

# SDS Provider Certification Resources

December 2012

**NOTE:** this list is not meant to be exclusive or exhaustive and may be updated periodically.

**Federal Resources:** These are additional resources and references for federal requirements of Medicaid providers.

- **Centers for Medicaid and Medicare Services:** 7500 Security Boulevard Baltimore, MD 21244; (877)-267-2323. Information on Federal requirements for Medicaid/Medicare providers at <https://www.federalregister.gov/agencies/centers-for-medicare-medicaid-services>
- **\*Required for all Providers: Office of Inspector General:** All providers receiving Medicaid/Medicare funding must use the “**List of Excluded Individuals and Entities** (or OIG List)” to check each employee or contractor the provider pays for ANY services related to the provision and payment of Medicaid services. Website address at <http://oig.hhs.gov/index.asp>; online search at <http://exclusions.oig.hhs.gov/>
- **\*Required for Most Providers: National Plan and Provider Enumeration System:** Information on obtaining a National Provider Identifier (NPI) (800)-465-3203 <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- **\*Required for all Providers: Confidentiality Policy and Notice of Privacy Practices:** find information at the US Department of Health and Social Services: Toll-free (877)-696-6775; information on where consumers may contact regarding privacy violations, required by the Privacy Act of 1974; you will want to include this in your Privacy Rights form. More information on the **Notice of Privacy Practices Guidelines** are found at <http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html>
- **\*Required for all Providers: Emergency Preparedness and Response:** Information to assist you in developing your Policy can be found at <http://www.bt.cdc.gov/>  
<http://sis.nlm.nih.gov/outreach/specialpopulationsanddisasters.html>  
<http://www.ready.gov/today>

## **National Private/Non-Profit Resources:**

- Council on Quality and Leadership: <http://www.thecouncil.org/>
- Agency for Healthcare Research and Quality: <http://www.ahrq.gov>
- National Association for States United on Aging and Disabilities: <http://www.nasuad.org>

## **State of Alaska Provider Resources:**

# SDS Provider Certification Resources

December 2012

## New Business Resources:

- **Alaska Small Business Development Center:** (907) 274-7232, (800) 478-7232; Website: <http://aksbdc.org/>  
The Alaska Small Business Development Center (SBDC) provides free consulting services and low cost educational programs to entrepreneurs looking to start or grow their small business. Detailed information at link <http://www.commerce.state.ak.us/investments/pdf/EstablishingABusiness.pdf>

## Business Requirements for all Certified Provider Agencies:

- **\*Required: Business and Professional Licenses:** Juneau: (907) 465-2550; Anchorage: (907) 269-8160. Certain providers must have a professional license and all providers must have a current State of Alaska Business License. E-mail: [businesslicense@alaska.gov](mailto:businesslicense@alaska.gov) Website: <http://www.commerce.state.ak.us/occ/home.htm>
- **\*Required: Worker's Compensation Insurance must be carried by employers:** <http://labor.alaska.gov/wc/er-profit.html>
- **\*Required: Background Check Unit (BCU):** (907) 334-4475, Intra-state toll free (888)362-4228 <http://www.hss.state.ak.us/dhcs/CL/bgcheck/default.htm>  
Providers need to develop and follow a policy on conducting background checks on all required staff that they will use to comply with checking all required staff and keeping the State of Alaska informed of such. Once an application is filed for certification the provider will be directed to set up an account through the BCU.

## Other Miscellaneous Resources:

- Labor and Work Force Development: state resources including links to the Alaska Employer Resource Manual; Occupational Safety and Health requirements, OSHA Standards and much more. <http://labor.state.ak.us/>
- Fire Prevention, Training and Education: <http://www.dps.state.ak.us/Fire/>
- Center for Human Development (UAA): <http://www.uaa.alaska.edu/centerforhumandevlopment/>
- Trust Training Cooperative for Providers: Lots of trainings free of charge sponsored by the State of Alaska including trainings offered through SDS at <http://www.ttclms.org/catalog.php>
- SOA Dept of Health and Social Services: help on emergency response planning at <http://dhss.alaska.gov/dph/Emergency/Pages/prepared/default.aspx>

## Certification Requirements for all SDS Medicaid Waiver and PCA Services Providers:

# SDS Provider Certification Resources

December 2012

- **Division of Senior and Disabilities Services:** For general information, contact by phone in Anchorage (907) 269-3666, or Intra-state toll-free at: (800) 478-9996. Main Website: <http://dhss.alaska.gov/dsds/Pages/default.aspx>
- **\*Required: Waiver Certification Application Packet:** The certification application packets for serving waivers can be found at [http://dhss.alaska.gov/dsds/Documents/pca/CertAppPkt2ndEd42106\(2\)RegThirdEdition12-10.pdf](http://dhss.alaska.gov/dsds/Documents/pca/CertAppPkt2ndEd42106(2)RegThirdEdition12-10.pdf) These must be submitted with original signatures to the address listed on the application.
- **\*Required: Critical Incident Reporting and Training:** all providers must be trained in and use the Critical Incident Report. For information on upcoming trainings go to <http://dhss.alaska.gov/dsds/Pages/ops/senior-disabilities-servicetraining.aspx> and click on the link for the Registration Form. Many sessions available on-line through Webinars.
- **\*Adult Protective Services:** (907) 269-3666 or (800) 478-9996. Contact for information on your duties as a care provider in reporting suspected abuse or neglect of adults. <http://dhss.alaska.gov/dsds/Pages/aps/default.aspx>
- **Provider Search On-Line Tool:** check your provider information through this tool. <http://www.partners.hss.state.ak.us/dsds/ds3/fx/pub/ProviderList.aspx>
- **E-Alerts:** If you have not already signed up through our website link, simply go to the new site at <http://list.state.ak.us/soalists/SDS-E-News/jl.htm> and enter your email to continue receiving these messages. You may unsubscribe and/or enter a new email address at any time through this link as well.
- **Alaska Core Competencies for Direct Care Workers:** guidance on skill development in direct care workers. [http://www.annapoliscoalition.org/pages/default2.asp?active\\_page\\_id=125](http://www.annapoliscoalition.org/pages/default2.asp?active_page_id=125)

## Specific HCB Waiver Program Information

### Adult Day Services:

- **\*Required: Adult Day Services:** Adult Day Services Standards, to which you agree to follow under the Provider Certification Application Packet, Section 6, may be found at this website: <http://dhss.alaska.gov/dsds/Pages/grantservices/polices.aspx>
- **Other National resources:**
  - National Adult Day Service Association at [www.nadsa.org](http://www.nadsa.org)
  - The Federal Source for Adult Day Centers at <http://www.eldercare.gov/Eldercare.NET/Public/Resources/Factsheets/AdultDayCare.aspx>

# SDS Provider Certification Resources

December 2012

## Residential Habilitation/Supporting Living Services:

- **\*Required: Assisted Living Licensing: 907-269-3640; Website:** A home must be licensed through this agency prior to being certified as a provider for HCB Waiver recipients <http://www.hss.state.ak.us/dhcs/CL/ALL/default.htm>
- **Training for Licensed Homes providing Waiver Services:** go to <http://dhss.alaska.gov/dsds/Pages/ops/senior-disabilities-servicetraining.aspx> to find the schedule of upcoming training.
- **General Relief:** Provider agreement to provide care for recipients of General Relief contact SDS at (907) 269-3666; statewide (800) 478-9996, Adult Protective Services at <http://dhss.alaska.gov/dsds/Pages/aps/apsrelief.aspx>
- **Other National and State resources:**
  - The Long Term Care Community Coalition: 212-385-0355; resource books available for purchase. Website: <http://www.assisted-living411.org/>
  - Assisted Living Association of Alaska: P. O. Box 243945, Anchorage, AK 99524-3945 <http://www.alaa-alaska.org/>
- **Care Coordinator Certification Resources:**
- **\*Required: Care Coordination Training:** Information on training as required for certification of every individual care coordinator: Phone: (907) 269-3685 Fax: (907) 269-4973 <http://dhss.alaska.gov/dsds/Pages/ops/senior-disabilities-servicetraining.aspx>

## Personal Care Assistance Resources:

- **State of Alaska Senior and Disabilities Services:** (907) 269-3666 or (800) 478-9996. This website is a resource for information on requirements, forms, policies and regulations regarding personal care assistance agencies. <http://www.hss.state.ak.us/dsds/pca/default.htm>
- **\*Required: PCA Agency Orientation Training:** An administrator must attend the orientation training here at SDS. To sign up and get information about the next available training, download the form at
- **\*Required: Certification/Recertification Applications:** may be found and printed off our website at <http://dhss.alaska.gov/dsds/Pages/ops/senior-disabilities-servicetraining.aspx>
  - PCA Agency Initial Certification: [http://dhss.alaska.gov/dsds/Documents/pca/PCA\\_Certification\\_PacketSecondEdition12-10.pdf](http://dhss.alaska.gov/dsds/Documents/pca/PCA_Certification_PacketSecondEdition12-10.pdf)
  - PCA Agency Recertification: [http://dhss.alaska.gov/dsds/Documents/pca/PCA\\_Re-Certification\\_PacketSecondEdition12-10.pdf](http://dhss.alaska.gov/dsds/Documents/pca/PCA_Re-Certification_PacketSecondEdition12-10.pdf)
  - These must be submitted with original signatures.

# SDS Provider Certification Resources

December 2012

## Miscellaneous State of Alaska Resources for Certification

- **Alaska Administrative Code Infobase:** Look up all regulations related to your business and referenced in your certification packets. <http://www.legis.state.ak.us/default.htm>
- **Alaska Statutes Infobase:** Look up all the statutes related to your business and referenced in your certification packet. <http://www.legis.state.ak.us/basis/folio.asp>
- **Public Notices: Stay informed! Get Updates of Regulation Changes:** As a provider you will be responsible to be aware of all changes in relevant laws and regulations. Sign up at this website to get announcements of Department of Health and Social Services' proposed changes, get other public notices of meetings and to be notified when the regulations become finalized. <http://www.hss.state.ak.us/publicnotice/>
- **Office of Rate Review: (907) 269-3469.** Website at <http://dhss.alaska.gov/Commissioner/Pages/RateReview/default.aspx>
- **Office of Children's Services: (800) 478-4444.** Contact for information on your duties as a care provider in reporting suspected abuse and neglect of children under the age of 18. <http://www.hss.state.ak.us/ocs/>
- **Office of the Long Term Care Ombudsman: (907) 334-4480; Toll Free (800) 730-6393** In 1978, under the federal Older Americans Act, every state was required to have a Long Term Care Ombudsman Program that identifies, investigates and resolves complaints and advocates for seniors. <http://www.akoltco.org/>
- **Alaskan Core Competencies for Direct Care Workers in Health and Human Services:** [http://www.annapoliscoalition.org/core\\_competencies.aspx](http://www.annapoliscoalition.org/core_competencies.aspx)
- **Secure Transmission of Electronic PHI:** Should you need to send confidential or protected information to SDS, DSM (Direct Secure Messaging) is available. The DSM application requires both the sending and receiving parties to have an account on the system prior to use. The DSM application secures both the entire email message and any attachments. **Non-state customers will need to request an account through the Alaska eHealth Network (AeHN) at 1-866-966-9030 or email [info@ak-ehealth.org](mailto:info@ak-ehealth.org)**

## Xerox (formerly ACS)

- **\*Required: Enrollment as Medicaid Provider: (800) 770-5650** Xerox is the fiscal agent for the State of Alaska Medicaid Services. All providers to HCBW and PCA recipients must be enrolled through this agency in order to bill for services. Resources include the **Provider Billing Manuals**, Training Schedule, enrollment portal, forms and more. <http://www.medicaidalaska.com/>