

Care Coordination Frequently Asked Questions

How do I become a care coordinator for the Alaska Medicaid long term home and community based service options?

A Care Coordinator must work for a Certified Care Coordination agency, you may either establish your own or working for an existing agency. Every Care Coordinator who serves the Medicaid recipient is certified through Senior and Disabilities Services, and enrolled as a provider with Alaska Medicaid (Conduent). The Care Coordination agency will need to apply for provider certification using the certification application documents here: <http://dhss.alaska.gov/dsds/Pages/info/approvedforms.aspx>

In order to apply for certification, you must first complete required care coordinator training. Please see the training website for the latest schedule of training: <http://dhss.alaska.gov/dsds/Pages/ops/senior-disabilities-servicetraining.aspx>. You must also attend Critical Incident Reporting training, and any other training required for the service you intend to provide. Upon review and approval of your certification application packet, SDS issues a certification approval letter. Then you will apply for enrollment as a Medicaid provider (of Care Coordination). Enrollment requires completing provider agreement forms and additional [training with Alaska Medicaid](#).

The Certification application and its requirements have been adopted in regulation (7 AAC 130.220) therefore they are regulatory requirements. You can see information about how to apply for certification here <http://dhss.alaska.gov/dsds/Documents/docs/WaiverCertFAQs.pdf>

What is a list of all the trainings I must take if I am just starting out and want to form my own care coordination agency?

1. Basics of Care Coordination (with [Alaska Training Cooperative](#))
2. Critical Incident Reporting Webinar ([with SDS](#))
3. CC CORE Course Webinar, Academy or Self-paced with a mentor ([with SDS](#))
4. Provider enrollment courses (With Conduent - Alaska Medicaid's fiscal agent)

What kind of education and experience do I need to apply to become a certified and enrolled provider?

SDS requires verifiable education and/or experience in human services and closely related fields (such as nursing or psychology) for all applicants seeking certification for Care Coordination. Care Coordinator Program administrators must also have supervisory experience working in these fields. The requirements for Care Coordination, including specific levels of required education and experience, are listed in the certification application and the Care Coordinator Conditions of Participation.

What is human services and what are the closely related fields?

[Human services](#) is an interdisciplinary study with the objective of meeting human needs through an applied knowledge base, focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations. Closely related fields: Anthropology, Art/Dance Therapy, Audiology, Child Development/Family Relations, Community Mental Health, Chemical Dependence Administration, Counseling/Guidance, Criminal Justice, Divinity/Religion/Theology, Drama Therapy, Education, Gerontology, Health Administration, Health Education, Marriage and Family Therapist, Case Manager, Music Therapy, Nursing/Medicine, Nutrition, Occupational Therapy, Pastoral Counseling, Physical Therapy, Psychology, Recreational Therapy, Rehabilitation Counseling, Social Work, Sociology, Special Education, Speech Pathology, Vocational Counseling, Probation Officers, Intellectual and Developmental Disabilities.

I've never written a job description before. Do you have templates for the business documents you require in the application packet?

No. These documents are part of the business responsibilities of the provider. If you need help with business development you can check the [Alaska Small Business Development Center Website](#).

What responsibilities do care coordinators have?

Care coordinators assist individuals who are eligible to receive community based long term supports in gaining access to needed waiver and other state plan services, as well as needed medical, social, and other services, regardless of the funding source for the services to which access is gained.

As a provider you are working to deliver Medicaid HCBW and/or Personal Care Assistance services in our communities. You are responsible for supporting the best possible health and safety of the people you are serving through statutory, regulatory, and policy requirements. Care Coordinators are responsible for carrying out the service for which they are approved according to regulations found in Title 7, Health and Social Services, Part 8, Medicaid Coverage and Payment, 7 AAC 105 through 7 AAC 165, and all referenced Alaska Statutes. You will initiate and maintain any licensure, permits, compliance with zoning, and/or education/training requirements associated with the service you are providing even if these requirements are not overseen by Senior and Disabilities Services (for example, a nursing license). You are responsible for correct Medicaid billing and record keeping practices. You will also renew your certification as a provider as required by Senior and Disabilities Services.

What is the demand for Home and Community Based Medicaid Waiver Care Coordinators in Alaska?

We can't answer this specifically although you can research the rising need for long term healthcare services:

<http://labor.alaska.gov/research/index.htm>

While the website doesn't list "Care Coordinator" as a separate job, the closest is healthcare support/assistance or social services.

Is Care Coordination a licensed profession?

No. A care coordinator needs to be certified by SDS and enrolled in Alaska Medicaid. The care coordinator must renew his or her certification and enrollment. It is not a license.

How long does certification take?

Allow 4-6 months for the entire process beginning to end.

Are there any charges for the classes?

SDS classes are tuition free. AKTC partnership trainings have a fee which you pay to AKTC.

- Not a class, but required to bill Medicaid: There is a \$560.00 enrollment fee paid to apply for enrollment in Alaska Medicaid (Conduent).

What is enrollment?

Enrollment is when a care coordinator administrator registers with Alaska Medicaid as a provider. You must take additional [training from Alaska Medicaid](#) prior to enrolling as a Medicaid provider.

What computer skills do I need?

You should know how to: have a professional email address that is easy to remember, we suggest to use your name or your business name as part of the email address; use email that accepts attachments; open email messages and attachments; save documents to files in your computer; attach documents to email messages; and open, read, modify, and save changes to documents in the most current versions of Microsoft Word or [Open Office](#), and [Adobe Acrobat Reader](#). You should have basic working knowledge of Protected Health Information (PHI) and how to work with digital and paper documents under [HIPAA rules](#). You should have basic knowledge of working with secure websites that require you to create a unique username and password. Please note that if you are using a "Hotmail" email address, we are finding that the SDS email system has trouble sending email with attachments to Hotmail addresses. Webinars will not work for "AOL" email addresses. Please consider establishing a new professional email with another service such as but not limited to "Gmail". If you want to attend SDS webinars, please [check your computer system here](#) to see if it is compatible.