



THE STATE  
of **ALASKA**  
GOVERNOR SEAN PARNELL

**Department of  
Health and Social Services**

DIVISION OF HEALTH CARE SERVICES  
Director's Office

4501 Business Park Blvd., Suite 24, Bldg L  
Anchorage, Alaska 99503-7167  
Main: 907.334.2400  
Fax: 907.561.1684

February 6, 2014

Dear Provider,

As you know, the Department of Health and Social Services (Department), in partnership with Xerox State Healthcare, recently implemented a new Medicaid Management Information System (MMIS), referred to as the Alaska Medicaid Health Enterprise System (Enterprise).

During the transition from legacy MMIS to Enterprise, the Department has experienced some unanticipated problems with service authorizations, claims processing, and other Enterprise functions. Although we have made tremendous progress in resolving many of these issues, continued delays in claims processing has resulted in higher than normal rate of denied or suspended claims. Some providers have been impacted through delayed payments for services rendered to Alaska Medicaid recipients.

To bridge the financial gap for providers who have been impacted by these delays the Department is offering, through its Division of Health Care Services (DHCS), advance payments as we work to resolve the remaining claims processing issues. Advance payments are based on an analysis of each provider's billing and payment history, and will be recouped by the Department when Enterprise claims processing is stabilized and standard claims payment resumes.

**How do I request an advance payment?**

Advance payment request **must** be made in writing and must include all of the following information:

- Provider Name(s)
- Enterprise Medicaid Provider ID number(s)
- Amount(s) Requested, per provider ID
- Name and contact information of the authorized individual requesting the advance payment
- Brief explanation of the issues that you are experiencing, the steps you have taken in attempt to resolve your claims issues, and the circumstances that necessitate your advance payment request.

You may request an advance payment by email to Laura Hancock at [laura.hancock@alaska.gov](mailto:laura.hancock@alaska.gov). Please also copy Puni Pedro, [punipuaopedro@alaska.gov](mailto:punipuaopedro@alaska.gov) in your email.

You may also submit your request by mail to:

Division of Health Care Services  
Attention: Advance Payment Processing  
4501 Business Park Blvd.  
Anchorage, AK 99503-7167

Advance payment requests will be processed within 48 hours of receipt and will be mailed to the billing address on file for the requesting provider.

**Will all advance payment requests be approved?**

Advance payment requests may be approved when the delay in claims payments is the result of identified Enterprise defects.

**What are my repayment options?**

You may elect to repay all or part of your advance payments at any time prior to recoupment begin date. You may also choose to delay repayment until the Department begins its recoupment process.

**Option 1: Repayment Prior to Recoupment**

Providers who prefer to repay their advance payment amount prior to recoupment may do so by sending payment by check or money order to:

Division of Health Care Services  
Attention: Accounting and Recovery  
4501 Business Park Blvd.  
Anchorage, AK 99503-7167

Repayment **must** be accompanied by the following information:

- Provider name to whom the advance payment was made
- Enterprise Medicaid ID number
- Contact information

Option 2: Recoupment

Recoupment will occur through the normal claims process. Recoupment amounts will appear as an offset in the Financial Transaction section of the weekly provider Remittance Advice (RA). When the Department announces its recoupment begin date, you will be provided with additional details regarding the process by which advance payments will be recouped.

Providers will be given ample advance notice prior to recoupment. The Department will not commence recoupment efforts until all claims processing issues have been identified and resolved.

**Can I receive additional advance payments if delays continue?**

We are hopeful that claims processing will be restored to full functionality in the near future. If additional delays occur, however, additional advance payments will be approved.

**What if the delays in processing extend beyond the one-year timely filing limit?**

All claims that are submitted timely, within the one-year timely filing limit, but processed late as a result of Enterprise problems, will be considered timely. Providers will not be penalized because of Enterprise-related delays.

**Who do I contact if I have additional questions about advance payments, repayment, and recoupment?**

If you have questions about advance payment or repayment/recoupment, please contact the Division of Health Care Services at 907.334.2400 and ask for the Accounting Unit.

Please continue to direct routine questions regarding claims processing to Provider Inquiry at 907.644.6800, option 1, or 800.770.5650, option 1, 1 (toll-free in Alaska).

Thank you for the services you provide to our most vulnerable residents, and for your continued patience as we work with Xerox State Healthcare to resolve the remaining claims processing issues.

Sincerely,



Margaret Brodie  
Director