

## **General Relief Provider Agreement Presentation**

October 14, 2016

### **Questions and Answers**

**Q:** Can the provider agreement and attachments be mailed to me?

**A:** The provider agreement and all attachments and appendices need to be accessed at the State of Alaska Online Public Notices website: <https://aws.state.ak.us/OnlinePublicNotices/default.aspx>.

Find the General Relief (GR) Provider Agreement by clicking on the “Search Notices” button, choose Status: Active, Department: Health and Social Services and press search. Scroll down until you see “Amended – Provider Agreement – General Relief Assisted Living Home Care” posted on 10/3/2016.

**Q:** Will there be a change in the daily rate of \$70.00 for General Relief?

**A:** At this time, there is no foreseen change in the daily rate for General Relief.

**Q:** Will you send a copy of the slide show after the Webinar to us?

**A:** The presentation will be posted to the Online Public Notice and the General Relief website: <http://dhss.alaska.gov/dsds/Pages/aps/apsrelief.aspx>

**Q:** Can the provider agreement be mailed or dropped off at the DHSS office building?

**A:** Provider Agreements will not be accepted at the Senior and Disabilities Services offices. We are no longer processing the agreements, Grants and Contracts is now processing them.

The complete provider agreement with all requested documents may be emailed, faxed, or mailed to Nancy Brooks. Her contact information can be found on page 10 of the Provider Agreement.

**Tip:** Please send in the provider agreement with all attachments together in one packet to prevent delays in processing.

**Q:** What exactly do we need to turn in with the provider agreement? All the appendices and attachments are not anything that needs to be signed.

**A:** The documents that must be submitted with the provider agreement are listed on page 1 of the Provider Agreement under section I. Provider Eligibility.

These items are:

1. Proof of Federal Tax ID Number;
2. A copy of your current State of Alaska Business License;
3. If applicable, a Waiver of Sovereign Immunity;
4. A copy of your current Assisted Living Home license;
5. General Relief contact form – attachment #4 in the Online posting

**Q:** What is considered proof of a Federal Tax ID Number?

**A:** A letter from the IRS that reflects your Employer Identification Number (EIN).

**Q:** There is nowhere to sign on the Provisions of the Privacy and Securities Policies. What do I turn in?

**A:** The Provisions of the Privacy and Securities Policies just needs to be reviewed by each provider. When you sign the provider agreement, you are agreeing to these provisions as part of the provider agreement and you do not need any additional form.

**Q:** Is General Relief still accepting faxes? If not, is there a deadline as to when providers need to have DSM up and running?

**A:** The General Relief Unit will stop accepting faxed information containing any client identifiers (name, services provided, DOB, etc.) from providers on **12/15/2016**. All future communication must be via DSM or mail as described in the provider agreement.

We are accepting faxes in the short term while all providers are renewing their agreements and to allow time for providers to sign up for DSM because it can take a couple of weeks to sign up for this service. The General Relief Unit strongly encourages setting up DSM as soon as possible. This will speed up processing of invoices and other paperwork.

**Q:** How do I sign up for DSM?

**A:** To sign up for DSM, please visit this website: <http://www.ak-ehealth.org/for-providers/join-our-providers/>.

There is also a You Tube video you can view that explains how to sign up: Title – What is Direct Secure Messaging? How to get and use DSM: <https://youtu.be/6Sf3GdV71JM>.

**Q:** How can we sign a PDF form?

**A:** The Department of Health & Social Services does not yet accept electronic signatures on Provider Agreements. The agreement needs to be printed, completed, signed, and sent back in.

**Q:** What if I don't have a scanner?

**A:** You may be able to access this resource at a local library or through an office supply store. Most printers, even for home use, have a scanning function.

**Q:** Please explain the notification of breach.

**A:** A breach notification is explained in detail in the Privacy and Security Procedures attached to the Online Posting. See Appendix F – Privacy and Security Procedures for Providers \_03-13, Procedures and Requirements, number 3.

Please familiarize yourself with these procedures and contact Nancy Brooks if you have any further questions.

**Q:** Do we fill in the PA #? Where is this information found?

**A:** Please leave this line blank. Grants and Contracts will assign a provider number and record it in this space.

**Q:** What insurance do I need?

**A:** Please check with your Insurer to verify you have the appropriate levels of insurance necessary for delivery of services, which according to IX Administration Policies, section B of the Provider Agreement, will include the following:

- Worker's Compensation – as required by AS 23.30.045
- Commercial General Liability Insurance – minimum coverage limits of \$300,000 combined single limit per occurrence

It may also include the following depending on your circumstances:

- Commercial General Automobile Liability Insurance
- Professional Liability Insurance

Check with your personal Insurance Provider to ensure you have adequate levels of insurance for the business services you are providing.

Additional Questions can be directed to Nancy Brooks at [nancy.brooks@alaska.gov](mailto:nancy.brooks@alaska.gov).

Thank you!