



First Health Services Corporation®

A Coventry Health Care Company



February 2006

Alaska Medical Assistance Newsletter

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First Health Services Corp.
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First Health Services, in conjunction with the Division of Health Care Services, publishes this monthly newsletter that offers providers useful information, monthly reminders, and tips on how to make billing easier.

Certificate of Medical Necessity Forms

The new Certificate of Medical Necessity Forms for hearing services and items, durable medical equipment, supplies, and respiratory therapy assessment visit services, prosthetics and orthotics, and home infusion therapy services that require prior authorization became effective with the new regulations for these services on January 11, 2006. The forms, which include a second page if needed for additional requests, are posted on FHSC's website at: <http://alaska.fhsc.com> under **Provider Updates**. If you have any questions, please contact FHSC's Provider Inquiry Unit at 907-644-6800 or 800-770-5650 (in-state, toll-free).

February 2006

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Provider Training


Providers and billing staff are encouraged to attend training. There is no charge to attend, as training is sponsored under contract with the State of Alaska, Department of Health and Social Services, Division of Health Care Services. All participants should bring their provider billing manual(s).

Because of limited space, you are encouraged to register early; registration for each class will **close one day prior to the date of the class**. Only registered attendees (with a confirmed registration) are guaranteed a seat; those without a confirmed registration may be turned away. If registration requests exceed the available seats, additional sessions may be offered.

Register for classes in one of the following ways:

- Complete the online registration form on the First Health Services Website at <http://alaska.fhsc.com>
- Complete the registration form in the Alaska Medical Assistance Training Schedule and fax to First Health Services at 907-644-9845 or mail to P.O. Box 240808, Anchorage, Alaska 99524-0808

After your registration is received and processed by First Health Services, you will receive a confirmation for the classes in which you are enrolled.

 States offices closed
(FHSC offices will remain open)

President's Day

The State of Alaska offices will be closed on Monday, February 20, 2006 in observance of President's Day. FHSC offices will remain open.

WEEKEND PA

FHSC's Prior Authorization Unit has a representative available to assist you with your after-hours emergency travel needs. The hours for weekend assistance are:
 Saturday 8-5PM
 Sunday 12-4PM

REBILLING A CLAIM

When a claim is being rebilled, it is not necessary to mail the claim to the attention of a specific person. This may cause a delay in the processing of the claim and could possibly cause a missed cycle, or timely filing (depending on how close to timely filing the specific claim is being submitted).

IN QUEUE TIME

Please listen carefully to FHSC's Prior Authorization and Provider Inquiry Unit telephone message. The system has recently been updated. Information has been provided that will assist you in expediting your call.

SMALL RECEIPTS

FHSC is not able to image receipts that are small. Please copy small receipts onto a 8.5 x 11 sheet of paper before mailing in for better imaging. This process will assist FHSC in processing your claims in a timelier manner.

Advantages of EDI**Transactions:**

1. Reduce claims processing time.
2. Reduce pending or denied claims.
3. Reduce data entry error.
4. Increase cash flow to the provider.

February Schedule**Wednesday, February 22, 2006**

| | | |
|----------|-----------|---|
| 8:30 AM | Anchorage | Introduction to Alaska Medical Assistance |
| 11:30 AM | Anchorage | Eligibility |
| 1:00 PM | Anchorage | Adjustments & Voids |

Thursday, February 23, 2006

| | | |
|----------|-----------|--|
| 8:30 AM | Anchorage | Remittance Advice |
| 10:15 AM | Anchorage | Resubmission Turnaround Document (RTD) |
| 1:00 PM | Anchorage | Appeals |
| 2:00 PM | Anchorage | Prior Authorizations (PAs) |
| 3:00 PM | Anchorage | Transportation and Accommodations |

Tuesday, February 28, 2006

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|----------|-----------|---|
| 10:00 AM | Anchorage | Durable Medical Equipment, Respiratory Therapy Assessment Visits, and Home Infusion Therapy |
| 1:00 PM | Anchorage | Inpatient/Outpatient Hospitals |

Training Email and Fax Number

The Alaska Medical Assistance training email address (anctraining@fhsc.com) is provided for your convenience to send in your questions and comments regarding training offered by FHSC, and to submit completed training registration forms.

Training also provides a fax number (907-644-9845) for your convenience in sending in registration forms or correspondence to FHSC's training department. Remember, our professional staff is ready to assist you, whatever your training needs may be.

Please do not send sensitive or confidential information via email, as this is not a securely protected environment.

Northwestern and Delta Airlines are reducing Anchorage service beginning January 2006. Advance planning will help to minimize delays and rescheduled appointments for recipients needing to travel out of state for medical care.

Health care providers required to apply for National Provider Identifier (NPI)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of a standard unique health identifier for health care providers. On January 23, 2004, the National Provider Identifier (NPI) was selected as this identifier. All HIPAA covered healthcare providers, whether they are individuals or organizations, must obtain an NPI for use to identify themselves in HIPAA standard transactions. Once a provider's NPI is assigned, the number will not change, regardless of job or location changes.

The deadline for providers completing electronic transactions to begin using NPI exclusively is May 23, 2007. The National Plan and Provider Enumeration System (NPPES) collects identifying information on health care providers and assigns each a unique NPI. If you do not yet have an NPI, you can apply online at

<https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.instructions>

The estimated time to complete the NPI application form is approximately 20 minutes. If you prefer a paper application, please call 800-465-3203.

For the latest NPI information, visit www.cms.hhs.gov/hipaa/hipaa2

2006 National Procedure Codes/Modifiers

Effective January 1, 2006, Alaska Medical Assistance ceased accepting deleted 2005 procedure codes and modifiers for services delivered in 2006. In prior years, Alaska Medical Assistance allowed a 90 day grace period permitting coverage for deleted codes. However, HIPAA now requires all covered entities (providers and health plans) to report/accept only valid code sets. Procedure codes and modifiers must be valid at the time service is rendered to be considered for payment.

If you have any questions, please contact FHSC's Provider Inquiry Unit at 907-644-6800 or 800-770-5650 (in-state, toll-free)

SUR (Surveillance Utilization Review)

Provider Records Requirements and Retention

A provider shall maintain records necessary to support the care and services for which payment is requested, and to retain those records for **at least seven years** from the date services were provided. Please be aware, however, that some professional standard require record retention for longer periods of time. Records shall include:

- Patient information for each service provided, including the recipient receiving treatment; specific services provided; extent of service; date of each service; and individual who provided each service.

- Financial information for each service provided, including date of each service and charge; each payment source pursued; date and amount of all debit and credit billing actions; and amounts billed and paid.

Clinical information pertinent to each service provided (according to applicable professional standards, applicable state and federal law, applicable Alaska Medical Assistance provider billing manuals, and any pertinent contracts) to a patient for which services have been billed to Medical Assistance, identifying the recipient's diagnosis; the medical need; each service, prescription, supply, or plan of care prescribed by the provider - including therapeutic services; and annotated case notes, dated and signed or initialed by the individual who provided each service.

Request for Records

At the request of a Department of Health and Social Services representative, an authorized federal representative, or another authorized representative, including an employee of the Department of Law, a provider shall provide records free of charge, including financial, clinical, and other records, which relate to the provision of goods or services on behalf of a recipient. A provider who maintains records in an electronic format shall ensure that the data is readily accessible.

IHS (Indian Health Services)

How do I enroll a dispensing provider?

If you have a pharmacy on site which is staffed by a licensed pharmacist, you must enroll the pharmacy separately from the Tribal Clinic provider type. Refer to the Pharmacy Provider Billing Manual for additional information. If a pharmacy is not on site and you are dispensing take-home drugs, you must enroll either the Tribal Clinic provider type or the individual health care professional (who can dispense drugs within the scope of his or her license) as a dispensing provider.

What other documents do I attach to the enrollment application?

If the facility or provider will be dispensing drugs, the occupational license and Drug Enforcement Agency (DEA) certificate for the provider (if you are enrolling a dispensing facility, such as a dispensing Tribal Clinic provider type, include the license and certificate for the individual provider at the facility who will be dispensing drugs). Refer to "How do I enroll a dispensing provider?" in the Tribal Clinic Provider Type section.