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November 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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The State of Alaska offices and ACS will be closed

- Thursday, November 26th, in observance of Thanksgiving and
- Friday, December 25th in observance of Christmas.

Coming Soon - Provider Information on the Web!

The Alaska Department of Health and Social Services (DHSS) is replacing the current Medicaid Management Information System (MMIS) with an innovative, web-enabled system known as Alaska Medicaid Health Enterprise. New provider enrollment features of Alaska Medicaid Health Enterprise will be available after the first of the year. Providers will be able to use a secure, interactive web site that is available 24x7 to enroll in the Alaska Medical Assistance program, change enrollment information, and check enrollment information over the Internet.

Because accurate information is a critical component for the successful implementation of Alaska Medicaid Health Enterprise, DHSS is re-enrolling all current providers. The purpose of this required re-enrollment is to ensure current provider contact and billing information, validate existing information and obtain additional data needed in the new system. Provider re-enrollment activities begin with a general notice from DHSS to active providers notifying them of the requirement to re-enroll in the Alaska Medical Assistance program. Next, providers will receive a personal re-enrollment letter with re-enrollment instructions and a unique User ID and PIN to allow access to the site.

Watch for more information and the training schedule as we move closer to the go-live date!

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.

Medicaid Integrity Program Audits

In the coming months, a Medicaid Integrity Contractor (MIC) will begin reviewing Medicaid billing in Alaska as part of a nationwide review by the Medicaid Integrity Program (MIP). The MIP was created by the Deficit Reduction Act of 2005 and is administered by the Centers for Medicare & Medicaid Services.

Health Management Systems (HMS), a Dallas-based company, will conduct the audits of Medicaid claims for Alaskan providers. The Department of Health & Social Services (DHSS) will provide HMS with Alaska payment methodology and policy, and review preliminary audits for accuracy prior to issuance.

If you bill Medicaid, you may be contacted by HMS to provide documentation supporting your claims.

Here are answers to some questions you may have about the Medicaid integrity program audits.

Q: Which providers will be selected for this audit?

A: Any provider enrolled with Alaska Medicaid may be contacted.

Q: How will providers be asked to verify that they billed correctly?

A: Providers will be asked to submit medical records to HMS, and a small proportion of the total audits will be conducted through on-site reviews.

Q: How many days will a provider have to produce the medical records required by HMS?

A: Fifteen days initially, but if additional time is needed, a written request can be made by the provider prior to expiration of the initial 15 day time period. The maximum time to submit records is 45 days.

Q: What is the "look back" period? That is, what period of time can the MIC audits review?

A: The time varies from state to state, based on state record retention requirements. In Alaska, it's seven years. DHSS will be working with HMS to exclude time periods for which other audits of a provider's records have been done, are currently being done, or will be done shortly (such as the Myers & Stauffer audits).

Q: What's the process if a provider is found to have billed incorrectly?

A: The auditors will issue a report; the state and the provider will then have a chance to review it before a final report is issued. Providers will be entitled to appeal rights.

Additional information regarding the Medicaid Integrity Program is available at

<http://www.cms.hhs.gov/MedicaidIntegrityProgram/>. In you have any questions, please contact Darcie Shaffer at (907) 269-3009 or darcie.shaffer@alaska.gov.

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 Ship Creek Avenue, Room 232, Anchorage, AK 99501

Reminder - Care Coordination Agencies

Effective October 16, 2009, you must include the rendering provider information (the National Provider Identifier (NPI)) for each claim submitted. 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.

New Eligibility Verification Form for Vision Providers

Vision care providers now have their own Recipient Eligibility Verification Form. In addition to providing eligibility information, the form also includes an area in which the Provider Inquiry Unit will notify the provider of vision exams and/or eyeglasses received by the patient within the past year.

The Recipient Eligibility Verification for Vision Providers form is available at <http://www.medicaidalaska.com/providers/forms.shtml>. If you would prefer to receive a copy of the new form by mail, please contact ACS' Provider Inquiry Unit at (907) 644-6800 or (800) 770-5650 (toll-free in Alaska).

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.

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:

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), 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?