



Division of Behavioral Health

Notification: Provider Enrollment standardized Subject Line for electronic document submissions.

March 21, 2024

Provider Enrollment standardized Subject Line for electronic document submission.

DBH Provider,

To assist with proper routing of provider enrollment documents, HMS has requested providers use a standardized subject line for email correspondence sent to HMS at:

ak-enrollment@gainwelltechnologies.com

The Subject line should read:

Provider Name Document Type APP-AK

Provider Name(*space*)Document Type(*space*)APP-AK*

**Please note that spacing matters for the document to be properly routed.*

Examples of different types of subject lines are below.

The numbers in the examples indicate either the Application Tracking Number (ATN) assigned in the Provider Enrollment Portal (new providers) or an enrolled provider's Medicaid ID.

Example – communicating about a pending application.

Subject: JANE DOE SIGNATURE PAGE APP123456-AK

Body: See attachments with Jane Doe's signature pages.

Example – requesting cancelation of a pending application.

Subject: JOHN DOE CANCEL APP789123-AK

Body: Please cancel John Doe's application.

Example – submitting an Update Provider Information Request (UPIR) form for an Existing Provider

Subject: SALLY SMITH UPIR APP4567891-AK

Body: See attachment.

Example – submitting revalidation documents for an Existing Provider

Subject: SAMPLE AGENCY REVALIDATION APP123456-AK

Body: Please see attachments for Sample Agency's revalidation materials.

DBH March 20, 2024, Notice: Provider enrollment standardized Subject Line for electronic communications.

Please email questions regarding this Notice to doh.dbh@alaska.gov