



THE STATE
of **ALASKA**
GOVERNOR SEAN PARNELL

Department of
Health and Social Services

Office of the Commissioner

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July 15, 2013

Dear Alaska Medical Assistance Program Provider:

The Department of Health and Social Services new Medicaid Management Information System (MMIS) will go-live on October 1, 2013. The MMIS is the system that the department relies on for processing Medicaid fee for service claims received from Alaska providers and trading partners enrolled in the Alaska Medical Assistance program, and for issuing Alaska Medicaid claims payments.

The primary purpose of this letter is to:

- Provide official notification of the transition,
- Give you key dates so that you can plan for the transition,
- Give you instructions on preparing for the transition

We will go-live on October 1, 2013 with the new system called Alaska Medicaid Health Enterprise, also referred to as Health Enterprise. The new system will be implemented, maintained and operated by Xerox, the current Department of Health and Social Services (DHSS) fiscal agent. The existing legacy Alaska Medicaid claims system, implemented more than 20 years ago, will retire in September 2013.

The department is working closely with Xerox to ensure a positive transition with minimum disruption to Alaska Medical Assistance program stakeholders. We are converting and transferring your historical data from the legacy MMIS to Health Enterprise so that it will be there when Health Enterprise starts processing claims on October 1.

The steps that the department must take to retire the older legacy MMIS and to switch over to the new web-based Health Enterprise system will impact you. There are steps you must take to prepare for the shut-down of the legacy system. There are additional steps that you must take to ensure that you are ready for the start-up of the Health Enterprise system. We ask that you monitor this and future communications regarding this transition and take all requested action.

Upcoming Communications

During the next months leading up to October 1, 2013 you will receive a series of communications about preparing for the shutdown of the legacy system and for the go-live of Health Enterprise. These communications will be issued through the department, but may be mailed, posted, and/or delivered by Xerox. They will include web postings, remittance advice

banner messages, newsletters and emails. Please pay attention to these communications and take the steps necessary to prepare yourself and your organization.

Preparing for final processing on the legacy system

Xerox and DHSS will distribute information about the schedule of events leading to the retirement of the legacy system, including final dates for submission of new provider enrollments and change of information, service authorizations, claims and adjustments, and financial payment cycle processing. More specific details will be forthcoming, but the *following key dates are confirmed:*

Date:	Event:
August 15, 2013	Last day for submission of new provider enrollment applications and Last day for submission of changes to provider records
September 3, 2013	Last day for the submission of adjustments to claims
September 3, 2013	Last day for the submission of prior authorizations to Xerox
September 10, 2013	Last day for the submission of paper claims to Xerox
September 16, 2013 at 4:00 p.m. AK	Last day for the submission of electronic and PayerPath claims to Xerox
September 17, 2013	Final financial cycle in legacy to process all claims received by the September 16, 2013 deadline; claims not paid will be denied

All providers should visit the Provider Enrollment Portal (<https://enroll.medicaidalaska.com>) prior to August 15 to verify that your information on file is correct. It is especially important to verify that your banking information is accurate so that you can take advantage of the Electronic Funds Transfer (EFT) feature for direct deposit of remittance amounts.

Enforcement of the early September 2013 deadlines for Alaska legacy claims submission will lead to a period of time during which you will not be able to submit claims to the legacy MMIS and you must wait for Health Enterprise to go-live. This short period of time will be referred to now and in future communications as the "blackout period." Because you cannot submit claims during the blackout period, you could experience a gap in the receipt of regular claims payments. The department is informing you in advance so that you can take steps necessary to keep billing as current as possible and for managing payments during the last few weeks of September and the first weeks in October.

Requests for travel authorizations should be entered using SmartPA during the blackout period. SmartPA can be accessed online at <https://travel.medicaidalaska.com>.

The department recognizes that the blackout period may pose a hardship on some providers. It is our goal to avoid any interruption of services because of this transition and we appreciate your patience as we move toward our web-based, 24/7 system.

Getting ready for Health Enterprise go-live and start-up

Health Enterprise will be available and begin processing transactions on Tuesday, October 1, 2013. In order for you and/or your provider organization to be ready to use Health Enterprise on day one, you will need:

- Approval of your provider re-enrollment application(s),
- Your new Medicaid ID,
- An organization administrator identified and trained,
- Training on Health Enterprise to ensure that your submissions are accepted and that you are able to take full advantage of the new features and functions.

If you are a provider that uses a trading partner, including a clearinghouse or billing agent to submit and/or receive electronic transactions on your behalf, you will need to make sure that your clearinghouse or billing agent has an approved trading partner application. All trading partners currently submitting X12 transactions to the MMIS are required to complete end-to-end certification testing in order to submit transactions in the new Health Enterprise system.

We are currently reviewing and approving re-enrollment applications submitted using the online Provider Enrollment Portal (PEP) by the June 30 cutoff. Your re-enrollment application must be approved in advance of October 1 so that you are able to submit claims to Health Enterprise.

If you do not have an approved provider re-enrollment application, your claims submitted for service dates on or after October 1, 2013 will deny. If you did not submit a re-enrollment application, in August you will receive a notice of your disenrollment.

The next phase of Health Enterprise implementation will begin on September 1, 2013.
During this timeframe, the following will occur:

- Approved, re-enrolled providers will receive letters containing their new MMIS log-in credentials.
- Providers should review available Health Enterprise training materials for any potential changes.
- Providers should verify that their trading partners are testing transactions toward certification with Health Enterprise.

With the October 1 go-live of Alaska Medicaid Health Enterprise, the department and Xerox will complete the final step of the transition of processing from the old system to the new system. At this time, you will see:

- Shut-down of all processing on the existing legacy MMIS
- Start of Alaska Medical Assistance processing on Health Enterprise

Alaska Medicaid Health Enterprise will process its first financial cycle with a claims acceptance cutoff date of October 3, 2013. Checks and EFT payments will be issued starting October 8,

2013. The permanent payment cycle schedule is changing to a cutoff for claims receipt on Thursday, with payments issued on Tuesday.

The department is committed to a successful transition to our new streamlined MMIS and to keep you informed. We appreciate your willingness to work with us and all your readiness efforts as we approach October 1, 2013.

If you have questions on activities for the current legacy MMIS retirement, or for implementation of Alaska Medicaid Health Enterprise, please contact the Xerox fiscal agent provider inquiry department at (907) 644-6800 or in-state toll free at (888) 700-5650. You can also find updates at the fiscal agent website of www.medicaidalaska.com or MMIS-project specific updates at www.alaskamedicaid.info. We encourage you to view the provider computer-based training modules (CBTs) now available on the Learning Management System at <https://learn.medicaidalaska.com>. Thank you for your time and attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "William Streur", written over a horizontal line.

William Streur
Commissioner