



Alaska Medical Assistance

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Remittance Advice (RA) Message

Title: **Transition to New Fiscal Agent Contractor**

Issue Date: 03/10/2023

Run Length: 8 weeks

Provider Type(s): All

Message: In October of 2022, Alaska's Department of Health, Division of Health Care Services announced that it signed a contract with Health Management Systems, Inc. (HMS), a Gainwell Technologies company, to provide Fiscal Agent Services (FAS) to support the Alaska Medicaid Program. These services include:

- Provider and member call center support
- Provider enrollment
- Service authorization: data entry and determination
- Claims processing and resolution
- Training and publications
- Mailroom and data entry
- Finance and accounting assistance
- Electronic data interchange support
- Business analyst and subject matter expert systems support
- Systems development and quality assurance support

The transition from Conduent to HMS is currently anticipated to cutover on **April 1, 2023**. You should experience no difference in how you contact the Alaska Medicaid Fiscal Agent other than a change in logo and email addresses. P.O. boxes, phone and fax numbers will not change. For more details, please see the [Provider FAQs](#).

Providers may refer patients with questions to the [Recipient FAQs](#).

State staff will be on site at the Conduent and HMS facilities to help facilitate a smooth conversion.