

Alaska Medical Assistance Newsletter



A Monthly Newsletter for Alaska Medical Assistance Providers

December 2011

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Anchorage, AK 99508-3469

Web Address
<http://medicaidalaska.com>

Phone Numbers
907.644.6800
800.770.5650 (toll-free)

Fraud and Abuse Hotline
907.644.5975 or
800.256.0930 (toll-free)

Recipient Services
907.644.6800, option 6
800.780.9972, option 2 (toll-free)

Provider Inquiry
907.644.6800, option 1
800.770.5650, option 1, 1 (toll-free)

New Provider Enrollment Portal
<http://enroll.medicaidalaska.com>

Fax Numbers

PA907.644.8131
PA: Travel, MRI,907.644. 5982
PA Mental Health866.653.1435
SUR907.644.8128
EPS907.644.9845
Finance907.644.8120
Training907.644.9845
Attachments/RTD907.644.8122
or907.644.8123
Enrollment907.646.4273
Provider Inquiry907.644.8126

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HIPAA 5010 Training Offered to Providers

ACS and DHSS are pleased to offer free training for the upcoming electronic healthcare standard HIPAA 5010. Courses are designed to help you and your office implement the necessary changes to accurately bill for services provided to Medicaid, Denali KidCare and CAMA recipients using the new electronic transaction standards.

What is HIPAA 5010?

The Centers for Medicare and Medicaid Services (CMS) has adopted a new standard for the exchange of electronic health care transactions between trading partners. The current HIPAA 4010A1 electronic transaction standard is being replaced by a new standard, 5010.

Effective January 1, 2012, all HIPAA-covered entities, such as health plans, clearing houses, and providers are required to conform to HIPAA 5010 standards, as set forth in the Health Insurance Portability and Accountability Act (HIPAA).

The HIPAA X12N version 5010 is defined by new sets of standards that regulate the electronic transmission of specific healthcare transactions, including eligibility, claim status, referrals, claims submissions, and remittances. All providers who submit electronic transactions must comply with this new set of standards in order to facilitate proper reimbursement.

ACS is holding classes via WebEx covering the following subjects:

- New Companion Guide formats and testing
- 837P Transactions
- Atypical Transactions
- 837D Transactions
- 837I Transactions
- Payerpath changes
- 270/271 Transactions
- 276/277 Transactions

Courses are conducted via WebEx/Teleconference. Please visit the ACS website for further details. Go to <http://medicaidalaska.com> and select Training, then Schedule for a list of training sessions, dates and times.

Upcoming Holidays

Christmas Day

Both State of Alaska and ACS offices will be closed Monday December 26th in observance of Christmas.



New Year Day

Both State of Alaska and ACS offices will be closed Monday January 2nd, 2012 for New Year's Day.



HIPAA 5010 Deadline Fast Approaching – Are You Ready?

January 1, 2012 will be here soon! Additional information to help with final preparation for 5010 is available at <http://medicaidalaska.com/> (select HIPAA 5010 on the menu bar).



New Training Courses for 2012

ACS is offering a new series of training courses in 2012. Advanced Provider Workshops are designed with the experienced biller in mind. Are you...

...Trained in the basics of Alaska Medicaid but still have questions?

...In need of in-depth analysis on billing or procedural questions?

Advanced Provider Workshops may be for you! Rather than sitting through an introductory class for the chance to work with a trainer, attend a workshop with enhanced interaction with an ACS trainer instead. Advanced Provider Workshops are organized with YOU in mind. Bring your billing or procedural questions to a workshop for answers specific to your business. Work with an ACS trainer and interact with peers who have concerns similar to yours.

Advanced Provider Workshops will be scheduled starting in January 2012. Check <http://medicaidalaska.com> under the Training tab for updates to the schedule later this year.

WebEx Training Get connected!

No training sessions in your area? Don't want to travel to attend training? If you have internet access and phone service, WebEx may be your solution.

ACS' WebEx training sessions offer the same material and are presented by the same trainers as our on-site training sessions. Participants enjoy the same opportunity for Q&A with the trainer and interactivity with their fellow attendees as they would at on-site training. In addition, you can attend from the comfort and convenience of your own office! Check the ACS website at <http://medicaidalaska.com> under Training > Schedule to view a list of topics that will be presented at these WebEx sessions, and register today.



Ask Medicaid

Q: How can providers determine whether a patient has Alaska Medicaid coverage?

A: There are many ways for providers to check whether or not a patient is covered by Alaska Medicaid.

First – ask to see the recipient's card or coupon. The card or coupon identifies the recipient and shows the dates for which they are covered.

Second – call our Electronic Verification System. This is a toll-free phone line, available 24/7 to help providers check eligibility. The EVS phone number is 800.884.3223.

Third – call Provider Inquiry (PI). Available 8 am to 5 pm Monday through Friday, Provider Inquiry agents can let you know if a patient is enrolled with Alaska Medicaid. The PI unit is available at 907.644.6800 or toll free at 800.770.5650.

Fourth – if you are billing electronically, you may be able to send in a 270 eligibility inquiry and receive a 271 response. In order to take advantage of this option, you must be billing electronically with software that supports this transaction and have tested to use this transaction type. These transactions are batch processed, so you will not receive an immediate response.

Fifth – fill out and send in a *Recipient Eligibility Fax Form*. This form is available at <http://medicaidalaska.com> under Providers > Forms. Fax it to

907.644.8126. The fax forms are not processed immediately, so use this option if you do not need an immediate response.

For more information on this topic, consider signing up for a Recipient Eligibility training session.

Local Transportation for Medicaid Recipients

Alaska Medicaid may provide coverage for local ground transportation for a Medicaid recipient to travel to/from a medical appointment. The transportation request must be made by the medical provider and certain other criteria must be met, including medical necessity of the appointment, and unavailability of other means of transportation. For additional information, including how to request these services for your patient,

please refer to the 10/14/2011 document, *Local Transportation for Medicaid Recipients*, available at <http://medicaidalaska.com/> (select Providers > Updates).

PERM Medical Records Requests

The medical records review portion of the 2011 PERM review has begun. Medical records will be requested from providers with claims in the PERM sample. Affected providers can expect to receive a records request letter and be contacted by a customer service representative (CSR) from the PERM review contractor A+ Government Solutions. CSR's will provide direction on the medical records review and how to submit required medical documentation.

Failure to provide complete and accurate documentation within the specified time period will result in an error. Payments for any claims found to be in error will be recovered by the Medicaid program.

To avoid errors and resulting recoupment, please ensure that PERM medical records requests are responded to accurately and timely.

Health Care Corner

National Handwashing Week is December 4-10! Wonder why it is important to wash your hands? Need to know the principles of hand awareness? For this information and lots more, visit Henry the Hand at <http://www.henrythehand.com/pages/content/hwaw.html>

CHA/P and DHA/T Enrollment Began November 1, 2011

Enrollment instructions and other information to help you with the transition are available on pages 3 - 4.

Community Health Aides/Practitioners and Dental Health Aides/Therapists

New Requirements for Alaska Medicaid Enrollment

In accordance with the Patient Protection and Affordable Care Act and the National Correct Coding Initiative (NCCI), all providers including those employed as Community Health Aides/Practitioners (CHA/Ps) or Dental Health Aides/Therapists (DHA/Ts) are required to enroll as individual rendering providers with Alaska Medicaid. Beginning November 1, 2011, CHA/P and DHA/T providers with the following certification types must enroll:

Provider Type	Certification Type
Community Health Aide	<ul style="list-style-type: none"> Community Health Aide, Level III Certification Community Health Aide, Level IV Certification Community Health Practitioner Certification
Dental Health Aide/Therapist	<ul style="list-style-type: none"> Primary Dental Health Aide, Level I (PDHA I) Certification Primary Dental Health Aide, Level II (PDHA II) Certification Expanded Function Dental Health Aide, Level I (EFDHA I) Certification Expanded Function Dental Health Aide, Level II (EFDHA II) Certification Dental Health Aide Hygienist (DHAH) Certification Dental Health Aide Therapist (DHAT) Certification

Taxonomy Code & NPI (National Provider Identifier)

You will be required to identify your correct taxonomy code when you apply for an NPI as well as enrollment for Alaska Medicaid. Taxonomy codes are national 10-digit alpha-numeric codes that classify health care providers according to the primary services they render.

Provider	Taxonomy Code
Community Health Aide	172V00000X
Dental Health Aide/Therapist	247200000X

If you have not obtained your NPI please do so immediately as this will be required for your upcoming enrollment with Alaska Medicaid.

Obtain your NPI at the National Plan and Provider Enumeration System (NPPES) website: <https://nppes.cms.hhs.gov>. You may contact the NPI Enumerator as follows:

By phone: 800.465.3203 (NPI Toll-Free) 800.692.2326 (NPI TTY)	By email at: customerservice@npienumerator.com	By mail at: NPI Enumerator PO Box 6059 Fargo, ND 58108-6059
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Information Required to Enroll

To enroll, visit <https://enroll.medicaidalaska.com> and complete the online enrollment.

Enrollment for these provider types begins **November 1, 2011**.

The CHA/P or DHA/T will be asked in Part 1 of the enrollment application if they bill claims that will be paid and reported under their SSN; it is important to answer "NO" to this question. Answering no to this question will ensure accurate enrollment as a rendering provider. Refer to the image at right:

You will need the following information to complete your enrollment:

- CHA/P or DHA/T Certification, Certification number, and Certification Effective and Expiration Date
- Social Security Number
- National Provider Identifier (NPI)
- Taxonomy Number

The following documents must be submitted to ACS after you complete the online enrollment:

- A copy of your current CHA/P or DHA/T Certification
- The Enrollment Signature Page with original signatures from you and your tribal organization representative. Once you submit your enrollment you will be directed to print your signature page.

Other Resources

A Computer Based Training (CBT) course entitled *Introduction to the Provider Enrollment Portal* is recommended to help you get started. Please visit <http://medicaidalaska.com>, then select *Providers > Enrollment* and click the *Online Training* link.

For more information about the National Correct Coding Initiative (NCCI), visit <http://medicaidalaska.com>, then select *Providers > NCCI*.

An enrollment tracking tool and a letter explaining CHA/P and DHA/T enrollment requirements were recently sent to business office managers to assist with the process. Please contact Kristina Walters at kristina.walters@alaska.gov if you need an additional copy of these documents.

Please direct questions regarding the enrollment process to Provider Enrollment at 907.644.6800, option 2 or 800.770.5650, option 1, 3 (toll-free in Alaska).

PART 1: INDIVIDUAL INFORMATION

PART 1, STEP 1: IDENTIFYING INFORMATION

Provider Type (Refer to Page 1 for a complete list) _____ Email address: _____

Provider's Last Name: _____ First Name: _____ MI: _____ Suffix: _____

Date of Birth: / / Gender: Male Female May gender information be shared with members (recipients)? YES NO

Country of Birth: USA Other _____ State of birth (if USA): _____ Social Security Number: - -

If your provider type is restricted to rendering services only, answer NO for the following question. See Individual Provider Enrollment Application Instructions for list of restricted rendering provider types.

Do you bill claims that will be paid and reported under your SSN? YES NO **← Check "NO"**

If you have an EIN, please enter it here: _____

Your SSN/ITIN will be linked to your Alaska Medical Assistance provider number. All claims paid to your provider number will be reported as income to the IRS under your SSN/ITIN.

If you plan to render services for a group, you must list the group in the Affiliations part of this application. If your services are billed using the group's provider number, the claims will be paid to the group and will be reported as income to the IRS under the group's FEIN. The group also must complete a separate application and list you as an affiliated provider.

