

Alaska Medicaid Fiscal Agent Contractor Transition Recipient FAQs

February 28, 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 the member call center, fair hearings, provider enrollment, provider inquiry, claims processing, service authorizations, appeals, and other services.

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

A. No. You will not have to resubmit any documentation sent to Conduent (e.g., service authorization forms, appeals, fair hearing requests, financial checks, etc.).

Contacts

Q. How do I contact HMS by telephone?

A. The phone numbers used to contact Alaska Medicaid's fiscal agent will remain the same. All fiscal agent phone lines are being transferred from Conduent to HMS on April 1, 2023.

Continue to use the following numbers to contact HMS by telephone:

- Recipient Services (8:00a – 5:00p, M-F) at (800) 770-5650 (option 2)
- Member Hotline at (800) 780-9972

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 service authorization requests, attachments, member eligibility faxes and fair hearing documentation.

- Attachments, at (907) 644-8122 or (907) 644-8123
- Fair Hearings at (907) 644-8126 (attention Fair Hearings)
- Resubmission Turnaround Documents at (907) 644-8122 or (907) 644-8123
- Service Authorization Community Behavioral Health Clinic at (866) 653-1435
- Mental Health Physician Clinic at (866) 653-1435
- General Service Authorization at (888) 772-3632
- Dental Service Authorization at (866) 780-2219
- Travel Service Authorization at (877) 438-8942

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 PO BOX change after the transition?

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

Q. Who do I contact if I have questions about services covered by Alaska Medicaid, get a list of Medicaid-enrolled providers or have questions on how to use Medicaid benefits?

A. Whether before or after the transition, the Recipient Helpline phone number does not change. Please contact the Recipient Helpline at 800-770-5650 (option 2) or you may also email staff at MemberHelp@gainwelltechnologies.com.

Q. Is the Alaska Medicaid Recipient Handbook still current?

A. The [Alaska Medicaid Recipient Handbook](#) will be updated to reflect the name of the new fiscal agent name and new MemberHelp email addresses, but all other program content remains the same.

Systems

Q. Will I still have access to my Explanation of Medical Benefits (EOMB)?

A. Yes. Your log in information and access to the EOMB portal will remain unchanged.

Eligibility

Q. Who do I contact regarding my Medicaid eligibility?

A. For questions related to benefit application status, replacement Alaska Medicaid cards, and eligibility renewals, contact the Division of Public Assistance (DPA) Virtual Contact Center at 800.478.7778.

If you are a current Alaska Medicaid recipient and have questions regarding medical, dental, vision, or pharmacy coverage, contact the Member Hotline at 800.780.9972.

Travel

Q. Will my travel be impacted by the fiscal agent change?

A. No. Any Medicaid transportation that has already been approved will remain in place after the fiscal agent transition. Travel vouchers that have already been issued to you by your provider will remain valid.

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. There is no need to resubmit documents previously sent to Conduent.

Care Management Program (CMP)

Q. Will my primary care provider or pharmacy change by the fiscal agent transition?

A. No. This transition should not impact CMP placement. The primary care provider and pharmacy assigned under Conduent will be the same providers under HMS. The phone number to reach CMP program staff remains 907.644.6842.

Pharmacy

Q. Are my pharmacy benefits changing because of this transition?

A. No. Pharmacy benefit administration is not changing because of this transition. Recipients should continue to fill prescriptions at participating pharmacies after the April 1, 2023, transition.

Q. Who can I contact if I am having an issue picking up my prescription?

A. If you are a current Alaska Medicaid recipient and have questions regarding medical, dental, vision, or pharmacy coverage, contact the Member Hotline at 800.780.9972.