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October 2009

Alaska Medical Assistance Newsletter

**Location**

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

**ACS Web Address**

<http://medicaidalaska.com>

**Phone Numbers**

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

**Recipient Services**

(907) 644-9862  
(800) 780-9972 (toll-free in Alaska)

**Provider Inquiry**

(907) 644-8126  
(800) 770-5650 (toll-free in Alaska)

**Fax Numbers**

**PA:** 644-8131  
**PA Travel, MRI, Mental Health,  
and PI:** 644-8126 or  
644-8127  
**SURS:** 644-8128  
**EPS:** 644-8122  
**Finance:** 644-8120  
**Training:** 644-9845  
**Attachments:** 644-8122 or  
644-8123  
**Enrollment:** 646-4273

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## Attention Care Coordination Agencies

Effective October 16, 2009, the rendering provider’s National Provider Identifier (NPI) must be included on claims. Individual Care Coordinators must be enrolled with Alaska Medicaid and reported to the ACS Provider Enrollment Unit and the association with the Care Coordination Agency must be reflected in the Alaska Medicaid enrollment records for any dates of Service submitted for payment.

CMS-1500 paper claim forms must contain the NPI of the individual rendering Care Coordinator in the unshaded portion of field 24J and the NPI of the billing Care Coordination Agency in field 33A; Claims submitted electronically in the 837P format must contain the NPI of the billing Agency in Loop 2010AA and the NPI of the individual rendering Care Coordinator in Loop 2310D.

Please contact ACS’ Provider Inquiry Unit at (907) 644-6800, option 1 for questions regarding this requirement.

## Critical Incident Reporting: Required Training for Waiver Service Providers

All Medicaid Waiver and PCA Providers are required to submit Critical Incident Reports (CIR) and Critical Incident Reporting and Critical Incident Improvement Plans (CIIP) to Senior and Disabilities Services. SDS is offering online trainings via “GoToMeeting” throughout November and December 2009. Providers may choose staff to attend the online training who may then train additional staff at their own agency. All CIR/CIIP learning materials are available upon request to participants after attending the online class for this purpose. All trainings will be held from 2:00 until 3:30 p.m. You may access more information at a link found on the SDS Website at <http://hss.state.ak.us/dsds/> for more details on dates and times.

## Electronic 835 Transaction Set Changes

Providers receiving the electronic 835 Transaction Set, also referred to as the electronic remittance advice, are advised that updates have been made to this transaction as summarized below:

**Change 1:** This change pertains ONLY to institutional claims. SVC07 in 2110 loop will appear on the 835 when the submitted units differ from the paid units for that line. If you have coded as per the Alaska Medicaid Companion Guide, you may not need any change to your system.

**Change 2:** New Adjustment Reason Codes are being added to the PLB segment. For more information, please refer to the updated Companion Guide posted on the website <http://www.medicaidalaska.com/providers/hipaa/guide.shtml>

The above changes will be reflected on the 835 transmission issued October 30, 2009.

## Revised Contact Info for Qualis Health Appeals

The contact information for the submission of first level appeals to Qualis Health has changed. The updated Appeals Process Information flyer, which includes new phone numbers and contact information for Non-Certification of Selected Inpatient and/or Outpatient Procedures and Diagnoses, and Residential and Psychiatric Treatment Admissions and Continued Stay Reviews is available at <http://medicaidalaska.com/providers/provupdates.shtml>, and select the Appeal Process Information link.

## Proposed Changes for RPTC Caregiver Qualifications

The Department of Health and Social Services proposes to adopt regulation changes in Title 7, Chapter 50 of the Alaska Administrative Code (AAC), dealing with qualifications of caregiver staff in residential psychiatric treatment centers, including the following: 7 AAC 50.815, Qualifications of caregiver staff, is proposed to be amended to change the training and qualification requirements for caregivers employed by a residential psychiatric treatment center and define "human services related field." You may comment on the proposed regulation changes, including the potential costs to private persons of complying with the proposed changes, by submitting written comments to:

Karen Darby, Division of Public Health, Certification and Licensing,  
619 E Shipcreek Avenue, Room 232, Anchorage, AK 99501

## Complex Claims Issues? *NO PROBLEM!*

**Complex matters may** require assistance beyond the role of Provider Inquiry. The Enhanced Provider Services (EPS) team is ready to assist providers with the complicated and difficult problems. The following designated EPS team members specialize in DME, Behavioral Health, Waivers, and Transportation, but are not limited to the following specialty:

Chandra (907) 644-6898: DME, Behavioral Health, Waivers

James (907) 644-6899: Transportation, Waivers

Provider Inquiry (PI) continues to assist all providers with claim status and eligibility related questions. PI will also transfer any escalated calls related to Waiver, Behavioral Health, DME and Transportation, to the appropriate EPS team member listed above. Remember, if the designated EPS team member is not available at the time of your call, you may be assisted by another team member, or you will have the option to leave a message.

**The Enhanced Provider Services staff looks forward to assisting you.**

## H1N1 Vaccine Immunization Regulation Change

The Department of Health Care Services adopted an emergency regulation change effective October 8, 2009 to allow Alaska Medicaid to pay for administration of the H1N1 vaccine for Medicaid-eligible individuals age 21 and over. This change applies only to the H1N1 vaccine; payment for the administration of all other vaccines remains limited to Medicaid recipients under age 21. This emergency regulation change will expire February 4, 2010.

Public comments regarding this change are being accepted through November 12, 2009 and may be submitted to Dave Campana, Pharmacy Program Manager, Division of Health Care Services, 4501 Business Park Blvd., Suite 24, Anchorage, AK 99503, or by e-mail at [david.campana@alaska.gov](mailto:david.campana@alaska.gov).

This emergency regulation may be viewed at:

<http://notes4.state.ak.us/pn/pubnotic.nsf/cc52605f7c156e7a8925672a0060a91b/6ba94f768ddc87208925764a00586ede?OpenDocument>.

## H1N1 Vaccine Administration Billing Procedure

**Physicians, Nurse Practitioners, and Physician Assistants** may administer the H1N1 injectable inactivated type or Nasal live type H1N1 vaccine and bill for the administration using the CPT Code 90470 (H1N1 Immunization Administration Intramuscular/Nasal Including Counseling When Performed).

**Pharmacies** may administer the H1N1 vaccine and bill for the administration and a dispensing fee. Claims must be submitted with the following information:

- Ingredient Cost Submitted Field (409-D9)
- Dispensing Fee Submitted (412-DC)
- Incentive Amount Submitted (Administration fee submitted here) Field (438-E3) in the pricing segment
- Gross Amount Due Field (430-DU) Sum the three above fields.
- DUR/PPS Segment
- Submit: Code Counter (473-7E) of 1 and Professional Service Fee Submitted Field (440-E5) with a value of MA (Medication Administered).

First Health responds with these pertinent fields:

- Ingredient Cost Paid Field (506-F6)
- Dispensing Fee Paid Field (507-F7)
- Incentive Amount Paid Field (521-FL)

Please direct questions to the Technical Help Desk at (800) 884-3238

## The Training Advantage

Saving time and money is important to everyone.

Provider training is free! We invite providers and new employees to attend training to establish a solid foundation in understanding Alaska Medical Assistance. 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. Some of the topics discussed in these free trainings are recipient eligibility, third party liability, record keeping requirements, and claim and appeal submission guidelines. If you register for a teleconference you will receive the telephone number and instructions to dial in to the teleconference training session in a confirmation letter.

Training details and schedules are posted on <http://medicaidalaska.com> under *Training*, then *Schedule*. Provider training sessions are offered in a variety of locations (as noted on the training schedules) to suite everyone's need. Upcoming sessions include:

### NOVEMBER

**Fairbanks:** 3, 4, 5, and 6.

**Anchorage:** 17, 18, and 19.

### DECEMBER

**Anchorage:** 1, 2, and 3.

**Juneau:** 8, 9, 10, and 11.

Future classes are also posted on <http://medicaidalaska.com> for ease of planning your training needs. Classroom location, address, and start times are noted on the training schedules. Be on the look out for the new 2010 Schedule to be released soon.

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 classes you choose.

You may also complete the registration form and return it to ACS via fax ((907) 644-9845), email ([anctraining@acs-inc.com](mailto:anctraining@acs-inc.com)), or mail to:

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?***