

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

Starting Monday, July 18, many of our Tribal health partners will be able to coordinate Medicaid travel to ANMC with the new Travel Management Office at ANMC.

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

Who do I contact for Prior Authorization?

Contact **Xerox**, if:

- Original Prior Authorization was obtained from Xerox 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
- New Prior Authorization for village to hub travel (clinic to regional hospital or health center), except for Anchorage Service Unit
- New Prior Authorization for Medicaid recipients residing in the Yukon-Kuskokwim Health Corporation (YKHC) and Norton Sound Health Corporation (NSHC) regions

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 Anchorage Service Unit

Contact ANMC Travel Management Office via email at tmomedicaid@anthc.org, or by calling 1-866-824-8140 or (907) 729-7720, Option 1. Hours of operation (starting July 18) are 7 days a week, 8 a.m.–5 p.m.

Contact Xerox at (907) 644-6800, Option 5
Hours of operation: Mon.–Fri. 7:30 a.m.–5:30 p.m.,
Sat. 8 a.m.–5 p.m., and Sun. 12–4 p.m.

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

