

# Provider Insider

Alabama Medicaid Bulletin

July 2024

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## A NOTICE TO ALL MEDICAID PROVIDERS

### Medicaid Recipient Record Requests

This article is to remind providers of a new form that should be used when a recipient requests copies of their medical records and to clarify the Alabama Medicaid Agency (Medicaid) requires providers to notify Medicaid’s Third-Party Division prior to releasing any medical or billing records. As indicated in the Alabama Administrative Code, Rule No. 560-X-20-.05, it is not Medicaid’s intention to deny release of information; however, requests for information, pertaining to a recipient’s charges, are a source of third-party information and, as such, must be reviewed by the Third-Party Division.

Providers are to ensure that all HIPAA Privacy and Security rules are met regarding an individual’s “right of access to inspect and obtain a copy of protected health information about the individual” (as stated in 45 C.F.R. §164.524).

Medicaid’s rule is designed to ensure that Medicaid is informed of potential circumstances in which Medicaid may have a subrogation interest pertaining to any medical or billing records being requested. **It does not permit providers to deny individuals access to their medical or billing records. Providers should not cite Medicaid’s rule as cause for not meeting the HIPAA Privacy rule, nor should they attempt to place the responsibility for notifying the Alabama Medicaid Agency on the Medicaid recipient.**

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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.

A Medicaid provider's responsibility is to collect all information from the requester regarding the purpose and nature of the information being requested and submit the information to Medicaid. The provider should release the requested information to the recipient without a response from Medicaid and submit the completed form to Medicaid.

The new form titled "[Notification of Request for Medical Records from Provider](#)" is available for use by providers to document that Medicaid has been notified of a medical record request on a Medicaid recipient.

**In addition, Medicaid has contracted with Health Management Systems (HMS) to handle the processing of the Notification of Request for Medical Records from Provider forms. Completed forms should be faxed to HMS at 866- 274-5974.**

For questions regarding this notice, please contact Zeffie Smith at (334) 242-5302 or Codie Rowland at (334) 242-5248.

### **Maternity Dental Benefit Coverage**

Medicaid received approval to provide dental services to eligible pregnant recipients as of October 1, 2022. Eligible recipients have continued to receive dental services beyond the 60 days postpartum period due to the continuous enrollment mandate associated with the public health emergency due to COVID- 19.

Effective October 1, 2024, pregnant adult recipients (age 21 and older) will only be eligible for these dental benefits during pregnancy and through the end of the month of 60 days postpartum when rendered by Medicaid enrolled dental providers.

Please refer to the Medicaid website, [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov), for more information about COVID-19 and the end of continuous enrollment on March 31, 2023.

For questions related to the maternity dental services, email [dentalprogram@medicaid.alabama.gov](mailto:dentalprogram@medicaid.alabama.gov).



## **FY 2025 (BEGINS 10/1/2024) ALABAMA COORDINATED HEALTH NETWORK (ACHN) UPDATES**

Medicaid completed the bidding process for the renewed Alabama Coordinated Health Network (ACHN). The ACHN is an initiative to transform the Medicaid delivery system through a flexible and more cost-efficient effort which builds off Medicaid's current case management program structure. The ACHN is designed as a quality program to transform health care provided to Medicaid recipients in Alabama.

The ACHN program links patients, providers, and community resources in each of seven defined regions to improve health outcomes for Medicaid recipients. The FY 2025 ACHN anticipated start date is October 1, 2024.

## Who Are The Proposed Entities?

The following were notified of intent to award:

- Northwest Region: My Care Alabama Northwest, Inc.
- Northeast Region: North Alabama Community Care
- Central Region: My Care Alabama Central, Inc.
- East Region: My Care Alabama East, Inc.
- Jefferson-Shelby Region: Alabama Care Network Mid-State
- Southeast Region: Alabama Care Network Southeast
- Southwest Region: Gulf Coast Total Care

Contact Information is available on the Medicaid website:

[https://medicaid.alabama.gov/content/5.0\\_Managed\\_Care/5.1\\_ACHN/5.1.3\\_ACHN\\_Providers.aspx](https://medicaid.alabama.gov/content/5.0_Managed_Care/5.1_ACHN/5.1.3_ACHN_Providers.aspx)

## What Do Primary Care Physicians Need To Do?

**All Primary Care Physicians (PCPs)** who want to receive or continue to receive bonus and ACHN participation payments in conjunction with the state's ACHN program must sign **two** agreements. If you missed the July 1, 2024, deadline, please complete the agreements as soon as possible. Any agreements received after the deadline may result in a delay in payments.

The Medicaid Primary Care Physician Group Agreement (PCP Group Agreement)	The Agreement Between the ACHN Entity and the Primary Care Provider
Only one Medicaid agreement is required for an individual PCP practitioner or a PCP group and will cover all regions	Only one agreement is required for an individual PCP practitioner or a PCP group and will cover all regions
This agreement outlines the PCP's responsibilities including: <ul style="list-style-type: none"><li>• Hospital coverage</li><li>• EPSDT coverage</li><li>• 24/7 Voice-to-Voice coverage</li></ul>	This agreement details the responsibilities of the PCP or PCP group to actively participate with the ACHN Entity. These responsibilities are: <ul style="list-style-type: none"><li>• Engagement in the ACHN's Multidisciplinary Care Team and care plans</li><li>• Attendance at a minimum of three quarterly Medical Management Meetings</li><li>• Engagement in ACHN initiatives centered around quality measures</li><li>• Review data provided by the ACHN</li></ul>
	<ul style="list-style-type: none"><li>• The ACHN Entity will reach out to your practice in the next several months</li><li>• You may also reach out to the ACHN Entity directly if you would like. Contact information for the ACHNs has been posted on Medicaid's website</li></ul>

The PCP Group must electronically upload the completed ACHN PCP Group Enrollment Agreement to Gainwell Technologies. Please use the instructions on the Medicaid website for assistance with this process. Gainwell must receive the PCP agreement no later than July 1, 2024 (without errors) to ensure there is no delay in processing participation agreements for participation and bonus payments.

The PCP Group must contact the ACHN Entity directly for the PCP Participation Agreement and Maternity Care Providers (MCP) Network Participation Agreement. Please, note that MCP is the new name for the Delivery Health Care Professional (DHCP). The effective date for the MCP Network Agreement under the new ACHN procurement will be October 1, 2024. ACHN Contact information is located on the Medicaid website.

[https://medicaid.alabama.gov/content/5.0\\_Managed\\_Care/5.1\\_ACHN/5.1.3\\_ACHN\\_Providers.aspx](https://medicaid.alabama.gov/content/5.0_Managed_Care/5.1_ACHN/5.1.3_ACHN_Providers.aspx)

The following provider types are eligible to participate with ACHN as a PCP:

- Family Practitioners
- General Practitioners
- Pediatricians
- Internists
- OB/GYNs
- FQHCs and RHCs
- Any provider listed above within a group may also be eligible to be a PCP group

**Maternity Care Providers (MCPs), formerly known as Delivering Healthcare Professionals (DHCPs)**, who want to receive, without delay, reimbursement, and bonus payments for providing services to maternity patients must sign a new agreement to participate with an ACHN Entity. In the absence of this agreement, MCPs will not be eligible for reimbursement for maternity services and will not receive bonus payments for performing first trimester and postpartum visits. This agreement is between the ACHN Entity and the individual MCP practitioner or MCP group.

### Do I Have To Participate?

If you are a PCP and choose to not participate, you will receive regular fee-for-service rates for your Medicaid claims. You will **NOT** be eligible to receive enhanced participation rates for Medicaid claims or the additional payments that ACHN Certified PCPs will receive, such as bonus payments for cost effectiveness, quality, and Patient Centered Medical Home (PCMH) recognition.

If you are a MCP and choose not to participate, you will **NOT** receive reimbursement for maternity services or bonus payments.



## What Does It Mean To Participate?

Participation Requirements:	
PCPs	MCPs
<ul style="list-style-type: none"><li>• Participating in the ACHN's Multidisciplinary Care Team and care plans</li></ul>	<ul style="list-style-type: none"><li>• Providing data to the ACHN Entity</li></ul>
<ul style="list-style-type: none"><li>• Participating in at least three quarterly Medical Management Meetings</li></ul>	<ul style="list-style-type: none"><li>• Participating in the development of the recipient's care plan</li></ul>
<ul style="list-style-type: none"><li>• Participating in ACHN initiatives centered around quality measures</li></ul>	<ul style="list-style-type: none"><li>• Participating in the MCP selection and referral process</li></ul>
<ul style="list-style-type: none"><li>• Reviewing data provided by the ACHN Entity</li></ul>	

## What Can I Do Right Now To Prepare For The ACHN?

- Sign your PCP Agreement with Medicaid.
- Find out who the ACHN Entity is for your region. The ACHN Entity will contact you or you may reach out to them to sign your PCP or MCP Network Participation Agreement.
- Prepare by seeing as many of your patients now so that they will be attributed to you later.

## What Training Is Available?

There are previous training videos on the Medicaid website. Medicaid may host additional webinars for providers prior to implementation of the FY 2025 ACHN program.

## Where Do I Find More Information?

The Medicaid has more information about the ACHN program on the website:

[https://medicaid.alabama.gov/content/5.0\\_Managed\\_Care/5.1\\_ACHN/5.1.3\\_ACHN\\_Providers.aspx](https://medicaid.alabama.gov/content/5.0_Managed_Care/5.1_ACHN/5.1.3_ACHN_Providers.aspx).



# FY 2018 (ENDS 9/30/2024) ALABAMA COORDINATED HEALTH NETWORK (ACHN) UPDATES

## **New Agreement Required for all ACHN PCP Groups (Please note, the deadline for new ACHN agreements is July 1, 2024)**

All ACHN enrollments established under the ACHN program that began on October 1, 2019, will terminate on September 30, 2024. Primary Care Physicians (PCPs) who want to receive or continue to receive, without delay, bonus and participation payments in conjunction with the state's ACHN program **must sign new participation agreements** with (1) Medicaid **and** (2) at least one of the ACHN entities. Both agreements are required to be on the PCP Group's enrollment file to be considered fully enrolled in the ACHN program. For the latest ALERT on this requirement, dated May 22, 2024, please refer to the Medicaid, Newsroom tab under ALERTS or at: <https://medicaid.alabama.gov/alerts.aspx>

## **Patient-Centered Medical Home (PCMH) Recognition Bonus Payment**

PCP groups may be eligible for the PCMH bonus payment based on actual PCMH recognition and attestation. Medicaid will review attestation of PCMH recognition on an annual basis. The deadline to qualify for FY 2025 (October 1, 2024 – September 30, 2025) is October 1, 2024. **ALL** participating ACHN PCP Groups that would like to start or continue to receive the PCMH bonus payment for FY 2025 must attest to Medicaid by the specified deadline. The PCMH attestation form is available and may be accessed via the ACHN providers section of the Medicaid website at [www.medicicaid.alabama.gov](http://www.medicicaid.alabama.gov) >ACHN>ACHN Providers> ACHN/PCP Forms. For questions or assistance with the PCMH attestation process, you may contact [ACHN@medicaid.alabama.gov](mailto:ACHN@medicaid.alabama.gov). In addition, you may refer to Chapter 40 of the Provider Billing Manual for detailed information regarding the PCMH attestation process.

## **Reminder: ACHN PCP Group's 24/7 Voice-To-Voice Coverage**

As per the ACHN 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 timeframe in which attribution reports will be available via the secure web portal for fiscal year 2025:

Attribution Period	Attribution Run Month	Attribution Reports Available
October 1, 2024 – December 31, 2024 (Quarter 1)	August 2024	First or second week of September 2024
January 1, 2025 – March 31, 2025 (Quarter 2)	November 2024	First or second week of December 2024
April 1, 2025 – June 30, 2025 (Quarter 3)	February 2025	First or second week of March 2025
July 1, 2025 – September 30, 2025 (Quarter 4)	May 2025	First or second week of June 2025

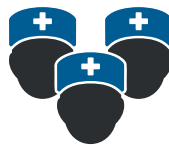
For additional information about attribution reports, you may access Chapter 40 of the Provider Billing Manual at the following link: [https://medicaid.alabama.gov/content/7.0\\_Providers/7.6\\_Manuals.aspx](https://medicaid.alabama.gov/content/7.0_Providers/7.6_Manuals.aspx)

### ACHN Provider Bonus Payments

All PCP groups, including FQHCs and 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 July 2024.** The FY 2024 ACHN Reserve Funds bonus payment is expected to be issued in the 4th quarter of FY2024 (July 2024-September 2024).

### 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](http://www.medicaid.alabama.gov) >ACHN>ACHN Quality Measures. The next Provider Profiler Reports will be released in July 2024.



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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
-