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## Alaska Medicaid Dental Claims Common Errors and Effective Solutions

As part of its ongoing provider support efforts, the Alaska Division of Health Care Services (HCS) recently conducted an analysis of dental claims, identified common errors and error trends, and recommended steps providers can take to ensure claims are submitted accurately.

During March 2010, 38,674 dental claims were submitted to Alaska Medicaid. The majority (35,075 or 90.6%) of those claims were accurate, which resulted in successful and prompt adjudication/payment. Of the 3,599 claims that were denied, most were a result of a few common coding or claims submission errors.

More than 41% of denials were caused by errors related to prior authorizations (PA), such as the provider or recipient number on the claim did not match that of the PA request, or the provider failed to obtain a required PA.

An additional 34% of denials were the result of claims submitted with incorrect recipient information (i.e., recipient name and ID number mismatch or recipient name is missing) or for recipients who were not eligible on the date of service.

Finally, more than 12% of denials were the result of a claim submitted for a procedure that is not covered or is age-restricted.

### How Can These Common Errors Be Prevented?

- Obtain a PA when required. Dental services that require a PA are annotated in the Dental Fee Schedule. NOTE: ALL Adult Enhanced Dental services require a PA.
- For GROUP practices, request the PA under the GROUP practice DDG### number, and submit the related claim with the GROUP NPI number in field 49.
- Submit claim with the same procedure code(s) and surface code(s) requested on the PA. If procedure or surface code changes are required, request an update of the PA prior to submission of the claim.
- Accurately record the PA number on the claim. Be sure that the PA matches the recipient for whom it was obtained.
- Verify recipient eligibility. Ensure that the recipient is eligible on the date of service.
- Accurately record the recipient's ID number and name on the claim form.
- Verify that the procedure is a Medicaid covered service and that the procedure is covered based on the recipient's age. The current dental fee schedule of covered services is available at:

<http://medicaidalaska.com/providers/FeeSchedule.asp>.

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- Be sure you have the latest, most accurate billing information by attending provider training offered by Affiliated Computer Service, on behalf of Alaska Medical Assistance. Additional information about Dental training is provided elsewhere in this newsletter.

**Questions?** Contact Affiliated Computer Services' Provider Inquiry Unit at (907) 644-6800, option 1, or toll-free in Alaska at (800) 770-5650, option 1, 1.

## Dental Services Training

Alaska Medical Assistance is pleased to announce a new class specifically for dental providers. Training is presented by Affiliated Computer Services (ACS), and the first scheduled class is on June 17, 2010, in Anchorage. A second training via WebEx will follow on July 7, 2010.

In-depth information and instruction will be included on the following topics:

- Remittance Advice/Resubmission Turnaround Document: What is it? What do I need to do with it? Why is it important to me?
- Prior Authorization: Why are PAs necessary? How do PAs affect claims?
- Fee Schedule, Covered Services, and Service Limitations
- Dental Regulations
- ADA Dental Claim Form completion: Helpful hints and problematic areas
- Common error codes: How to avoid them
- YOUR TURN! Discussion, questions, and concerns.

To register for this course, or any other course, or to view the training schedule, please visit [www.medicaidalaska.com](http://www.medicaidalaska.com) and select one of the drop-down options under the *Training* tab.

Additional Dental classes will be offered later in the year. Please watch your RA messages and monthly newsletter for more details on times, locations, and registration information.

## ABC Codes No Longer Accepted on School-Based Services Claims

For School-Based Services rendered on and after July 1, 2010, Alaska Medical Assistance will no longer accept claims submitted with ABC codes. The appropriate replacement CPT and HCPCS codes will be announced via a mailed flyer prior to this deadline. The replacement codes will also be available on the ACS website at <http://medicaidalaska.com>. (Select Providers, then Updates).

Services rendered prior to July 1, 2010 may be billed through the one-year timely filing period using the ABC codes current at the time of service.

If you have any questions now, or after you receive the crosswalk, please contact the ACS Provider Inquiry Unit at (907) 644-6800, option 1, or (800) 770-5650 (toll-free in Alaska).

## Critical Incident Reporting, Web-based Training Schedule for June 2010

**Senior and Disabilities Services (SDS)** require that all Medicaid waiver service providers receive training on "Critical Incident Reporting and Critical Incident Improvement Plans." SDS will offer this training via GoToMeeting throughout May and June 2010.

SDS assures the federal Centers for Medicare and Medicaid (CMS) that recipients of Medicaid waiver services are safe and healthy in their homes and communities. Critical incident reporting by providers of waiver services is one important way of carrying out this mandate. The collection and aggregation of critical incident data by SDS allows the agency to track trends and identify gaps in services. In addition, critical incident reporting offers the opportunity for greater communication between providers and SDS, as well as a channel for technical assistance.

**Providers may train their staff.** Provider agencies choose staff to attend the online training and may then train additional staff at their own agency. All CIR/CIIP learning materials are available to participants upon request, after attending the online class, to use for this purpose.

**Training will be held on Tuesdays from 2:00 until 3:30 p.m. on June 1, 8, and 15.**

### About GoToMeeting

GoToMeeting is easy to use. Attendees will receive an email with instructions detailing how to join the meeting online and a link to the scheduled meeting. To hear and speak during the class, attendees will need to use a computer headset with a microphone, or call in on the telephone and participate, much like a teleconference. Upon joining the meeting, everyone will be able to view the learning materials on their computer screen right at their desk.

All trainings will be from 2:00 until 3:30 p.m. The first 5 minutes of each training will be used to get connected and make sure all attendees are on line and can communicate with each other in the online training space.

### How to register

If you are working with an agency, please communicate with your supervisor about your plan to register. All attendees may register by sending an email to Kara Thrasher-Livingston, SDS Training Specialist II, at: **[Kara.Thrasher-Livingston@alaska.gov](mailto:Kara.Thrasher-Livingston@alaska.gov)**.

Please state in the email the day you would like to attend. Each class can accommodate up to 24 attendees. You will receive a confirmation email inviting you to the GoToMeeting. You may want to choose a second class that would work for you in case your first choice is full.

## Credit Balance Audits Begin Soon – Are You Ready?

**The State of Alaska**, Department of Health and Social Services (DHSS), contracts with Health Management System (HMS) to review and assess provider records for credit balances on Medicaid patient accounts. When any third party issues payment to a provider for a claim that Medicaid has previously paid, in full or in part, the provider is required to refund payments made by Alaska Medicaid. A credit balance occurs when a provider fails to refund Alaska Medicaid.

DHSS will begin selecting providers for on-site credit balance audits beginning in August 2010. In preparation for this audit, DHSS encourages providers to review their own records and refund any outstanding credit balances due to Alaska Medicaid.

Soon you will receive a letter from HMS explaining how to perform this self review. If you have any questions about the letter or if you do not receive a letter, please contact Sandra Burno with HMS at (907) 561-4455, toll-free at (866) 251-4861, or via email at [AlaskaTPL@hms.com](mailto:AlaskaTPL@hms.com).

**REMINDER!!!** Providers are required to refund credit balances to Alaska Medicaid **within 30 days of occurrence** and not just in preparation for an audit.

## Alcohol and/or Substance Abuse Screening, Brief Intervention, and Referral to Treatment (SBIRT)

Perhaps you know that, in all age categories, Alaska has one of the highest alcohol consumption AND illicit drug use rates in the nation. What if you could help your patients stop drinking and stop using harmful substances before these problems became serious enough to destroy their lives? Many Alaskans need your help. The State of Alaska's Department of Health & Social Services is sending this information to remind you that the Medicaid program is supportive of your efforts to provide such help to affected Medicaid recipients.

Did you know that the Alaska Medicaid program (including Denali KidCare) pays for services for Alcohol and/or Substance Abuse screening, Brief Intervention, and Referral to Treatment (SBIRT)? These services have been covered by Alaska Medicaid and Denali KidCare since November 1, 2008, when performed by enrolled primary health care providers.

Through the provision of SBIRT services, patients undergo a quick screening to assess their alcohol and drug use. Patients who are at risk of developing a serious problem receive a brief intervention that focuses on raising their awareness of substance abuse and motivating them to change their behavior. Patients who need more extensive treatment receive a referral to specialty care for assessment, diagnosis, and appropriate treatment.

A number of screening instruments have been developed for use in various primary health care settings. You may investigate which instrument is the right fit for your practice by visiting the SBIRT Website provided through the Substance Abuse and Mental Health Services Association (SAMHSA) at [www.samhsa.gov](http://www.samhsa.gov) and selecting "SBIRT" under the heading "Programs & Campaigns" on the homepage. Complete information about SBIRT is available at this location, including training manuals, on-line resources, publications and other tools.

To bill the SBIRT services provided to Alaska Medicaid recipients, use one of the following procedure codes. Complete information is published in the American Medical Association's Current Procedural Terminology (CPT) book.

|              |                                                                                                                                                     |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>99408</b> | Alcohol and/or substance (other than tobacco) abuse, structured screening (eg: AUDIT, DAST) and brief intervention (SBI) services; 15 to 30 minutes |
| <b>99409</b> | Greater than 30 minutes                                                                                                                             |

In addition to SBIRT information that can be obtained from the SAMHSA website, please feel free to contact the Division of Health Care Services ((907) 334-2400) or the Division of Behavioral Health ((907) 269-3600) about SBIRT. Contact the Alaska Medicaid fiscal agent, Affiliated Computer Services, Inc ((907) 644-6800 or (800) 770-5650) about claims billing and payment for SBIRT services.

*With your help, we can all make a difference in reducing the rates of alcohol and drug use in Alaska.*

### ATTENTION: Community Mental Health Clinics, Mental Health Physician Clinics, and Substance Use Disorder Treatment Providers

Alternative Billing Concepts (ABC) codes for Behavioral Health Services were retired on December 31, 2009.

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> under *Providers/Updates*. Please download or print the "ABC Code Sunset Packet" prepared for your provider type. This packet provides a:

- Crosswalk comparing the retired ABC codes and the new replacement codes
- List of questions and answers regarding the new replacement codes
- Revised PA request forms reflecting the new replacement codes

The "old" ABC codes can be used only for services rendered *on or before December 31, 2009*. The "new" national codes must be used for services rendered *on or after January 1, 2010*. Please share this information with your clinicians and billing staff.

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

## NPI-Only Claim Submissions Required as of April 23, 2010, for 837P Transactions

As of April 23, 2010, for HIPAA-covered entities only, Alaska Medicaid no longer accepts professional claims, including Home & Community-Based Care and Personal Care agency providers, submitted with a Medicaid provider ID. 837P claim transactions will be accepted when submitted with the National Provider Identifier (NPI) only.

Use of your Medicaid provider ID on your professional claims must be discontinued. If you have questions or need additional assistance, please refer to the following resources or contact the Provider Inquiry Unit at (907) 644-6800, option 1, or (800) 770-5650 (toll-free in Alaska).

### Helpful Resources:

NPI-Only Claim Submissions Required – Announcement and Strategies:

[http://medicaidalaska.com/Downloads/Providers/Update\\_20100412\\_NPI\\_ONLY\\_REQUIRED\\_Flyer.pdf](http://medicaidalaska.com/Downloads/Providers/Update_20100412_NPI_ONLY_REQUIRED_Flyer.pdf)

NPI Payerpath Instructions:

[http://medicaidalaska.com/Downloads/Providers/NPI\\_Payerpath\\_instructions\\_20100419.pdf](http://medicaidalaska.com/Downloads/Providers/NPI_Payerpath_instructions_20100419.pdf)

NPI Professional Claims Biller Instructions:

[http://medicaidalaska.com/Downloads/Providers/NPI\\_Professional\\_Claims\\_Biller\\_Instructions\\_20100408.pdf](http://medicaidalaska.com/Downloads/Providers/NPI_Professional_Claims_Biller_Instructions_20100408.pdf)

HIPAA Companion Guide:

<http://medicaidalaska.com/providers/hipaa/guide.shtml>

NPI Technical Instructions: Guidelines for Professional (837P) Claim Submission:

[http://medicaidalaska.com/Downloads/Providers/NPI\\_claim\\_instructions\\_electronic\\_20100324.pdf](http://medicaidalaska.com/Downloads/Providers/NPI_claim_instructions_electronic_20100324.pdf)

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

HIPAA standards require a Place of Service (POS) code on all claims. Alaska Medicaid is enforcing 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, use Loop 2300, Field CLM05-1, *and* Loop 2400, Field SV105. For claims submitted via the CMS-1500, the POS code is entered in Field 24B.

A current list of POS 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 (toll-free in Alaska)

## Transportation and Accommodation Services

Each month, many claims must be denied because the AK-04, "Transportation Authorization and Invoice" form, is either not legible and/or not accurate. If **you** are responsible for completing the AK-04, please be aware that your care in completing the form has a huge impact on how soon providers are reimbursed for their services or whether they will receive any reimbursement at all.

Providers accept the AK-04 in good faith and assume that the information contained on the form is correct. When the AK-04 is not legible and/or not accurate, the claim may be denied.

Conscientious completion of the AK-04 is essential for timely, fair reimbursement of the providers. If you are uncertain how to complete the AK-04, the ACS Prior Authorization staff is happy to assist you.

## Complex Billing Question? Issue Requiring Extensive Research? NO PROBLEM!

Complex matters and unique or difficult situations may require assistance beyond the role of Provider Inquiry. Our Enhanced Provider Services (EPS) Representatives are a team of specialists ready to assist providers with complex billing questions.

Provider Inquiry (PI) continues to assist all providers with claim status and eligibility-related questions. However, when complicated and difficult problems require assistance beyond the role of Provider Inquiry, PI will transfer your call to the appropriate EPS Representative. **Your EPS Representatives look forward to assisting you.**

### The Training Advantage: Saving Time and Money

Provider training is free! Providers are invited to send new employees to training to establish a solid foundation in determining recipient eligibility and in submitting claims. Veteran employees can refresh their knowledge and keep abreast of recent changes in Medicaid policies and procedures.

The training schedule for 2010 is available at: <http://medicaidalaska.com/providers/Training/providerTraining.shtml>. Provider training sessions are offered in a variety of locations to suit everyone's need. Upcoming sessions include:

|                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>June:</b> Kodiak                                8, 9, 10<br/>                 Anchorage                                15, 16, 17<br/>                 Homer                                        22, 23, 24<br/>                 Teleconferences                        29</p> | <p><b>July:</b> Teleconferences                        6, 7, 8<br/>                 Sitka                                            13, 14, 15<br/>                 Anchorage                                20, 21, 22<br/>                 Kotzebue                                    27, 28, 29</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

You may also submit your registration form at <http://www.medicaidalaska.com/providers/Training/providerTraining.shtml> to ACS via fax: (907) 644-9845, or by mail:

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).