



**First Health
Services Corporation®**

A Coventry Health Care Company



March 2006

Alaska Medical Assistance Newsletter

Volume 1, Number 3

First Health Services Corp.
1835 S. Bragaw St., Suite 200
Anchorage, AK 99508-3469
<http://alaska.fhsc.com>
(800) 770-5650
(907) 644-6800

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 Revised

The new Certificate of Medical Necessity Form has been revised as of February 3, 2006. The revised form consists of two pages that must be submitted together for hearing services and items, durable medical equipment and supplies, respiratory therapy assessment visit services, prosthetics and orthotics, and home infusion therapy services that require prior authorization, effective with the new regulations for these services beginning on January 11, 2006. The form, page one and page two, is 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).

March 2006

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

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.

✓ **SEWARD'S DAY**
FHSC and State of Alaska offices will be closed on Monday, March 27, 2006 in observance of Seward's Day.

UPDATES

The following has been updated and is available to you on FHSC's Website:

- Behavioral Health Policy & Procedures Manual (<https://alaska.fhsc.com/providers/priorauth/ppmanuals>)
- March 2006 Training Schedule (<https://alaska.fhsc.com/training/providerTraining>)
- The following 2006 Fee Schedules:
 - Physician
 - Dental
 - ANP_NMW
 - Outpatient Therapy
 - Physical Therapist
 - Occupational Therapy
 - Family Planning Clinic
 - Direct Entry Midwife
 - Speech Pathologist

March Schedule**Tuesday, March 28, 2006**

- 8:30 am Introduction to Alaska Medical Assistance
 2:00 pm Eligibility
 3:30 pm Prior Authorizations (PAs)

Wednesday, March 29, 2006

- 8:30 am Remittance Advice
 10:45 am Resubmission Turnaround Document (RTD)
 2:00 pm Appeals

Thursday, March 30, 2006

- 8:30 am Adjustments & Voids
 10:30 am Transportation and Accommodations

Training Email and Fax Numbers

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 secure method of sending confidential information.

Care Coordination (Alaska)

Care Coordination in Alaska is a service that works hand-in-hand with constituents looking for solutions to effectively and efficiently link children to levels of care appropriate to their clinical needs. Care Coordinators provide information regarding adequate resources to achieve the best possible outcomes for Alaska's children with special needs.

We are currently updating the Website with more comprehensive resources for providers to enhance the level of care for Alaska's youth. Watch for changes on the Care Coordinator Website at <http://alaska.fhsc.com/LookUp/CareCoordination>.

If you have additional questions, please call or email:

Lyn Tashea, LPC

(907) 644-8119

lyntashea@fhsc.com

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 AM – 5 PM
- Sunday 12 PM – 4 PM

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).

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 pended or denied claims.
3. Reduce data entry error.
4. Increase cash flow to the provider.

Inpatient Behavioral Health Medicaid Program Provider Training

Attention: All Clinicians, case managers, administrative staff of enrolled Alaska Medicaid providers, Acute Inpatient and Residential Psychiatric Treatment Services staff

First Health Services is under contract with the State of Alaska's Division of Behavioral Health (DBH) to perform prior authorization and utilization management of inpatient and residential psychiatric treatment services. These services are provided to eligible Alaska Medicaid recipients under the age of 21.

Three training opportunities are being offered this summer by First Health Services. The purpose of this training is to educate providers on the prior authorization and utilization management policies and procedures of the State, along with a thorough review of policy changes.

A two-day training session will be held in Anchorage (Session I), and a one-day training session will be held in the cities of Fairbanks (Session II) and Juneau (Session III).

Alaskan Cultural Awareness and Intervention Training Day will be on **May 16, 2006** at the Sheraton Hotel. A fee of \$60 includes: a catered lunch, Continuing Education Unit's for presentations on Native Culture by Father Oleska and topics by Kima Hamilton and Floyd Guthrie, as well as a performance by the Fireweed Dancers. (Registration for Alaskan Cultural Awareness and Intervention Training Day must be mailed with appropriate fees. No fax or email registration will be accepted for this event. More information will be coming about the Cultural Awareness and Intervention Training Day)

Session I

(Limited to 125 participants)

Anchorage - May 17-18, 2006

Sheraton Hotel, (907) 276-8700
Anchorage, Alaska 99501

Session II

(Limited to 40 participants)

Fairbanks - June 21, 2006

Aspen Hotel, (907) 457-2288 or (888) 595-2151
Fairbanks, Alaska 99901

Session III

(Limited to 40 participants)

Juneau - June 23, 2006

Aspen Hotel, (907) 790-6435 or (888) 559-9846
Juneau, Alaska 99801

Rooms have been blocked for your convenience at each location. Please call the appropriate hotel early to make your reservation and ensure accommodation. There are special rates for the training attendees at the hotels.

Pre-registration is mandatory. **The deadline for registration is April 14, 2006.** You may register for sessions on the First Health Services website at <http://alaska.fhsc.com>; choose **Training**, then **Online Registration**. You will receive an instant response that you are registered for your chosen session. You may also complete the registration form located on FHSC's Website (choose **Training**, then **Schedule**) and return to FHSC via fax, email, or mail. The fax number is (907) 644-5998. The email address is lyntashea@fhsc.com. The mailing address is: First Health Services Corporation, Attention: Lyn Tashea, 1835 South Bragaw, Suite 200, Anchorage, Alaska 99508

Due to limited seating, we cannot guarantee a seat if you are not registered. If you are unable to access the FHSC website to obtain the registration information, please contact Lyn Tashea at (907) 644-6800 or (800) 770-5650 (in state, toll-free).

2006 National Procedure Codes/Modifiers

Effective January 1, 2006, Alaska Medical Assistance 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).

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

MEDICAID TRAVEL PROGRAM

Beginning March 1, 2006, Medicaid approved non-emergent air travel will be booked with preferred providers. Any changes requested to the travel itinerary will be considered based upon medical necessity. For more information Health Care Providers may call FHSC's Provider Inquiry Unit at (907) 644-6800 or (800) 770-5650. Medicaid beneficiaries may call the Helpline at (800) 780-9972.

The process for Medivac will not change.

SUR (Surveillance Utilization Review)

Care Management Program (CMP)

As of April 1, 2006, the Care Management Program (formerly the Lock-in program) will become active and is open to new referrals. If you have further questions or comments please contact a Care Management Program Coordinator at (907) 644-6842.

First Health Services will be contacting providers looking for those willing to participate in the program. Watch the newsletter for upcoming information regarding CMP.

Provider Records Requirements and Retention

A provider shall maintain records necessary to support the care and services for which payment is requested, and must retain those records for at least seven years from the date services were provided. Be aware that some professional standards 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 laws, applicable Alaska Medical Assistance provider billing manuals, and any pertinent contracts) to a patient for which services have been billed to Medical Assistance, identify 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 be 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 to 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 to attach to the enrollment application

If the facility or provider will be dispensing drugs, attach 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.

Transportation Authorization and Invoice (AK-04) form

It is important to fill out the Transportation Authorization and Invoice (AK-04) form legibly. Clarity and accuracy enhances the error free processing and payment of claims. Pended claims and Resubmission Turnaround Documents (RTD) decrease when the form is properly filled out. Guidelines for filling out this form are found on page H-9 and H-10 in the Indian Health Service/Tribal Facility Service manual.

Prior Authorization

Effective on January 11, 2006, nebulizers and commodes require prior authorization. The department will accept claims for basic nebulizers (nebulizer, with compressor, HCPCS code E0570) and basic commodes (commode chair, stationary, with fixed arms, HCPCS code E0163) without prior authorization. All other types of nebulizers and compressors, including battery powered, and commodes require prior authorization. If you have questions, please call FHSC's Provider Inquiry Unit at (907) 644-6800 or (800) 770-5650 (toll-free in Alaska).