ANTHC Travel Management Processes – Covid-19 Updates

**Tribal Health Organization (THO) refers to Alaska Native Medical Center (ANMC)**

**ANTHC Travel Management Processes**

**April 2020**

**ANMC Clinic Determines:**
- Can appointment be done via Tele-Medicine
- Is the appointment urgent/emergent and cannot be delayed 30 days

**ANMC Clinic arranges appointments and notifies ANTHC Travel Management Office (TMO) – if patient has Medicaid, ANMC Provider must include a LOMN (see text box for LOMN requirements)**

**TMO receives notification and begins screening process**

**WHAT PROCESS (No Travel, Travel, Medicaid)**

**Current Notification: AFHCAN Cerner SharePoint**

**NO TRAVEL – APPOINTMENT LETTER ONLY**

**TMO Books Housing**

- Appointment Letter is completed – mailed to patient, attached to case and faxed to Village Clinic

- Case is sent to THO and ANMC Specialty Clinic notified

**TRAVEL PROCESS**

**TMO Travel Agent (TA) contacts the patient for flight preferences if appropriate. Also, reminds patient they need to complete Region Travel Authorization if needed**

**TMO TA Agent creates housing reservation and books travel**

- Appointment Letter is completed – mailed to patient and emailed to Village Clinic

- AFHCAN Case is sent to Village Clinic and ANMC Specialty Clinic is notified. (If no where to send AFHCAN Case – its achieved)

- Patient Travels

**MEDICAID PROCESS**

**TMO Prior Authorization (PA) Staff reviews the request to ensure that medical necessity requirements**

- Medical necessity met?

**TMO PA Staff processes requests and issues Prior Authorization number**

- TMO PA Staff completes paperwork as necessary, enters all information into Enterprise, SharePoint and/or AFHCAN

**TMO PA Staff notifies the TA Staff so they can complete the process**

**Letter of Medical Necessity Requirements:**

Any request for Medicaid travel through ANTHC TMO will need to have a LOMN attached with the following clearly outlined:

1. Clinics must provide additional detail describing how patient’s needs outweigh risks, both to the patient and other community members.
2. Telehealth is available, could it be utilized for this appointment? If no, the provider will need to explain why telehealth can’t be utilized.
3. Has the medical provider reviewed the risks of travel with the patient?
4. Does the patient understand the risks?
5. Does the patient understand they may be responsible for their own lodging and meals if they travel and no longer meet the Medicaid Travel Guidelines?

A provider can sign the note electronically – physical signature not required.

**Medicaid Authorization Providers**
- ANTHC TMO
- Conduent (Xerox)
- YKHC

**Medicaid Travel Arrangers**
- ANTHC TMO
- State Travel Office (CTM)
- YKHC