

Provider Insider

Alabama Medicaid Bulletin

October 2022

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COVID-19 UPDATE FOR PROVIDERS

The Department of Health and Human Services (HHS) Secretary once again extended the COVID-19 Public Health Emergency (PHE), effective July 15. The PHE remains in effect for 90 days unless the secretary determines the PHE no longer exists. With this latest action, the 6.2 percentage-point increase in the Federal Medical Assistance Percentage (FMAP) will likely remain in effect until at least December 31, 2022. HHS has indicated it will provide states 60 days' notice prior to terminating the PHE.

The Alabama Medicaid Agency provided a COVID-19 PHE update for Medicaid providers and partners on September 15, 2022. Agency representatives shared how the Agency is preparing for the end of the PHE and for the return to normal operations. To view a recording of this meeting, please visit:

https://medicaid.alabama.gov/content/7.0_Providers/7.11_COVID-19_Vaccine_Providers.aspx.

MESSAGING FOR MEDICAID RECIPIENTS - PREPARING FOR THE COVID-19 PHE UNWINDING

Medicaid providers can assist the Agency with relaying consistent messaging to the Medicaid recipients in your newsletters, social media posts, and other means of communication. Please download the PHE Unwinding Toolkit for details:

https://medicaid.alabama.gov/documents/7.0_Providers/7.11_COVID-19_Information_For_Providers/7.11_PHE_Unwinding_Toolkit_7-12-22.pdf.

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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.

“YELLOW POSTCARD” CAMPAIGN

The Agency started the “Yellow Postcard” campaign in May by distributing yellow postcards with recipient messaging on how to update their addresses with the Agency.

If you have not received a yellow postcard for your office, please download and print it from the file links below (print them on yellow paper).

- English Yellow Postcard: https://medicaid.alabama.gov/documents/7.0_Providers/7.11_COVID-19_Information_For_Providers/7.11_Postcard_Keep_Your_Medicaid_English.pdf.
- Spanish Yellow Postcard: https://medicaid.alabama.gov/documents/7.0_Providers/7.11_COVID-19_Information_For_Providers/7.11_Postcard_Keep_Your_Medicaid_Spanish.pdf.

Providers, pharmacies, and other partners can assist by posting the yellow postcard in check-in or checkout counters. Medicaid recipients can scan the QR code to take the information with them.

Postcards are posted in Medicaid district offices, outstation worker offices, FQHCs, RHCs, and public health departments. ACHN care coordinators, waiver case managers, and caseworkers with partner agencies have also received these postcards to display in their workstations.



PROVIDER ALERTS RELATED TO COVID-19

Provider ALERTs related to the COVID-19 PHE have been grouped by topic for your convenience:

https://medicaid.alabama.gov/content/7.0_Providers/7.11_COVID-19_Vaccine_Providers.aspx.



AS THE COVID-19 PHE CONTINUES – THINGS TO REMEMBER

- Coverage continues for Medicaid recipients until the end of the PHE: Recipients enrolled in Alabama Medicaid since March 2020, and all people who became eligible for Medicaid during the PHE keep Medicaid coverage until the emergency ends. Coverage is only terminated during the PHE if a recipient 1-moves out of state, 2-asks to cancel coverage, or 3-passes away.
- Eligibility redetermination will occur in a phased approach over a 12-month time frame once the PHE ends.
- Copayments are waived for recipients for ALL services during the PHE.
- Referral requirements are lifted during the PHE.
- New procedure codes for COVID-19 testing, vaccine administration, and vaccine counseling are in place.
- Telemedicine/telephonic reimbursement is available for specified services during the PHE.
- Changes were made to hospital coverage, pharmacy/DME requirements, and nursing home requirements during the PHE.
- Other Program changes were implemented to better serve recipients and to assist providers in our state during the PHE. Please view the Provider ALERTs for details.



APPLICATION ASSISTER TRAINING

The Agency offers training and certification for Medicaid partners interested in enrolling as an Alabama Medicaid Application Assister. The Agency offers this training as a resource to help potential recipients learn about and apply for Medicaid coverage.

Medicaid Application Assister Certification enables a person to:

- Assist the recipient in completing the online Medicaid application.
- Receive eligibility results within 30 minutes of completing the online application.

Application Assister Training is conducted by the Alabama Medicaid Associate Director of Training during a virtual one-hour webinar. Trainees are asked to complete a Security Agreement form and will be issued a certificate after completion of the program. Certified Application Assistors have the option to attend further training to certify other individuals to become Medicaid Application Assistors.

For information on how to become a Medicaid Application Assister, please contact:

Marie Dean, Associate Director of Training
501 Dexter Avenue, P.O. Box 5624
Montgomery, AL 36103
Telephone: (334) 242-1797
Fax: (334) 242-0566
Marie.Dean@medicaid.alabama.gov



DENTAL RESTORATIVE HISTORY NOW AVAILABLE ON THE MEDICAID INTERACTIVE WEB PORTAL

Beginning August 16, 2022, providers may use the new Dental Restorative Service History panel in the Medicaid Interactive Web Portal to view restorative dental history.

This feature allows providers to verify if a restorative service has previously been performed on the same tooth within the last 12 months. Dental history may be performed for the following dental restorative codes: D2140-D2161, D2330-D2335, D2930-D2932, D2391-D2394, and D7140.

As always, providers should verify eligibility prior to rendering any services. We strongly encourage providers to save the eligibility verification until the services have adjudicated.

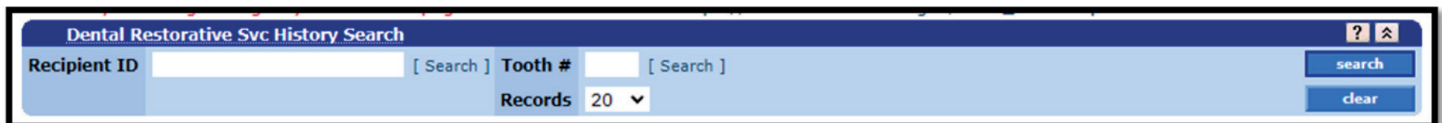
Dental Providers contacting our Provider Assistance Center to verify dental history for services available for verification via the web portal will be directed to the web portal to obtain dental history.

Steps to Access the Dental Restorative Service History panel

1. Log on to the [Medicaid Interactive Web Portal](#) with a Provider level account.
2. Select **Eligibility**.
3. Select **Dental History** link on the Eligibility panel.



4. Enter Recipient ID and Tooth #.



5. Click search to generate results.



MANAGED CARE

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.

BMI Requirement during Telemedicine/Telehealth Visits under the Public Health Emergency (PHE)

The BMI will be required for all visits including the telemedicine visits. To be eligible for reimbursement for the telemedicine visits during the current PHE, the provider must file the claim with place of service '02' (telemedicine) and a modifier of 'CR' for catastrophic/disaster to assist with claims tracking. Providers should use subjective data to calculate the BMI which can include providers asking the recipient for his or her height and weight during the telemedicine visit. The BMI should be calculated, based on the information provided by the recipient, and appended to the claim for reimbursement. The BMI should also be documented in the recipient's medical record.

You may contact ACHN@medicaid.alabama.gov for questions.

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 2023:

Attribution Period	Attribution Run Month	Attribution Reports Available
October 1, 2022 – December 31, 2022 (Quarter 1)	August 2022	First or second week of September 2022
January 1, 2023 – March 31, 2023 (Quarter 2)	November 2022	First or second week of December 2022
April 1, 2023 – June 30, 2023 (Quarter 3)	February 2023	First or second week of March 2023
July 1, 2023 – September 30, 2023 (Quarter 4)	May 2023	First or second week of June 2023

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 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 third checkwrite of October 2022.

Alabama Coordinated Health Network 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 2022.





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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.

CHECK WRITE SCHEDULE REMINDER:

- October 7, 2022
- October 21, 2022
- October 28, 2022
- November 11, 2022
- November 25, 2022
- December 9, 2022
- December 16, 2022
- January 6, 2023
- January 20, 2023
- February 3, 2023
- February 10, 2023
- February 24, 2023
- March 10, 2023
- March 24, 2023
- April 7, 2023
- April 21, 2023
- May 5, 2023
- May 19, 2023
- June 2, 2023
- June 23, 2023
- July 7, 2023
- July 21, 2023
- August 4, 2023
- August 18, 2023
- September 1, 2023
- September 15, 2023