



A **xerox** Company

ACS is now a Xerox company

Published by Affiliated Computer Services, a Xerox Company, for the Alaska Department of Health & Social Services

**Location**

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

**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, PI,  
and Mental Health:..... 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

**Inside:**

Rochester Optical to Host 7th Annual  
Open House for Vision Care Providers.. 1  
**COST OF CARE**  
Assisted Living Homes ..... 2  
**UPDATED Personal Care Service**  
Eligibility Codes and Fee Schedule..... 2  
Complex Billing Question? Issue  
Requiring Extensive Research?  
NO PROBLEM!..... 3  
Alaska Medicaid Dental Claims Common  
Errors and Effective Solutions ..... 3  
**NEW Dental Services Training**..... 4  
Critical Incident Reporting, Web-based  
Training Schedule for July - September  
2010 ..... 4  
The Training Advantage: Saving Time  
and Money ..... 5

## Rochester Optical to Host 7th Annual Open House for Vision Care Providers

On Thursday July 22, 2010, at 2:00 p.m., immediately following ACS' scheduled Vision Services training, Rochester Optical, the Alaska Medical Assistance eyewear contractor, will host their 7<sup>th</sup> annual **Open House** for Ophthalmologists, Optometrists, and Opticians who provide vision care services to Alaska Medicaid and Denali KidCare recipients.

Experienced representatives from Rochester Optical will present their current product line and services and discuss ordering procedures. They will also be available to meet with providers one-on-one to discuss current issues and answer questions. Please join us for

### Rochester Optical's Open House

**2:00 p.m. on July 22<sup>nd</sup>**

ACS: Third Floor Training Room

1835 S. Bragaw Street, Anchorage, Alaska

**Your reply** is appreciated but not required for the Open House. If you will be joining us, you may contact Mary Hansen, the Alaska Medical Assistance Vision Services Program Manager, by email at [mary.hansen@alaska.gov](mailto:mary.hansen@alaska.gov), or by telephone, (907) 334-2403.

We also invite you to attend the **ACS Vision Services Training** that will be held immediately preceding Rochester Optical's Open House. Knowledgeable ACS trainers will provide guidance on Alaska Medical Assistance program regulations and will discuss billing procedures and concerns, prior authorization procedures, and other topics of interest to vision care providers.

To register for the **ACS Vision Services training**, please visit the ACS Website at <http://medicaidalaska.com> and select *Training*, then *Online Registration*. You may also contact the ACS Provider Training Department at (907) 644-6800 or (800) 770-5650 (toll-free in Alaska).

**We look forward to seeing you on July 22<sup>nd</sup>!**

## 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.

In May, HMS sent letters to all providers explaining how to perform the self review. If you have any questions about the letter or if you did not receive a letter, please contact Sandra Burno with HMS in the Credit Balance Department 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.

## COST OF CARE Assisted Living Homes

During the eligibility process, if it is found that a Home & Community Based Waiver (HCBW) recipient is required to pay for a portion of his care, a Cost of Care Amount (COCA) is determined. This is a requirement of Alaska Medicaid regulations 7 AAC 145.670 and 7 AAC 100.552. Once the COCA is determined, the recipient and the provider are notified of the monthly amount due. The recipient must contribute this amount toward the cost of care.

It is the recipient's responsibility to ensure that the COCA payment is made to the HCBW provider. The provider is responsible for reporting the COCA received by reducing the amount billed to Medicaid.

**HCBW Assisted Living providers must report the COCA on line 29 of the CMS-1500 as a "prior payment."**

Please note: Failure to report COCA will result in retroactive recoupment.

If you have questions or require assistance, please contact the Division of Senior and Disabilities Services (DSDS) at (907) 269-3666 or the DSDS Long Term Care Waiver Unit at (907) 269-8950.

## UPDATED Personal Care Service Eligibility Codes and Fee Schedule

Consumer-Directed and Agency-Based personal care service providers are requested to visit <http://medicaidalaska.com/providers/provupdates.shtml> for updated copies of:

- Personal Care Services Eligibility Codes
- Procedure Codes (Fee Schedule)

These tables, revised 05/25/2010, replace the tables in your billing manuals.

When billing, please note that the "U3" modifier is required *only* for Consumer-Directed personal care agency (PCA) services. However, prior authorization is required for *both* Consumer-Directed and Agency-Based PCA services.

## 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.**

## 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, resulting in successful and prompt adjudication/payment. Of the 3,599 claims that were denied, most were the 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/ID mismatch, recipient name missing) or submitted for recipients who were ineligible on the date of service.

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

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

## NEW 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). The next two scheduled classes will be held on July 7<sup>th</sup> via WebEx, on August 26<sup>th</sup> in Anchorage, and on September 16<sup>th</sup> in Kenai.

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 Dental Services Training or to view the training schedule, please visit <http://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.

## Critical Incident Reporting, Web-based Training Schedule for July - September 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 the 2010 summer on:

July 12, 19, and 26

August 23, and 30

September 7, 14, and 21

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

Registration and GoToMeeting information is available at <http://www.hss.state.ak.us/dsds/critical.htm>. (Under *Links*, click on "Critical Incident Reporting Training Schedule.")

## 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 2010 training schedule is available at <http://www.medicaidalaska.com/providers/Training/providerTraining.shtml>.

Provider training sessions are offered in a variety of locations to suit everyone's need. Upcoming sessions include:

<b>July:</b>	Teleconferences	6, 7, 8	<b>August:</b>	Teleconferences	10, 11
	Sitka	13, 14, 15		Dillingham	17, 18, 19
	Anchorage	20, 21, 22		Anchorage	24, 25, 26
	Kotzebue	27, 28, 29		Valdez	31, <b>Sept.</b> 1, 2

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 to ACS at:

<http://www.medicaidalaska.com/providers/Training/providerTraining.shtml>

or via fax to: (907) 644-9845

or by 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).