

Alaska Medical Assistance Newsletter



A Monthly Newsletter for Alaska Medical Assistance Providers

June 2012

Xerox
1835 S. Bragaw St., Suite 200
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)

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

Fax Numbers

SA.....	907.644.8131
SA: Travel, MRI,	907.644.5982
SA Mental Health	866.653.1435
SUR	907.644.8128
EPS	907.644.9845
Finance	907.644.8120
Training.....	907.644.9845
Attachments/RTD.....	907.644.8122
or.....	907.644.8123
Enrollment	907.646.4273
Provider Inquiry.....	907.644.8126

In this issue

You Are Invited	1
Direct Secure Messaging	1
Advance Notice for Trial Transaction	2
Health Care Corner.....	2
Pharmacy Program Updates	2
Training Dates for Providers.....	3
WebEx Training	3
Denture Replacement	
Eligibility Updated	3
Pharmacy Point of Sale	
Coding to Change	3
New EPSDT Screening Guidelines	3
Magellan Technical Help Desk Update... ..	4
ACS is Now Xerox	4
Upcoming Holiday	4
Ask Medicaid	4

You Are Invited Rochester Optical Hosts 9th Annual Open House for Vision Care Providers

On Thursday July 26, 2012, at 2:00 p.m., immediately following Xerox's scheduled Vision Services training, Rochester Optical, the Alaska Medicaid eyewear contractor, will host their 9th annual Open House for Ophthalmologists, Optometrists, Opticians, and their staff who provide vision care services to Alaska Medicaid and Denali KidCare recipients.

Experienced representatives from Rochester Optical will present their current product line and services and discuss ordering procedures. They will also be available to meet with providers one-on-one to discuss current issues and answer questions.

Please join us for the Rochester Optical Open House at 2:00 p.m. on July 26th in the Xerox Third Floor Training Room, 1835 S. Bragaw Street, Anchorage, AK.

You may register for the open house by completing the information on page 2 of the Rochester Optical Open House Invitation, available at <http://www.medicaidalaska.com> (select *Providers > Updates*), or you may contact Faith Lankford, Vision Services Program Manager, by email at faith.lankford@alaska.gov or by telephone at 907.334.2183. Registration is appreciated but not required.

We also invite you to Xerox Vision Services Training that will be held at 1:00 p.m. immediately preceding the Rochester Optical Open House. Knowledgeable Xerox trainers will provide guidance on Alaska Medicaid program regulations and will discuss billing procedures and concerns, service authorization procedures, and other topics of interest to vision care providers.

To register for the Xerox Vision Services training, please visit the Xerox Website at <http://www.medicaidalaska.com> (select *Training > Online Registration*), or contact Xerox Provider Training staff at 907.644.6800 or 800.770.5650 (toll-free in Alaska).

Direct Secure Messaging

Electronic Transfer System for Protected Health Information

Are you interested in a better way to send and receive clinical data? There is a system available specifically for that purpose. Direct secure messaging (DSM) is a national standard for encrypted, electronic exchange of personal health information, and it's as easy as using email.

DSM is currently used by some providers in Alaska and is being piloted by state personnel. The system encrypts both the message body as well as attachments, so PHI can only be delivered to DSM addresses. (Continued on p 2)

(Continued from p 1)

Protected information cannot be inadvertently sent to a non-DSM recipient.

Benefits of Direct Secure Messaging:

- Frees up or eliminates fax machines and phone lines
- Reduces medical errors
- Allows the sending of documents that can be stored in EHRs or other electronic filing systems
- Sends automatic notifications by email when new, secure message are received

Practical uses for direct secure messaging include:

- Referring a patient to a specialist.
- Delivering test results.
- Sending clinical data to a public health entity.

For more information, please contact AeHN at 866.966.9030, info@ak.ehealth.org, or visit www.ak.ehealth.org/for-providers/direct-secure-messaging. You may also contact the State of Alaska HIT Program office at hss.hitinfo@alaska.gov.

Advance Notice for Trial Transaction

Look for 277 Transaction Allowing for HIPAA Compliance Evaluation

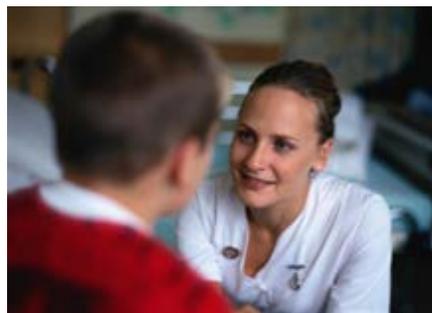
In the coming weeks, Alaska Medical Assistance will provide trading partners an unsolicited 277 transaction addressing impacts in HIPAA rule changes. The date of Alaska Medical Assistance's first transmission of the 277 Claim Pending Status Information transaction will be announced soon.

This advance notice is provided so interested trading partners can evaluate software impacts and make any changes needed to use the information provided by this transaction.

Under the rules of HIPAA 4010, the 835 remittance advice could contain suspended, paid and denied claim line information. HIPAA 5010 implementation rules allow only paid and denied claims to be returned on the 835 remittance advice. The 5010 Health Care Claim Pending Status Information (277) transaction is now utilized to provide claim status information for claims that have been accepted by the payer but have not been fully adjudicated without requiring a request from the health care provider. Alaska Medical Assistance will provide this weekly suspended claim status information under the following conditions:

- In order to receive the 277 transaction, you or your trading partner must be certified to receive a 5010 835 remittance advice.
- The 277 will be created automatically and will be sent to you or your trading partner at the same time as the 835 transaction.
- Both paid and denied claims will continue to be reported in the 835.

For questions or help with problems, contact the Xerox EDI Support at 800.770.5650, option 1, and then Option 4 or 907.644.6800, option 3



Health Care Corner

Did you know that Tobacco related issues are the leading cause of death in Alaska? The state DHSS has announced updates to the publications *Alaska Tobacco Facts* and *Tobacco in the Great Land* which provide a comprehensive look at tobacco-use trends in the 49th state.

Links to these documents are below:

[Alaska Tobacco Facts](#)

[Tobacco in the Great Land: A Portrait of Alaska's Leading Cause of Death](#)

Pharmacy Program Updates

Second Step Required for Some Antihistamine Medication Coverage

On or after June 27, 2012, the following changes will be implemented in the pharmacy point-of-sale system. Please visit the prior authorization website, <http://www.hss.state.ak.us/dhcs/pharmacy/medpriorauthoriz.htm>, for a detailed explanation of the change.

A new step edit will be required for second generation non-sedating antihistamines Clarinex (all forms) and Xyzal (all forms).

Coverage will be given for Clarinex and Xyzal if the recipient has completed a 30 day trial and treatment failure of Loratadine.

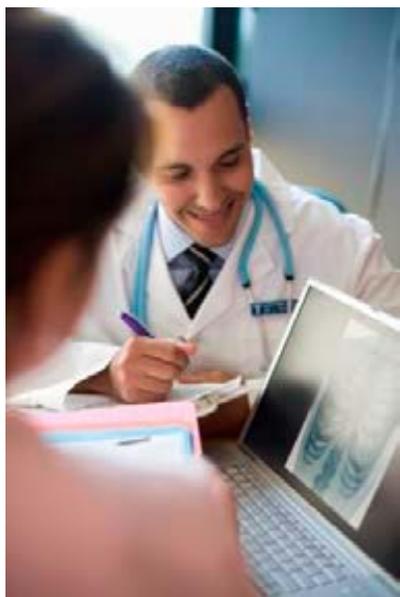
Training Dates for Providers

July Training in Wasilla

On-site education will be offered in Wasilla July 17, 18, and 19. These courses will prepare you and your staff to accurately bill for services reimbursed by Medicaid, Denali KidCare, and CAMA. Classes will include introductory courses such as Recipient Eligibility, Claims Management, Service Authorizations, Guidelines for Record Keeping, and Advanced Provider Workshops. Register online at <http://medicaidalaska.com>. To register for a class, select *Training > Registration*.

IHS provider training will resume in August, 2012 in Bethel. See next month's newsletter or the website for dates for August. To view the complete 2012 provider training calendar, please visit the Alaska Medicaid website at <http://medicaidalaska.com>. From the main menu select *Training > Schedule*.

For more information about provider training, please contact the Xerox Training Department at 907.644.6800 or 800.770.5650 (in-state, toll free).



WebEx Training Get Connected

No training sessions in your area?
Prefer not to travel to attend training?

If you have internet access and phone service, WebEx may be your solution.

Xerox is offering WebEx training July 24, 25, and 26, 2012.

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 Xerox 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.

Denture Replacement Eligibility Updated

Coverage Now Limited to Specific Procedure Codes and New Timeframe

Effective July 1, 2012, coverage for dentures and partials under the Adult Enhanced Dental program will be limited to procedure codes D5110, D5120, D5130, D5140, D5213 and D5214. Recipients are eligible to receive one upper and one lower denture or partial every five years. As a reminder, all existing dental service authorizations (formerly known as prior authorizations) expire on June 30, 2012, the end of the state fiscal

year. Additionally, dentures, partials, and crowns must be seated on or before June 30, 2012 in order to be covered under the current year's adult enhanced dental benefit limit.

Pharmacy Point-of-Sale Coding to Change

DAW Codes 2 through 9 Retired, Use 0 or 1 Only

As of May 30, 2012, the Department no longer accepts claims submitted with a DAW Code of 2 through 9. The system will accept claims only if submitted with a DAW Code = 0 or 1. All claims submitted with a DAW = 1 code will require prior authorization from the Magellan Clinical Call Center. Please see the Spring Update notice posted at <http://www.medicicaidalaska.com/providers/rx/default.shtml> for additional information.

New EPSDT Screening Guidelines

AAP Guidelines Replace Previous Periodicity Schedule

Effective May 11, 2012, Alaska Medicaid updated the requirements for providing comprehensive medical screenings as part of the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) program, also known as the "Well-Child Exam". All comprehensive medical screenings should comply with the minimum recommendations found in the Bright Futures/American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care.

(Continued on p 4)

(Continued from p 3)

These guidelines replace the Alaska Periodicity Schedule for Child and Adolescent Health Screening standards.

Providers can, at no cost, download the Bright Futures/American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care at <http://brightfutures.aap.org> (select *Clinical Practice > Training and Implementation Materials > Bright Futures Tool and Resource Kit > Recommendations for Preventive Pediatric Health Care*).

Please direct any questions to Provider Inquiry at 907.644.6800, option 1 or 800.770.5650, option 1, 1 (toll-free in Alaska).

Magellan Technical Help Desk Update

New Contact Number for Pharmacies and Dispensing Providers

Prescribers and pharmacies needing technical assistance should contact the Magellan Medicaid Administration Technical Call Center at 800.884.3238. Begin using this number immediately. As of June 4, 2012, the Technical Call Center may only be reached at this number.

Call the Technical Call Center for override consideration regarding the following pharmacy denial reasons:

- Dollar limit/Cost ceiling reached
- Timely filing limit exceeded
- Lock-ins/Care Management Program recipients
- Prospective Drug Utilization Review (ProDUR)

ACS is Now Xerox

Affiliated Computer Services Changes Name

Two years ago Xerox acquired Affiliated Computer Services (ACS), Alaska Medical Assistance's fiscal agent. On April 1, 2012, ACS and several of its subsidiaries changed their names to include Xerox. All communication will now bear the Xerox name and logo.

This change does not require any action by you, the provider. Please continue to use the same addresses for mailing your claims or correspondences; the same phone numbers for inquiries and faxes; and the same website, <http://medicaidalaska.com>, for information on Alaska Medical Assistance billing and training.

If you have any questions regarding this transition, please call Provider Inquiry at 907.644.6800, option 1, or 800.770.5650, options 1, 1 (in-state toll free).



Upcoming Holiday

State of Alaska and Xerox Closure

Xerox and the State of Alaska's offices will be closed on Independence Day, July 4, 2012.



Ask Medicaid

Q: When billing Alaska Medical Assistance for physician-administered drugs, how do I correctly indicate the NDC Units on the CMS-1500 claim form?

A: In the shaded area of field 24A, enter the qualifier *N4* immediately followed by the 11 digit NDC number, removing all spaces and dashes. Then enter the NDC Units administered in the shaded portion of field 24d. The units administered should represent the *actual dose* of medication administered to the patient. Provider should not submit a claim for reimbursement of leftover or waste units remaining in the vial, bag, etc.

The NDC unit of measure is based on the NCPDP billing unit standard and will vary between products. If you are unsure of what the correct unit of measure is for a medication, please verify the correct billing unit by using the Billing Unit Decision Tree (available online at http://www.ncpdp.org/standards_quic.aspx) prior to submitting the claim.