

Provider Insider

Alabama Medicaid Bulletin

October 2023

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UPDATE HEALTH INSURANCE INFORMATION

Medicaid recipients are required to report any health-related insurance coverage (other than Medicaid) so that claims are submitted to the primary payer before Medicaid makes payment. Information may be submitted by mail, fax, email or by telephone.

NOTE: To make updates to your Health Insurance coverage use Form 506 located at this link

https://medicaid.alabama.gov/documents/9.0_Resources/9.4_Forms_Library/9.4.1_Applicant-Recipient_Forms/9.4.1_Form%20506_Report_Insurance_Coverage_Changes_7-7-23.pdf

To submit updated information online:

- Include all information that is requested on the Insurance Update Form
- Send the email to UpdateHealthInsurance@medicaid.alabama.gov



In This Issue

Update Health Insurance Information.....	1
Alabama Medicaid Seeks Public Health Physician Director	2
Managed Care	3
ACHN Updates	4
Changes to Hepatitis C Prior Authorization (PA) Criteria	6
Gainwell Technologies Provider Representatives	7
Checkwrite Schedule Reminder.....	8

Pass It On!

Everyone needs to know the latest about Medicaid. Be sure to route this to:

- Office Manager
- Billing Dept.
- Medical/Clinical Professionals
- Other _____

The information contained within is subject to change. Please review your Provider Manual and all Provider Alerts for the most up-to-date information.

To telephone updated information:

- Recipient's Last Name - A through F - 334-242-5249
- Recipient's Last Name - G through L - 334-353-5773
- Recipient's Last Name - M through R - 334-242-5280
- Recipient's Last Name - S through Z - 334-242-5254

Please have all your information ready. If the assigned worker is unable to assist you, please leave a message or you may contact 334-353-4542 or 334-242-5268 for assistance.

To fax updated information:

- Print out and complete the Insurance Update Form
- Fax Number: 334-353-2922

To mail updated information:

- Print out and complete the Insurance Update Form

Mail your completed form to:
Insurance Update – Third Party
Alabama Medicaid Agency
PO Box 5624
Montgomery, AL 36103-5624



ALABAMA MEDICAID SEEKS PUBLIC HEALTH PHYSICIAN DIRECTOR

The Alabama Medicaid Agency, Montgomery Central Office, seeks to fill a position of a Public Health Physician Director (40434). This position is responsible for providing clinical leadership and guidance to Alabama Medicaid in coordination with the Commissioner's office.

This highly advanced professional, administrative, and medical position involves providing guidance on medical-related services within the Agency. Work involves assisting Agency officials in making determinations of level and quality of medical care provided to recipients by healthcare providers. Duties also include serving as a medical consultant in the development and modification of healthcare policies and procedures, and the implementation of healthcare delivery systems statewide. Work is performed with a high degree of independence and professional judgment. This is a great opportunity for a physician who wants to provide clinical guidance in an administrative setting.

The position offers a competitive salary and benefits, including:

- a desirable work schedule (40-hour work week, typically Monday–Friday, 8 a.m. to 5 p.m.)
- health insurance coverage (medical, dental and vision)
- paid time off (including state holidays, annual and sick time)

If you are interested in this position, please call Alabama Medicaid at (334) 242-5600 for more information.



MANAGED CARE

PCP Referrals Reminder

Medicaid no longer requires a Primary Care Physician (PCP) referral for services rendered for Medicaid recipients. However, Early and Periodic Screening, Diagnostic and Treatment (EPSDT) referrals are required for EPSDT related services. Refer to Appendix A of the Provider Billing Manual for more information regarding EPSDT. Recipients that are in lock-in will be required to obtain a lock-in referral from their lock-in provider. To verify a recipient's lock-in status and provider, you may view the recipient's eligibility verification via the Alabama Medicaid Interactive Secure Web Portal.

BMI Requirement during Telemedicine Visits

The BMI will be required for office visits including the telemedicine visits. Refer to Chapter 112 of the Provider Billing Manual, Telemedicine Services, for general information and limitations.



ACHN UPDATES

Return to Normal Operations

The Alabama Coordinated Health Network (ACHN) Program returned to normal operations on October 1, 2022. The ACHNs now have a “hybrid” model of care coordination delivery (including face-to-face and telephonic visits with Medicaid recipients). Providers are highly encouraged to accommodate ACHN care coordinators within your offices and other facilities.

Reminder: Alabama Coordinated Health Network (ACHN) PCP Group’s 24/7 Voice-To-Voice Coverage

As per the ACHN Primary Care Physician (PCP) Group’s 24/7 Voice-To-Voice Coverage agreement under the ACHN program, all ACHN Provider Groups are required to have after-hours coverage. It is important for patients to be able to contact their PCP Group to receive instruction regarding care at all times, so that care is provided in the most appropriate manner relative to the patient’s condition. Attachment A of the ACHN Program’s PCP Enrollment Agreement and Chapter 40, Section 8.2 of the Provider Billing Manual states that the Group must, provide recipients with after-hours instructions for care or referral at all times, for medical conditions, twenty-four (24) hours per day, and seven (7) days per week as defined by ACHN Policy.

Importance of Updating Provider Enrollment Files

It is important that all participating ACHN providers (group and individual) maintain their provider enrollment files with the Fiscal Agent. This includes, but is not limited to, provider specialties. Incorrect provider specialties may cause delays in provision of ACHN care coordination services for Medicaid recipients.

Attribution Report Timeline

The following table lists the time frame in which attribution reports will be available via the secure web portal for Fiscal Year 2024:

Attribution Period	Attribution Run Month	Attribution Reports Available
October 1, 2023 – December 31, 2023 (Quarter 1)	August 2023	First or second week of September 2023
January 1, 2024 – March 31, 2024 (Quarter 2)	November 2023	First or second week of December 2023
April 1, 2024 – June 30, 2024 (Quarter 3)	February 2024	First or second week of March 2024
July 1, 2024 – September 30, 2024 (Quarter 4)	May 2024	First or second week of June 2024

For additional information about attribution reports, you may access Chapter 40 of the Provider Billing Manual at the following link:

https://medicaid.alabama.gov/content/7.0_Providers/7.6_Manuals.aspx

Alabama Coordinated Health Network (ACHN) Bonus Payments

All PCP groups, including Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs), who actively participate with the ACHN qualify to receive bonus payments. **The next quarterly bonus payments will be issued on the second checkwrite of October 2023.**

Alabama Coordinated Health Network (ACHN) Provider Profiler Reports

Evaluation of quality and cost effectiveness will be necessary for a PCP group to manage their actual performance. It is important for the provider to review the quarterly Provider Profiler to visualize how the provider is performing throughout the year. The Provider Profiler provides the PCP with a mechanism to monitor areas that may need improvement in order to achieve quality and cost effectiveness for a higher bonus payment. The Provider Profiler will be released quarterly. More information about the Provider Profiler can be found by visiting www.medicaid.alabama.gov >ACHN>ACHN Quality Measures. The next Provider Profiler Reports will be released in October 2023.



CHANGES TO HEPATITIS C PRIOR AUTHORIZATION (PA) CRITERIA

Effective October 1, 2022, the Alabama Medicaid Agency removed the requirement of absence of alcohol and illicit drug use by recipients for the prior approval of antiviral drugs used in the treatment of hepatitis C. A copy of the patient's drug and alcohol screening lab report will no longer be required. All other criteria remain, including the patient consent form with the patient's and physician's signature, which must be submitted with requests.

The updated Prior Authorization (PA) request form and criteria booklet should be utilized by the prescriber or the dispensing pharmacy when requesting a PA. Updated forms and criteria can be found here: https://medicaid.alabama.gov/content/9.0_Resources/9.4_Forms_Library/9.4.13_Pharmacy_Forms.aspx

Providers requesting PAs by mail or fax should send requests to:

Kepro
Medicaid Pharmacy Administrative Services
P.O. Box 3570, Auburn, AL 36831
Fax: 1-800-748-0116
Phone: 1-800-748-0130

Incomplete PA requests or those failing to meet Medicaid criteria will be denied. If the prescriber believes medical justification should be considered, the prescriber must document this on the form or submit a written letter of medical justification along with the PA form to Kepro. Additional information may be requested. Staff physicians will review this information.

Additionally, state partners are encouraged to share this information with their constituents, clients, stakeholders, members, and/or licensees by posting the information on the homepage of websites and via other regular communication channels.

Questions related to this policy update can be directed to the Alabama Medicaid Clinical Services Division at (334) 242-5050.



GAINWELL TECHNOLOGIES PROVIDER REPRESENTATIVES

Provider Representatives may be reached by dialing 1-855-523-9170 and entering the appropriate seven-digit extension.



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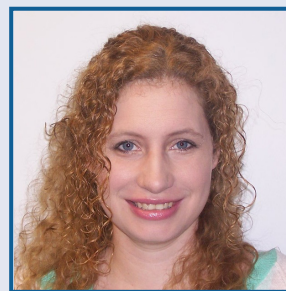
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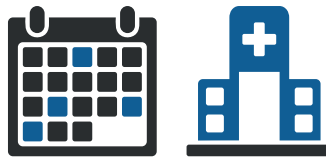


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The release of funds is normally the second Monday after the checkwrite (remittance advice) date.
Please verify direct deposit status with your bank. As always, the release of direct deposit and checks depends on the availability of funds.

CHECKWRITE SCHEDULE REMINDER:

- October 6, 2023
 - October 20, 2023
 - October 27, 2023
 - November 10, 2023
 - November 24, 2023
 - December 8, 2023
 - December 15, 2023
 - January 5, 2024
 - January 19, 2024
 - February 2, 2024
 - February 16, 2024
 - February 23, 2024
 - March 8, 2024
 - March 22, 2024
 - April 5, 2024
 - April 19, 2024
 - May 10, 2024
 - May 24, 2024
 - June 7, 2024
 - June 21, 2024
 - July 5, 2024
 - July 19, 2024
 - August 2, 2024
 - August 16, 2024
 - August 30, 2024
 - September 13, 2024
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