility, claims status, service authorization requests and financial reimbursement and remittance advices.

Q. Who should I call if I have trouble with my password for Health Enterprise?

A. Contact your entity's organizational administrator. If you are the organizational administrator, then contact provider inquiry at 800-770-5650 (option 1) or 907-644-6800 (option1).

Financial

Q. Will I receive my reimbursement the last week of March?

A. Yes. The transition will not affect provider payments. Conduent will send paper checks on March 31, 2023, to those who have not elected to receive payments via electronic funds transfer.

Q. Can I send in an adjustment or void the last week of March?

A. Yes. Adjustments and voids sent the last week of March will be processed as usual. However, hard copy submissions may experience a delay until transition is complete on April 1, 2023.

Q. Can I send in financial checks the last week of March?

A. Yes. Financial checks sent in the last week of March will be processed as usual. However, hard copy submissions may experience a delay until transition is complete on April 1, 2023.

Q. Will there be any changes to overpayment notification/recoupment processes?

A. No.

Claims

Q. Can I send both paper and electronic claims the last week of March?

A. Yes. Claims sent in the last week of March will be processed as usual. However, hard copy submissions may experience a delay until transition is complete on April 1, 2023.

Q. Where do I send paper claims after transition?

A. All PO Boxes currently in use are being transferred from Conduent to HMS. Continue to use the same [mailing addresses](#) you use today.

Q. How can I check the status of my claims?

A. Claim status may be verified using the following methods:

- Login to your Health Enterprise account.
- Under the Claims tab, select Claim Status Inquiry and enter criteria for the claim(s) you are looking for.
- Fax a Check Amount and Claim Status Inquiry form to Provider Inquiry at 907.644.8126; make sure it is complete and legible.
- Call Provider Inquiry at 907.644.6800 (option 1,1) or 800.770.5650 (option 1,1)

Q. Will the handling of processing errors remain the same?

A. Yes.

Q. Will I still be able to view benefits remaining on the website portal?

A. Yes.

Q. Will the preauthorization policy for dental claims remain the same?

A. Yes, all current policies will remain the same.

Q. Will HMS support *Allscripts Payerpath*® solutions for claims submission?

A. Yes.

Q. Will the information needed to electronically submit claims change after April 1, 2023?

A. No

Q. Will I be able to use *Therap*® to submit claims, and will the process change after April 1, 2023?

A. Yes, the electronic claims submission process will not change.

Q. Will there be an anticipated delay in processing claims after April 1, 2023?

A. Currently claims are processing within 30 days, and we do not anticipate a delay in processing claims after April 1, 2023. Health Care Services will continue to ensure that HMS follows the Federal timely claims payment standards found in 42 CFR 447.45.

Q. Are there any changes to billing TPL claims?

A. No.

Q. Will there be an extension to the timely filing limit for claims if they take longer to process after April 1, 2023?

A. No, there will not be an extended timely filing limit. Currently claims are processing within 30 days.

Q. Will there be any issues for services with a date of service after 4/1/2023?

A. No. Claims will be processed by HMS and not Conduent as of 4/1/2023.

Q. Are there any changes to the way Federally Qualified Health Center (FQHC) claims are submitted?

A. No.

Q. Will claims processing improve overall?

A. The new contract includes new improved service level requirements for all services.

Q. How can I check status of recipient eligibility?

A. Recipient eligibility may be verified using the following methods:

- Request to see the member's Medical Assistance coupon or card that shows the current month of eligibility, photocopy for your records.
- Call Automated Voice Response System (AVR): 855.329.8986 (Toll-free)
- Verify via Alaska Medicaid Health Enterprise website
- Submit a Member Eligibility Fax form
- Call Provider Inquiry at 907.644.6800 or 800.770.5650 (Toll-free)

Service Authorization

Q. Can Medicaid travel, dental and other services be requested the last week of March?

A. Yes. Travel, dental and other services requested the last week of March will be processed as usual.

Q. Can we still submit authorizations to Comagine or will that process change?

A. Yes. Comagine will remain the utilization review vendor. There is no need to resubmit documents previously sent to Comagine.

Q. Will there be instructions for providers for what is required for SA approvals for travel patients needing full mouth dental restorations?

A. The process required for SA approvals for travel will remain the same.

Q. Will Conduent authorize travel for April before April 1, 2023?

A. Authorizations already approved and received for dates of services after April 1 will be honored.

Q. What is the Presumptive Travel Authorization Process:

A. Please review a new approach for requesting travel: [Presumptive Travel Authorization Process](#)

Provider Enrollment

Q. I am a provider who is in the middle of enrolling with Alaska Medicaid; what will happen to my application?

A. The provider enrollment process will remain unchanged by the fiscal agent transition. Providers will continue to submit enrollment applications and supporting documentation to Health Enterprise through the same [fax numbers and PO Box addresses](#).

Q. Will I need to submit a new provider enrollment application, and will I be charged a fee again?

A. No, all information previously submitted including applicable fees apply. Provider ID numbers will remain the same and no new enrollment fees will be due because of this transition.

Q. Will a new vendor have access to a previously set up direct deposit?

A. Yes, all information previously set up will be accessible.

Q. Will there be any changes to Personal Care Assistant (PCA) Provider Enrollment process?

A. No, there will not be any changes to this process.

Q. Will there be any change to the Care Management Program (CMP)?

A. No, there will not be any changes to the Care Management Program.

Provider Revalidation

Q. Will the revalidation process change after the transition to HMS?

A. No, the processes surrounding provider revalidation are not expected to change. Providers still need to revalidate every 3 or 5 years based on their risk level. Revalidation applications are found using the following link <https://manuals.medicidalaska.com/docs/providerrevalidation.htm>

Fair Hearings

Q. How will fair hearings be impacted by the fiscal agent transition?

A. Conduent will continue supporting the fair hearing request process through March 31, 2023; HMS will assume this function on April 1, 2023. Phone numbers and mailing addresses for fair hearings will not change.

Appeals

Q. How will the provider appeals be impacted by the fiscal agent transition?

A. Conduent will continue to accept provider appeals through March 24, 2023. HMS will assume this function on April 1, 2023. Phone numbers and mailing addresses for appeals will not change.

Q. Will the forms for appeals with the fiscal agent's name be available on April 1, 2023?

A. Yes, all forms are available on the Alaska Medicaid Health Enterprise website.

Communication

Q. Will I continue to receive Remittance advice (RA) messages?

A. Yes. You will continue to receive RA messages in the same timeframe and manner (hard copy or electronic) and the process will remain unchanged.

Q. Will call center hold times improve?

A. Yes. HMS is using a new fax solution that will make that process more stable, quicker, and have better follow through capabilities. HMS is also bringing in a completely new incoming call solution. This new solution will better sort individuals into appropriate queues and assign personnel to the queues more evenly.

Q. If I had left messages with Conduent but still have not heard back, should I wait and call the new call center for assistance?

A. Continue to reach out to Conduent through March 31, 2023, and then you can follow-up with the HMS fiscal agent after April 1, 2023, if there has been no resolution.

Pharmacy

Q. Will the pharmacy benefit administration change because of this transition?

A. No. Pharmacy benefits will continue to be managed by Magellan. Helpdesk and Service Authorization contact information remains the same and is not impacted by these transition activities.