



**Alaska Medical Assistance**  
Xerox State Healthcare, LLC  
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Toll-free: 800.770.5650  
<http://medicaidalaska.com>

### Remittance Advice (RA) Message

**Title:** Transportation Authorization Updates May Now Be Requested via Fax

**Issue Date:** 01/20/2014

**Run Length:** 8 weeks

**Provider Type(s):** PT: 001, 002, 005, 008, 010, 012, 020, 021, 025, 028, 030, 033, 034, 035, 036, 040, 041, 042, 043, 044, 045, 051, 054, 055, 065, 066, 105, 107, 108, 112

**Message:** Effective immediately, providers may submit transportation authorization update requests via fax. To request a change or update to an approved transportation authorization, please complete the Transportation Authorization Update Form and fax it to the Xerox Service Authorization Unit at 877.438.8942. The form is available at <https://medicaidalaska.com> (Documentation > Documents & Forms > Forms).

Once you fax a completed travel authorization update request form to Xerox, you may issue any updated vouchers to members. You do not need to wait for confirmation from Xerox to generate updated vouchers.

When arranging patient travel, please continue to call the Xerox Service Authorization call center to request a new transportation authorization.

Please refer to the provider flyer "Transportation Authorization Update Form Now Available" in Health Enterprise (Documentation > Documents & Forms > Updates) for additional information.

Questions? Contact the Service Authorization Unit at 907.644.6800, option 5, or toll-free in Alaska at 800.770.5650 (option 1, 2).