

# How to obtain Medicaid Prior Authorization with the Travel Management Office at ANMC

Starting **Monday, June 25, 2018** Norton Sound Health Corporation will partner with the ANMC Travel Management Office to coordinate Medicaid travel.

All Medicaid travel begins with obtaining Prior Authorization as requested by the provider. Depending on the referral, your point of contact for Medicaid Prior Authorization will be different.

Below is a list of villages that will begin using the ANMC Travel Management Office services:

- |                  |               |                  |            |
|------------------|---------------|------------------|------------|
| - Brevig Mission | - Diomedede   | - Elim           | - Gambell  |
| - Golovin        | - Koyuk       | - Savoonga       | - Stebbins |
| - Shishmaref     | - St. Michael | - Shaktoolik     | - Teller   |
| - Unalakleet     | - Wales       | - White Mountain |            |

## Who do I contact for Prior Authorization?

Contact **Conduent**, if:

- Original Prior Authorization was obtained from Conduent and needs to be changed
- New Prior Authorization is needed for referral to a provider outside of ANMC when the referral does not come from ANMC

Contact Conduent at (907) 644-6800, Option 5

Hours of Operation: Mon-Fri 7:30am-5:30pm, Sat 8am-5pm, and Sun 12pm-4pm

Contact **ANMC Travel Management Office**, if:

- New Prior Authorization for referral to care at ANMC
- New Prior Authorization for referral to care outside of ANMC when referred by ANMC
- New Prior Authorization for village to hub travel in the Norton Sound Region

Hours of operation: 7 days a week, 8am-5pm

## NSHC Concierge Contact Information:

Contact ANMC Travel Management Office via email at: [tmomediicaid@anthc.org](mailto:tmomediicaid@anthc.org) or by calling: 833-318-6184

## Regular TMO Contact Information:

1-866-824-8140 or 907-729-7720,

After-hours this phone number rolls over to the ANMC Call Center, which is staffed 24/7. The Call Center will triage the call and if it is of an urgent nature, they will place the caller on hold or obtain a call back number and contact the TMO On-Call to assist.

## What information do I need for Prior Authorization?

When calling for Prior Authorization, the following information is needed:

### For Recipient

- Medicaid ID number
- First and last name
- Date of birth
- Address (including city, state, zip code)
- Referring provider
- Receiving provider
- Diagnosis
- Origin and destination
- Travel dates
- Appointment date, time, and provider

### For Escort

- First and last name
- Date of birth
- Medical justification for escort



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