

## To: ALL Providers

### RE: Cost Saving Measures to be Implemented March 1, 2010

The Alabama Medicaid Agency is implementing the following cost saving measures in order to maintain a basic package of services while preserving the health care safety net for our most vulnerable citizens.

#### Changes Related to Submitting Paper Claims

Effective March 1, 2010, all claims which do not require attachments or an Administrative Review override by Medicaid must be submitted electronically.

##### **Which claims require attachments?**

The only attachment requiring paper claims submission is a third party insurance denial. All other claims must be filed electronically beginning March 1, 2010.

\*Some claims may require administrative or manual review. If you submit claims which require an administrative or manual review, these claims will continue to be filed on paper, following guidelines set forth in your specific chapter of the billing manual.

##### **Options are available for Electronic Claims Submission:**

- Medicaid's Interactive Web Portal allows claims to be submitted in an online real time environment. This service is available at no charge to providers.
- Provider Electronic Solutions (PES) software allows claims to be submitted in batch mode for processing. This service is available at no charge to providers.
- Providers can select a private software vendor for electronic claims submission. This service would involve a fee determined by the selected vendor.

**Beginning on March 1, 2010, all paper claims received by HP which do not require an attachment will be returned to the provider without being processed.**

#### Changes Related to Recipient Eligibility Inquiry via Provider Assistance Center

Effective March 1, 2010 providers must check eligibility electronically.

##### **Electronic options for verifying eligibility:**

- Medicaid's Interactive Web Portal allows providers to check eligibility in an online real time environment. This service is available at no charge to providers.
- Provider Electronic Solutions (PES) software allows eligibility verification to be submitted in batch mode. This service is available at no charge to providers.
- The Automated Voice Response System (AVRS) allows providers to check eligibility telephonically by dialing 1-800-727-7848 (in-state) or (334) 215-0111 Option 5 (out-of-state). This service is available at no charge to providers.

Providers can select a private vendor for electronic eligibility verification. This service would involve a fee determined by the selected vendor. **Beginning on March 1, 2010, all eligibility requests received by HP's Provider Assistance Center for eligibility verification will be directed to this Alert and the caller will be given the option to be transferred to the Automated Voice Response System.**

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### **Changes Related to Printing and Distributing Remittance Advices (RAs)**

Effective March 1, 2010, Medicaid will no longer print and distribute paper Remittance Advices (RA's) to providers.

#### **Options available for viewing RAs**

- Medicaid's Interactive Web Portal allows providers to view RAs on-line. RAs are stored for six months on the interactive database. RAs can also be printed, saved to a personal computer, or viewed from the web portal. This service is available at no charge to providers.
- Providers can select a private vendor for electronic RA download. This service would involve a fee determined by the selected vendor.

### **Changes Related to Claim Adjustments**

Effective March 1, 2010, Medicaid will no longer accept paper adjustment request forms.

#### **Options for performing adjustments on claims:**

- Medicaid's Interactive Web Portal allows adjustments to be submitted in an online in a real time environment. This service is available at no charge to providers.
- Provider Electronic Solutions (PES) software allows providers to submit adjustments on-line in batch mode.

**Beginning on March 1, 2010, adjustment requests received on paper will be returned to the provider without being processed.**

### **Changes Related to Printing and Distributing Reports to Patient 1<sup>st</sup> Primary Care Providers and EPSDT Screening Providers.**

Effective March 1, 2010, Medicaid will discontinue printing and mailing the following reports:

- EPSDT Periodic Rescreening Report
- Patient 1<sup>st</sup> Referral Report
- Monthly PMP Enrollment Roster for Patient 1<sup>st</sup>

The reports may be accessed through Medicaid's Interactive Website. The link to the Interactive Website is: <https://www.medicaid.alabamaservices.org/ALPortal>. Once logon to the website is successful, reports may be found at the following location:

1. Trade Files
2. Download
3. Under Transaction type, select the down arrow to review all available reports.

Information may then be viewed, saved, or printed as needed in your office.

### **Electronic Access Methods Available Through HP**

#### **Accessing Medicaid's Interactive Web Portal:**

In February 2008, letters were mailed to all providers with web portal log-on ID and initial password information. If your office has never accessed the website, refer to this letter for log-on information. If you cannot locate the letter, contact the Electronic Media Claims Helpdesk to obtain an additional copy of the letter. The phone number is 1-800-456-1242 (in-state) and (334) 215-0111 Option 2 (out-of-state). E-mail: [alabamasytemsemc@hp.com](mailto:alabamasytemsemc@hp.com) (preferred method of contact is e-mail).

#### **Accessing Provider Electronic Solutions Software:**

Provider Electronic Solutions software may be downloaded from the Medicaid website at the following link: <http://www.medicaid.alabama.gov/billing/pes.aspx?tab=6>

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Download instructions and user manual are also available at this link. To access Provider Electronic Solutions software, providers must obtain a trading partner ID. Trading partner ID's may be requested by logging on the Interactive website at the following link:

[https://www.medicaid.alabamaservices.org/documentation/Trading\\_Partner\\_ID\\_Request\\_Form.zip](https://www.medicaid.alabamaservices.org/documentation/Trading_Partner_ID_Request_Form.zip)

### Accessing Automated Voice Response System (AVRS)?

The Automated Voice Response System can be accessed through any telephone. Instructions on how to access AVRS can be found in Appendix L of the provider manual at the following link:

[http://www.medicaid.alabama.gov/documents/Billing/5-G\\_Manuals/5G-2\\_Provider.Manual\\_Jan.2010/Jan10\\_L.pdf](http://www.medicaid.alabama.gov/documents/Billing/5-G_Manuals/5G-2_Provider.Manual_Jan.2010/Jan10_L.pdf)

### Training Information

HP will be offering training on how to use Interactive Web Portal and Provider Electronic Solutions software for the upcoming changes. The workshops will be offered on-line through HP's Virtual Room Training. Training will be provided for the following claim types:

- CMS-1500
- UB-04
- Dental
- Pharmacy

Information on classes will be posted on the Medicaid website in early February. Registration and class information will be available at [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov). The training will cover the following topics:

How to access the Interactive Web Portal and perform the following functions:

- Verify recipient eligibility
- Download, view, print RA's
- Download, view, print reports
- Claim submission
- Claim adjustments
- Claim voids

How to access Provider Electronic Solutions software and perform the following functions:

- Verify recipient eligibility
- Claim submission
- Claims adjustment
- Claim void

January 26, 2010