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May 2009

Alaska Medical Assistance Newsletter

Location

Affiliated Computer Services, Inc.
1835 S. Bragaw St., Suite 200
Anchorage, AK 99508-3469

New ACS Web Address

<http://medicaidalaska.com>

Phone Numbers

(907) 644-6800
(800) 770-5650 (toll-free in Alaska)

Fax Numbers

PA: 644-8131
PI: 644-8126 or
644-8127
EPS: 644-8122
Finance: 644-8120
Training: 644-9845
Attachments: 644-8122 or
644-8123
*Enrollment: 646-4273

*NOTE: The Enrollment fax number has changed.

Independence Day Holiday

ACS will be closed on July 3rd & 4th (Friday and Saturday) to celebrate Independence Day. *More details on page 3.*

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The Affiliated Computer Services, Inc. Website is Now Online

On March 29, 2009, the new Affiliated Computer Services, Inc. (ACS) website went online. The new ACS URL is: <http://medicaidalaska.com>. Please update your bookmarks to ensure you locate the new website. You will find that navigation is the same as the previously used website, although the look and feel of the site has changed.

Field Services Provider Outreach

ACS is pleased to announce our new Field Services Provider Outreach Department.

The Field Services Provider Outreach Department (FSPO) was established to further assist the provider community. Specialized attention will be given to providers through one-on-one training sessions, in person as well as by phone. FSPO is also available to help resolve complex inquiries and escalated issues.

To request a training session specialized for your needs, please call (907) 644-6847. You may also make your request by contacting the Provider Inquiry Unit at (907) 644-6800, option 1, or (800) 770-5650 (in-state, toll free).

All calls not related to a training request should be directed to the Provider Inquiry Unit. Complex inquiries and escalated issues that require additional research, above and beyond the Provider Inquiry Unit, will be forwarded to the FSPO Department. The FSPO Department will provide:

- Initial contact within 24 hours
- Extensive and Informed Resolution to billing or enrollment issues
- Targeted training specialized by provider type with in-depth information and assistance
- Personalized attention to subject matter detail
- On-site services (we can come to you!)

Our FSPO Department looks forward to serving you!

The Twelve-Month Continuous Eligibility Period

The Department of Health & Social Services is pleased to announce that children who are determined eligible for Medicaid or Denali KidCare on or after April 1, 2009 will be approved for **12 continuous months**. During the 12-month eligibility period, changes in income or household circumstances, with few exceptions, will not cause a *child* to become ineligible.

This change is expected to have numerous positive impacts on children, their families, and providers. The Alaska Department of Health & Social Services, like the 18 other states that have already adopted 12-month continuous eligibility policy, anticipates this change will:

- reduce the number of uninsured children
- reduce gaps in coverage
- increase use of preventive care and EPSDT services
- promote continuity of care
- reduce the use of emergency departments for non-emergent treatment
- result in more consistent management of chronic conditions.

Review

Denali KidCare eligibility will be reviewed every 12 months. Family Medicaid cases (those including both adults and children) will continue to be reviewed every 6 months, even though children in those cases will remain eligible through the full 12-month period.

Change Reporting

Even if a reported change causes the adult(s) to become ineligible, the children will continue to be eligible through the end of their 12-month eligibility period. The 12-month continuous eligibility period may end if the child reaches age 19, is no longer an Alaska resident, is incarcerated, or if the Division of Public Assistance is unable to contact/locate the child.

Please direct patient questions regarding this change to their eligibility worker at the Division of Public Assistance.

Providers who have questions about this change may contact the ACS Provider Inquiry Unit at (907) 644-6800, option 1, or (800) 770-5650 (toll-free in Alaska).

NPI Guideline Instructions for Professional Billers in a Group Practice

On April 17th, 2009, the guidelines for electronic claim and paper claim billing for professional billers in a group practice were mailed out with the Remittance Advice.

The flyers titled National Provider Identifier (NPI) Instructions - Guidelines for Professional (CMS-1500) Claim Submission and National Provider Identifier (NPI) Instructions - Guidelines for Professional (837P) Claim Submission are available on the ACS Website at <http://medicaidalaska.com>.

Adjustment/Void Form Now Available Online

The Adjustment/Void form is now available online at <http://medicaidalaska.com> under *Providers*, then *Forms*. Under *Other Forms*, choose the *Adjustment/Void Form*.

If you have questions, please call Affiliated Computer Services, Inc., Provider Inquiry Unit at (907) 644-6800 (option 1), or (800) 770-5650 (toll-free in Alaska).

Independence Day

ACS will be closed for both the 3rd and the 4th of July in observance of Independence Day. Expanded coverage will be provided on Sunday, July 5th; hours of operation will be 10 a.m. - 4 p.m., rather than 12 - 4 p.m.

The State of Alaska offices, including the State Travel Office, will be closed for both Friday, July 3rd, and Saturday, July 4th, 2009.

Coming in 2010: New Claim Processing Features

The new Medicaid Management Information System (MMIS), known as Alaska Medicaid Health Enterprise, is scheduled for implementation the summer of 2010. Alaska Medicaid Health Enterprise uses more efficient and innovative technology than the current legacy MMIS. The innovative system will include many new claim processing features and functions via the Internet that will allow faster remittance to providers and easy access to billing instructions.

Faster processing and payment is accomplished through the following new features:

- Claims can be submitted via the Internet at any time. This is in addition to the electronic and paper methods of submitting claims that will continue.
- Claims submitted via the Internet will be subject to all business rules, edits and validity checks in real-time so that errors are immediately identified and can be corrected.
- Claim status will be available online instead of waiting for a Remittance Advice or calling the Provider Inquiry Unit.
- Providers submitting claims via the Internet will immediately know the status of the claim without waiting for an adjudication cycle.
- Providers can correct claims online and resubmit any claim that has been denied.



Providers who take advantage of these self-service features that will be available via the Internet will be rewarded with more timely payment of claims. For more information about Alaska Medicaid Health Enterprise, go to <http://alaskamedicaid.info>.

The Training Advantage

Saving time and money is important to everyone. Provider training is free! Providers are invited to send new employees to training to establish a solid foundation in determining recipient eligibility. Veteran employees can benefit from these trainings as well, both to refresh their knowledge and to keep them abreast of recent changes in Alaska Medicaid policies and procedures.

Training schedules are located at <http://medicaidalaska.com> under *Training*, then *Schedule*. Provider training sessions are offered in a variety of locations to suite everyone's need. Upcoming sessions include:

Anchorage: June 16-18
Kodiak: June 8-11
Seward: June 23-26
Teleconferences: June 19, 29, 30

For future classes, check the online schedule at <http://medicaidalaska.com> for classroom location, address, and start times.

Remember: To guarantee your seat, please register at <http://medicaidalaska.com>; choose *Training*, then *Online Registration*. You will receive an online response confirming that you are registered for the class(s) you choose.

You may also complete the registration form and return it to ACS via fax, email, or mail.

The fax number is: (907) 644-9845
The email address is: anctraining@acs-inc.com
The mailing address is: Affiliated Computer Services, Inc.
Attention: Training Unit
P.O. Box 240808
Anchorage, Alaska 99524-0808

If you are unable to access the ACS website to obtain the registration information, please contact a provider trainer at (907) 644-6800, or (800) 770-5650 (toll-free in Alaska).

Do you know what has changed since YOU last attended training?

Attention Vision Providers

Rochester Optical will provide a training session following the ACS Vision Services Training held on July 24, 2009. Watch your Remittance Advice messages for more details, times and registration information.

NPI Enrollment Now Required for Specific Providers

The State of Alaska has recently adopted new regulations requiring specific provider types to enroll in the Alaska Medical Assistance program. ACS will send a detailed flyer regarding the new enrollment requirements with a Remittance Advice in the near future.

If the affected provider types listed below or their staff members provide health care services to Alaska Medical Assistance recipients, they are required to enroll in order to be reimbursed for those services.

The affected provider types are:

- Certified Registered Nurse Anesthetists
- Occupational Therapy Assistants *
- Speech Language Pathology Assistants *
- Physician Assistants-Certified (PA-C) *
- Physician Therapy Assistants *

* Group applications for these providers are required prior to the processing of any individual applications received.

The *Standard Enrollment Application* is available at <http://medicaidalaska.com>. Select *Providers*, then *Enrollment*.

If you have questions about the provider enrollment application process, please call the ACS Provider Inquiry Unit at (907) 644-6800, option 1, or (800) 770-5650 (toll-free in state).