



THE STATE  
of **ALASKA**  
GOVERNOR MIKE DUNLEAVY

## Department of Health

DIVISION OF HEALTH CARE SERVICES  
Director's Office

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October 6, 2022

The Alaska Department of Health's Division of Health Care Services (HCS) is announcing that it has signed a contract with Health Management Systems, Inc. (HMS) to provide the Fiscal agent services needed to support the Alaska Medicaid program. These services include:

- Provider and member call center support
- Provider enrollment
- Service authorization data entry and determination
- Claims processing and resolution
- Training and publications
- Mailroom and data entry
- Finance and accounting assistance
- Electronic data interchange support
- Business analyst and subject matter expert systems support
- Systems development and quality assurance support

The Request for Proposal provided for a 6-month transition process during which HMS will work together with the incumbent vendor, Conduent, to provide a seamless transfer for providers and members. This transition process is currently underway and is facilitated and supervised by HCS. The anticipated cutover date will be the end of March 2023. Phone and fax numbers currently in use should not change, nor will the current processes used for enrollment, revalidation, and claims submissions. You should see no difference in how you interact with Alaska Medicaid. Conduent will continue to operate and maintain the Medicaid Management Information System (MMIS) itself.

The Division of Health Care Services will be hosting upcoming "town hall" meetings to answer questions and introduce the provider community to HMS staff. Once the date, time, and call-in numbers are scheduled you will be notified through your respective provider associations.

Sincerely,

A handwritten signature in blue ink that reads "Renee Gayhart".

Renee Gayhart  
Health Care Services Director