

The New Alaska Medicaid Travel Voucher

Information for Enrolled Taxi and Lodging Providers



A **xerox**  Company

Overview

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Introducing the New Alaska Medicaid Travel Voucher

Alaska Medicaid is transitioning from the Medicaid Transportation Authorization and Invoice (AK-04) to a new tamper-proof voucher. The current AK-04 will remain valid.

- The new travel vouchers are printed on thick, blue, tamper-proof paper
- Each travel voucher has an official State of Alaska notice on the front, bottom right of the page

Note: You must be an enrolled service provider to accept and submit travel vouchers for payment

Accepting a New Alaska Medicaid Travel Voucher



Instructions for Members and Escorts
(People who are authorized to use Alaska Medicaid travel vouchers)

Keep travel vouchers safe - Use them correctly - Don't lose them

To Use Your Travel Voucher:

1. Before you get a ride, meal, or hotel room, give the travel voucher to the driver or hotel clerk.
2. Be prepared to show your ID to the driver or hotel clerk.

Be sure to use your travel vouchers as directed by your health care provider and as approved by Alaska Medicaid.

If a health care provider, driver, or hotel representative cannot verify that you are eligible, you may be required to pay for those services.

Use your travel vouchers for authorized services.

Keep track of how many travel vouchers you have.

If you are hospitalized, cancel your hotel reservations immediately.

Don't add extra stops when riding in a taxi.

Don't request a separate room for your escort.

Don't allow a person who is not your escort to use your vouchers.

Alaska Medicaid Helpline
1-800-780-9972 (Monday - Friday, 8 a.m. - 5 p.m.)
State Travel Office
1-800-514-7123 (7 days a week, 7 a.m. - 7 p.m.)

Only use travel vouchers for services that are authorized. Don't write on, change, or copy your travel vouchers.

Instructions for Transportation and Accommodation Providers

Providing Members Transportation, Lodging, or Meals:

1. Get the travel voucher before providing a ride or room.
2. Check that the travel voucher is valid. *It cannot be written on, changed, or copied. Read here to learn more.*
3. Request member's ID. Match the information on ID to the information on the travel voucher. (Boxes 1-6, 14)
4. Check the dates of service. (Boxes 12-13, 15-16) *Are you providing a ride or room during that date range?*
5. Check the authorized units of service. (Boxes 18-19, 23-24) *Is the member authorized to get a ride or room?*

Valid Travel Voucher (Front)

- Information is printed in the boxes and not changed
- Service date falls within authorized date range
- Paper is blue on front side
- Text is black
- "VOID" does not appear

Valid Travel Voucher (Back)

- You can see a watermark when you hold the voucher at an angle
- Paper is white on back side
- Text is gray or black

Drivers: Only take members to medical appointments, pharmacies, airports, and lodging.

Check that travel vouchers are valid before providing service. Only accept valid travel vouchers. Only provide transportation, lodging, or meals to people who are authorized. You are required to keep records for seven years under 7 AAC 105.230(e).

Determine if the travel voucher is valid before providing services.

On the back of the voucher, verify:

- Paper is white with instructions for the Members and Escorts at the top and Transportation and Accommodation Providers at the bottom
- You can see watermarks when you hold at an angle
- ACS logo fades when heat is applied

Accepting a Travel Voucher - continued

Check the date range the member is eligible to use the travel voucher.

The day you provide the unit of service must fall within the authorized date range.

PATIENT					ESCORT							
11. TRANSPORTATION		12. ROUND TRIP			13. ONE WAY		14. TRANSPORTATION		15. ROUND TRIP		16. ONE WAY	
ORIGIN		DEPARTURE DATE			DEPARTURE DATE		ESCORT NAME		DEPARTURE DATE		DEPARTURE DATE	
ADAK		7 18 2011					Escort - Primary		7 18 2011			
DESTINATION		RETURN DATE							RETURN DATE			
ANCHORAGE		7 21 2011							7 21 2011			
17. PROCEDURE CODE	18. DESCRIPTION	19. UNITS	20. CHARGES		21. PROCEDURE CODE	22. MODIFIER	23. DESCRIPTION		24. UNITS	25. CHARGES		
STO 1-800-514-7123												

Accepting a Travel Voucher - continued

Check that there is a number value to the right of the unit of service you provide.

For example, if a member needs a taxi ride from the hospital to the airport, that person's travel voucher must have a "1" printed in the column right of "Ground Taxi."

Note: All taxi vouchers are for 1 unit of service

PATIENT					ESCORT				
11. TRANSPORTATION		12. ROUND TRIP		13. ONE WAY	14. TRANSPORTATION		15. ROUND TRIP		16. ONE WAY
ORIGIN ADAK		DEPARTURE DATE 7 18 2011		DEPARTURE DATE	ESCORT NAME Escort - Primary		DEPARTURE DATE 7 18 2011		DEPARTURE DATE
DESTINATION ANCHORAGE		RETURN DATE 7 21 2011					RETURN DATE 7 21 2011		
17. PROCEDURE CODE	18. DESCRIPTION	19. UNITS	20. CHARGES		21. PROCEDURE CODE	22. MODIFIER	23. DESCRIPTION	24. UNITS	25. CHARGES
STO 1-800-514-7123									
CONFIRMATION CODE:									
A0100	Ground Taxi (Recipient)		1		A0100		Ground Taxi	1	



Accepting a Travel Voucher - continued

Here is a lodging example -

If a member has authorization for a hotel room for 2 nights, that member's travel voucher must have "2" printed in the column to the right of "Lodging."

PATIENT					ESCORT					
11. TRANSPORTATION		12. ROUND TRIP		13. ONE WAY	14. TRANSPORTATION		15. ROUND TRIP		16. ONE WAY	
ORIGIN BARTER ISLAND		DEPARTURE DATE 6 30 2011		DEPARTURE DATE	ESCORT NAME Primary Escort		DEPARTURE DATE 6 30 2011		DEPARTURE DATE	
DESTINATION BARROW		RETURN DATE 7 5 2011					RETURN DATE 7 5 2011			
17. PROCEDURE CODE	18. DESCRIPTION	19. UNITS	20. CHARGES		21. PROCEDURE CODE	22. MODIFIER	23. DESCRIPTION		24. UNITS	25. CHARGES
STO 1-800-514-7123										
CONFIRMATION CODE:										
A0180	Lodging (Recipient)			2						



Spotting Invalid Travel Vouchers

Invalid travel vouchers:

- Copied vouchers:
 - VOID will appear in bottom left corner of voucher (see)
 - Bottom line of page writing will have irregular font (see)
 - Back will be blank
- Forged vouchers
- Altered vouchers
 - The new travel vouchers are printed, no handwritten information should appear on the voucher other than in boxes 3 and 7 as well as the signature of provider requesting travel authorization in box 9.

Affiliated Computer Services, Inc.

CLAIM CONTROL NUMBER * FOR ACS USE ONLY
T00000

TRANSPORTATION AUTHORIZATION AND INVOICE
ALASKA MEDICAL PAYMENT SYSTEM

PATIENT (RECIPIENT) INFORMATION

1. PATIENT'S NAME (FIRST NAME, MIDDLE INITIAL, LAST NAME)
JOHN Q. DOE

2. PATIENT'S DATE OF BIRTH
1 14 2000

3. VISIT CONDITION RELATED TO:
EMERGENCY NON EMERGENCY

4. RECEIPT IDENTIFICATION NUMBER
0 6 0 0 0 0 0 0 0 0 0 0 0 0

5. PATIENT'S SEX
MALE

6. ADDRESS (STREET, CITY, STATE, ZIP CODE)

7. SPECIAL REFERRAL
 YES NO

8. PREGN. ALTA. NUMBER
65000000

9. TO THE BEST OF MY KNOWLEDGE THE ABOVE INFORMATION IS TRUE, ACCURATE, AND COMPLETE AND THE REQUESTED SERVICES ARE MEDICALLY INDICATED AND NECESSARY TO THE HEALTH OF THE PATIENT.

10. AUTHORIZED BY:
ACS

PATIENT			ESCORT				
11. TRANSPORTATION	12. ROUND TRIP	13. ONE WAY	14. TRANSPORTATION	15. ROUND TRIP	16. ONE WAY		
MODE	DEPARTURE DATE	DEPARTURE DATE	MODE	DEPARTURE DATE	DEPARTURE DATE		
ADAK	7 18 2011		Escort - Primary	7 18 2011			
DESTINATION	RETURN DATE		RETURN DATE				
ANCHORAGE	7 21 2011		7 21 2011				
17. PROCEDURE	18. DESCRIPTION	19. UNITS	20. CHARGES	21. PROCEDURE	22. DESCRIPTION	23. UNITS	24. CHARGES
ST0 1-800-514-7123							
AE100	Ground Fee (Inpatient)	1		AE100	Ground Fee	1	

30. ACTUAL INTENT SERVICE DATES
FROM: / / THROUGH: / /

31. ACTUAL ESCORT SERVICE DATES
FROM: / / THROUGH: / /

32. TOTAL DOCUMENT CHARGES
IN AMOUNT PAID*

33. AMOUNT DUE

34. TROCK NUMBER/ACCOUNT NUMBER

PROVIDER NAME, ADDRESS AND TELEPHONE

PROVIDER MEDICID I.D. #

PROVIDER SIGNATURE DATE

NOTES: * AUTHORIZATION DOES NOT GUARANTEE PAYMENT. PAYMENT IS SUBJECT TO PATIENT'S ELIGIBILITY. BE SURE THE IDENTIFICATION CARD IS CURRENT BEFORE REQUESTING SERVICE.

FORWARDED THIS FORM TO: ACS, P.O. BOX 240749, ANCHORAGE, ALASKA 99524-0749

Official State of Alaska Notice:
Misuse or duplication of this voucher is subject to penalties.

0000016

1. THIS IS TO RECEIVE MONEY FROM OTHER INSURANCE ONLY. DO NOT CASH THIS VOUCHER.

2. THIS VOUCHER IS NOT VALID FOR CASH REDEMPTION IN A STORE. THIS IS NOT A STORE GIFT CERTIFICATE.

3. THE BACK CONTAINS THE 1500 (944) FACES TO CASH FOR (IN ALASKA).

Helpful Transportation Tips

Taxi drivers will need to collect one travel voucher for each fare

- Only members and their escorts are permitted to travel in the taxi
 - Ask for identification
 - Their names will be printed on the travel voucher
- Only drive members and their escorts to approved locations
 - Airport, hotel, doctors' offices, hospitals or medically necessary locations

Helpful Lodging Tips

Hotel providers will need to collect one travel voucher for each room and all meals

- Only members and their escort(s) are permitted to stay in the room if their names are printed on the travel vouchers
 - Ask for identification
- Members and escorts will share a room, unless noted
- Provide up to three consecutive meals
 - Breakfast, lunch and dinner
 - Total for meals is \$36.00 per person per day
 - Only provide services for authorized members and escorts

Using Travel Vouchers for Payment

You have verified and accepted a valid travel voucher and provided a unit of service, now it is time for you to submit the voucher for payment.

You are responsible for correctly adding information about charges and service dates.

Complete the following information on the travel voucher:

- Charges (boxes 20 and/or 25)
- Actual patient/escort service dates (boxes 26 and/or 27)
- Total document charges (box 28)
- Amount due (box 30)
- Ticket number/account number (box 31)

Most importantly, sign and enter your pay-to information and Medicaid I.D.

Preparing for HIPAA 5010

- Centers for Medicare and Medicaid Services (CMS) Standard
- 5010 Implementation January 1, 2012
- Regulate Electronic Transmission of Healthcare Transactions
- 5010 Transactions Testing



Preparing for ICD-10

- Center for Medicare and Medicaid Services (CMS) Mandate
- Two components
 - ICD-10-CM Diagnosis Codes
 - ICD-10-PCS Institutional Procedure Codes
- Service Date Driven
 - Outpatient Claims
 - Inpatient Claims
- Prepare Now



Resources

- CMS ICD-10 Website
- <http://www.cms.gov/ICD10/>
- Affiliated Computer Services (ACS) Alaska Medical Assistance Website
- <http://medicaidalaska.com>



Resources

- CMS 5010 D.0 Websites
 - <http://www.cms.gov/Versions5010andD0/>
 - <http://www.cms.gov/MFFS5010D0/>
- Affiliated Computer Services (ACS) Alaska Medical Assistance Website
 - <http://medicaidalaska.com>

Contact Information

Affiliated Computer Services

1835 S. Bragaw St. #200

Anchorage, Alaska 99508

Office: 907.644.6800

Fax: 907.644.9845

<http://medicaidalaska.com>

Tara

Enhanced Provider Services Specialist

Office: 907.644.6871

Where to Get Help

The ACS Website at <http://medicaidalaska.com>

- Access to the Provider Enrollment Portal
- Access to billing manuals and fee schedules
- Access to newsletters and updates

Call one of the following Departments by dialing:
907.644.6800 or 800.770.5650 (Toll-free in Alaska)

Option keys:

Provider Inquiry 907.644.6800 option 1 or
800.770.5650 (Toll-free in Alaska) option 1, 1

Enrollment Questions: Option 2 or
800.770.5650 (Toll-free in Alaska), option 1, 3

EMC/Payerpath[®]: Option 3 or
800.770.5650 (Toll-free in Alaska) option 1, 4