

STATE OF ALASKA

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

DIVISION OF HEALTH CARE SERVICES

Frank H. Murkowski, Governor

4501 Business Park Blvd

Suite 24 Bldg L

Anchorage, AK 99503-7167

Telephone: (907) 334-2400

FAX (907) 561-1684

January 23, 2006

Dear Medicaid Recipient:

PLEASE READ THIS LETTER CAREFULLY.

On March 1, 2006, non-emergency Medicaid travel will change. Your air travel will be booked on the air carrier who is the preferred provider for your trip itinerary. You will not be able to change air carriers without authorization from Medicaid.

What does this mean?

Your health care provider will still call First Health Services for a prior authorization. When travel is approved, you or your health care provider must call the State Travel Office at **1-800-514-7123** to book your approved travel. The State Travel Office will select an air carrier that is under contract with the State of Alaska to provide your travel. You will not be able to choose or change air carriers without authorization from Medicaid.

Medicaid will continue to cover medically necessary travel.

Our 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.

Please call the Recipient Helpline at 1-800-780-9972 if you have any questions about how to arrange your travel or if you would like an updated Recipient Handbook.

Sincerely,



Director, Division of Health Care Services
Department of Health and Social Services