



**First Health
Services Corporation®**

A Coventry Health Care Company



May 2006

Alaska Medical Assistance Newsletter

Volume 1, Number 5

First Health Services Corp.
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First Health Services, in conjunction with the Department of Health & Social Services, publishes this monthly newsletter to offer providers useful information, monthly reminders, and tips on how to make billing easier.

Locum Tenens

Locum Tenens Physicians must be individually enrolled with Alaska Medical Assistance if providing services to Alaska Medicaid recipients. Physicians must also be enrolled for each location in which they are a locum tenens rendering provider. For example, if an Anchorage physician is a locum tenens in Kotzebue and Kodiak, that physician is required to have three unique rendering provider identification numbers to receive payment for services rendered to eligible Alaska Medicaid recipients.

If you have any questions about billing for locum tenens, please call FHSC's Provider Inquiry Unit at (907) 644-6800, Option 1 or (800) 770-5650, Options 1, 1.

May 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	29	30	31			

Provider Records Requirements and Retention

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.

✓ MEMORIAL DAY

FHSC and State of Alaska offices will be closed on Monday, May 29, 2006 in observance of Memorial Day.

Updates --

The following has been updated and is available to you on the FHSC website:

- DME manual
- Vision Fee Schedule

Provider Training

April - December 2006
Training Schedule is now
 available on FHSC's Website at
[http://alaska.fhsc.com/
 training/providerTraining](http://alaska.fhsc.com/training/providerTraining).

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.

May Schedule

Anchorage (1835 S. Bragaw, Suite 200)

05/23/06

Introduction to Alaska Medical Assistance	8:30 am – 12:00 pm
Eligibility	2:00 pm – 3:15 pm
Prior Authorization	3:30 pm – 5:00 pm

05/24/06

Remittance Advice	8:30 am – 10:30 am
Resubmission Turnaround Document (RTD)	10:45 am – 12:00 pm
Appeals	2:00 pm – 3:30 pm

05/25/06

Adjustments & Voids	8:30 am – 10:00 am
Transportation & Accommodation	10:15 am – 12:15 pm

05/31/06

Pharmacy	9:00 am – 11:00 am
Audiology	1:00 pm – 2:00 pm

SMALL RECEIPTS

FHSC is not able to image receipts that are small. Please copy small receipts onto an 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.

Fairbanks (Pike's Waterfront Lodge, 1850 Hoselton Road)**05/09/06**

Introduction to Alaska Medical Assistance	8:30 am – 12:00 pm
Eligibility	2:00 pm – 3:15 pm
Prior Authorization	3:30 pm - 5:00 pm

05/10/06

Remittance Advice	8:30 am – 10:30 am
Resubmission Turnaround Document (RTD)	10:45 am – 12:00 pm
Appeals	2:00 pm – 3:30 pm

05/11/06

Adjustments & Voids	8:30 am – 10:00 am
Transportation & Accommodation	10:15 am – 12:15 pm

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)

FHSC is pleased to announce an addition to the Care Coordinator team. Carmel Nelson can be reached at (907) 644-8118 or carmelnelson@firsthealth.com.

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>.

Don't forget to register for the annual provider training coming up in May and June. We hope to see you there.

If you have additional questions, please call or email:

Lyn Tashea, LPC

(907) 644-8119

lyntashea@fhsc.com

WEEKEND PA HOURS

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

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 primarily 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 Units 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 28, 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 First Health Services 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).

**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.

Health Care Providers Required to Apply for National Provider Identifier (NPI)

NPI Tip for Providers

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.

May 23, 2005 Health Care Providers can begin to apply for an NPI.

When applying for your NPI, CMS urges you to include your legacy identifiers, not only for Medicare, but for all payers. If reporting a Medicaid number, include the associated State name. This information is critical for the development of crosswalks to aid in the transition to the NPI.

May 23, 2007 All Health Care Providers who utilize HIPAA standard electronic transactions **must** have an NPI.

Providers who do not utilize HIPAA standard transaction **may** have an NPI. 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

There are three ways to apply for an NPI:

Complete the application online at <https://nppes.cms.hhs.gov>

Complete a paper copy by downloading it from <https://nppes.cms.hhs.gov> or

Call (800) 465-3203 to request an application.

With the provider's permission, an organization may submit the application in an electronic file on behalf of the provider.

Revised EFI Materials

The EFI Summary, User Manual and Technical Companion Guide have all been revised. Please visit http://www.cms.hhs.gov/NationalProviderStand/07_efi.asp to view and download these revised materials.

Medicaid Travel Program

Freedom of Choice Waiver

The Freedom of Choice waiver was approved by the Centers for Medicare and Medicaid. Beginning March 1, 2006, non-emergency Medicaid travel changed. Air travel is booked on the air carrier who is the preferred provider for a recipient's trip itinerary. Recipients will not be able to change air carriers without authorization from Medicaid.

What does this mean?

Health care providers will still call First Health Services for a prior authorization. When travel is approved, the recipient or health care provider must call the State Travel Office at (800) 514-7123 to book the approved travel. The State Travel Office will select an air carrier that is under contract with the State of Alaska to provide the travel. Recipients will not be able to choose or change air carriers without authorization from Medicaid.

The new travel system will make sure that Medicaid recipients have continued access to health care, ensure that safety standards are in place for all preferred carriers and reduce costs.

The process for Medivac will not change. Medicaid will continue to cover medically necessary travel.

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 Recipient Helpline at (800) 780-9972.

SUR (Surveillance Utilization Review)

Care Management Program (CMP)

As of April 1, 2006, the Care Management Program (formerly the Lock-in program) became 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.

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)

What is Prior Authorization?

Prior authorization, sometimes referred to as "PA," is the process in which Alaska Medical Assistance, or its representative, reviews proposed services before they are provided to a recipient to determine if the services are "medically necessary." Only some procedures require that you get prior authorization before providing those services. However, if you do not get prior authorization when it is required, you will not be paid for those services. Refer to your billing manual for information related to prior authorization.