

Telehealth Provider Agreement Questions and Answers¹

(last updated: January 2020)

Q1: How can I be a Provider?

A: Please contact Nancy Brooks at nancy.brooks@alaska.gov to receive a packet of Telehealth Provider Agreement documents to apply to become a Telehealth Provider.

Q2: Do I need a valid Provider Agreement signed with the Department of Health and Social Services - Division of Senior and Disabilities Services, in order to perform telehealth assessments?

A: Yes. An entity that does not have a valid Provider Agreement signed with the Department of Health and Social Services – Division of Senior and Disabilities Services (“SDS”) is not considered a Provider for our records as it did not complete the necessary requirements to conduct telehealth assessments. Without a completed Provider Agreement, the entity cannot be reimbursed for telehealth assessments.

Note: If you are an entity that has been performing telehealth assessments along with the Department of Health and Social Services – Division of Senior and Disabilities Services and do not have a valid Provider Agreement, you will not be able to get reimbursed for scheduled and completed telehealth assessment sessions. Please contact Nancy Brooks at nancy.brooks@alaska.gov to receive a packet of Telehealth Provider Agreement documents to apply to become a Telehealth Provider.

Q3: Where can I find the provider agreement general regulations?

A: Please refer to [7 AAC 81. forthcoming](#).

Link: <http://www.akleg.gov/basis/aac.asp#7.81>.

Q4: Can a provider agreement be mailed or dropped off at the Department of Health and Social Services - Division of Senior and Disabilities Services office building?

A: Provider agreements will not be accepted at SDS office building. We are no longer processing the agreements; the Grants and Contracts Support Team is now processing them.

¹ Additional questions can be directed to Nancy Brooks at nancy.brooks@alaska.gov.

The complete provider agreement with all requested documents may be e-mailed, faxed or mailed to Nancy Brooks. Her contact information can be found on the "[Telehealth Website](#)".

Tip: Please remember to send the provider agreement with all attachments, appendixes and additional documents in one packet to help prevent delays in processing.

Q5: How can I sign a PDF form?

A: The Department of Health and Social Services – Division of Senior and Disabilities Services does not yet accept electronic signatures on provider agreements. The agreement needs to be printed, completed, signed and sent back in to the Grants and Contracts Support Team.

Q6: 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.

Q7: What exactly do I need to turn in with the provider agreement? Not only certifications and documents related to the appendixes and attachments need to be provided, but also additional documents.

A: The documents that must be submitted with the provider agreement are listed on page 1 and 2 of the Provider Agreement, under Section *I. Provider Eligibility*.

Those additional documents are:

1. proof of Federal Tax ID Number²;
2. a current State of Alaska Business License;
3. if applicable, a Waiver of Sovereign Immunity³;
4. Federal Assurances and Certification form, signed by an individual authorized to enter legal agreements on behalf of the entity;
5. proof that health facilities are enrolled as Medicaid providers;
6. a list, by community, of the Provider's health facilities that have video conferencing equipment meeting the technical requirements⁴, including the names and contact numbers for the staff member qualified to operate the

² A letter from the Internal Revenue Service that reflect the entity's Employer Identification Number (EIN) is considered a proof of Federal Tax ID Number for the purposes of the provider agreement.

³ Alaska Native entities entering into a provider agreement with the Department of Health and Social Services must provide a waiver of immunity from suit for claims arising out of activities of the entity related to the provider agreement (this waiver is the Appendix B of the provider agreement).

⁴ The requirements are stated in the Attachment 4 – Video Teleconferencing Requirements.

equipment for the assessments, as well as the contact number for the information technology (IT) staff⁵.

Q8: Do I fill in the PA #? What does this information refers to?

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

Q9: When do I need to renew my current provider agreement? And who do I contact?

A: Terms of provider agreements are generally ruled by 7 AAC 81.070.b.⁶. The Grant & Contracts Support Team will contact current Telehealth Providers when it is time for renewal.

⁵ Please, provide us with updated versions of this document, whenever there are changes.

⁶ 7 AAC 81.070.b.: "A provider agreement remains in force until the provider or the department determinates the agreement or the material term of the agreement is changed. If a material term of a provider agreement is changed, a new agreement must be executed".