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December 2009

Alaska Medical Assistance Newsletter

**Location**

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**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 Friday, December 25<sup>th</sup> in observance of Christmas Day.

**Attention: Community Mental Health Clinics, Mental Health Physician Clinics and Substance Abuse Providers:**

Alternative Billing Concepts (ABC) Codes for Behavioral Health Services are ending as of 12/31/09. Effective with dates of service on and after January 1, 2010, claims and Prior Authorization (PA) requests for services rendered in 2010 must be submitted using national standard codes. More detailed information can be found on the ACS Website at <http://medicaidalaska.com>.

The ABC Code Sunset Packets were mailed out to the community mental health clinics, mental health physician clinics, and substance abuse providers tonight. The packets contained a cover letter, FAQs, crosswalks, and prior authorization forms. The packets are being posted to the ACS Website on the Provider Updates Page. The PA forms are located on the ACS at <http://medicaidalaska.com>.

**Place of Service Code is REQUIRED on 837P and CMS-1500**

HIPAA standards require a Place of Service (PoS) code on all claims. Alaska Medicaid will enforce this requirement by setting Edit 103, "Invalid or Missing Place of Service," on claims that are not compliant. On 837P claims, when the service location is the same for all service lines, use only Loop 2300, Field CLM05-1 to identify the location. When there are two or more service locations at the service line level, both Loop 2300, Field CLM05-1 and Loop 2400, Field SV105 must be used. For claims submitted via the CMS-1500, the PoS code is entered in Field 24B.

A current, complete list of Place of Service codes is available at [http://www.cms.hhs.gov/PlaceofServiceCodes/03\\_POSDatabase.asp](http://www.cms.hhs.gov/PlaceofServiceCodes/03_POSDatabase.asp).

Questions? Please contact the ACS Provider Inquiry Unit at (907) 644-6800 or (800) 770-5650, in-state toll free.

## 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!

## 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.

## Maximum Allowable Payment Amounts for Previously Unpriced Items

In accordance with the payment methodology under 7 AAC 43.1920(c) and effective for claims billed with dates of service on or after January 11, 2006, the maximum allowable payment has been established for the following HCPCS code A9999, miscellaneous DME supply or accessory, not otherwise specified (Leckey Sandal), is priced at \$117.46 per unit. If you have questions, please call Affiliated Computer Services, Inc., 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 (PI). 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 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 for 2010 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.

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?***