Information for Medicaid Providers on RI’s Integrated Care Initiative

The State’s new Integrated Care Initiative began Friday, November 1, 2013 with 4,477 individuals enrolling in either Neighborhood Health Plan of RI (NHPRI) or Connect Care Choice Community Partners (CCCP), the two (2) new health care options.

The goal of the Integrated Care Initiative is to provide person-centered, comprehensive, quality health care and support services that enable members to maintain a quality of life so that they can live independently in the community if they are able to. It’s designed to improve the coordination of care between primary care and acute care, behavioral health services, and long-term services and supports (LTSS). There are approximately 28,000 individuals eligible for this initiative. They include Rhode Islanders over age 65 and individuals with disabilities/chronic conditions who have either Medicaid coverage or Medicare and Medicaid coverage (dual eligibility).

Individuals are given a choice to enroll in either Rhody Health Options or Connect Care Choice Community Partners. Some individuals may be able to enroll in PACE, an existing program for individuals with dual coverage. The Integrated Care Initiative is voluntary; people can choose to remain in Medicaid Fee-For-Service. Enrollment will occur over several months, with several thousand individuals enrolling each month.

What Providers Need to Do:

- **Be sure to check a person’s eligibility through Medicaid’s Interactive Web Services**: [https://www.eohhs.ri.gov/secure/logon.do](https://www.eohhs.ri.gov/secure/logon.do) This Recipient Eligibility Verification will let you know which program a person is enrolled in – Rhody Health Options (through NHPRI) or CCC Community Partners. This is a real time eligibility verification that verifies eligibility on the date it is accessed. For health plan enrollees, providers would have to bill NHPRI for products and services. Members enrolled in the CCC Community Partners Program remain in Medicaid fee-for-service and use HP as the fiscal agent. Providers would continue to bill Medicaid like they usually do for these enrollees.

- **Become a participating provider with Neighborhood Health Plan of RI** if you haven’t already. Please contact NHPRI representatives listed below for more information:
  
  Nursing Homes – Paula Lea, (401) 459-6037  
  Home Care Agency- Shirley Price, (401) 459-6683  
  Assisted Living & Adult Day Health Centers- Jacqui Pickering, (401) 427-6746  
  DME & Minor assistive devices- DMENsion, 1-866-205-2122

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What You Should Know:

- For members in *Rhody Health Options* bill Neighborhood Health Plan of RI. For members in *Connect Care Choice Community Partners (CCCP)* continue to bill Medicaid fee-for-service through HP.

NHPRI will honor all Medicaid prior authorizations for the period of time authorized by Medicaid. NHPRI will also honor all existing pharmacy authorizations for sixty (60) days.

NHPRI members can continue to see out-of-network providers for up to six (6) months after their enrollment start date. NHPRI will continue to help interested providers become part of NHPRI’s network.

Members, who are permanent residents of nursing homes or assisted living facilities in which they reside at the time they are enrolled, may remain in that nursing home or assisted living facility, regardless of whether that nursing home or assisted living facility is in NHPRI’s network.

For More Information

- Check: [www.eohhs.ri.gov](http://www.eohhs.ri.gov) under Integrated Care on home page. Then see section on “Info for Stakeholders”

**Customer Service Help Desk and Recipient Phone Calls**

The HP Enterprise Services Customer Service Help Desk (CSHD) is working hard to answer provider phone calls as quickly as possible. We have noticed a trend lately, though. Recipients have been calling the CSHD for information after being told by providers to call the number on the back of their card.

The CSHD reached by calling, 401-784-8100 and 800-964-6211, is for providers’ use only. Recipients should not be instructed to call these numbers as the representatives do not have the necessary resources to assist recipients. Recipients should be referred to their local OHHS Office to speak with a medical case worker.

Directing recipients to their local OHHS Office will result in them getting the needed information with fewer phone calls and keeps lines open for CSHD representatives to respond to providers’ inquiries.
Instructions for Billing NDC on the CMS-1500 Form

As a reminder the Rhode Island Executive Office of Health and Human Services, in accordance with the Deficit Reduction Act of 2005, requires that all Providers, when billing a CPT/HCPC code for a covered outpatient drug, must also submit the appropriate National Drug Code (NDC).

For Electronic Professional Billing:
Ensure you are using the most current version of the Provider Electronic Solution (PES) software, currently 2.06. Upgrades can be found on the EOHHS website at http://www.eohhs.ri.gov/ProvidersPartners/BillingClaims/ElectronicDataInterchangeEDI.aspx

OR
Make the necessary coding changes within your systems, utilizing Loop 2410, segments LIN and CPT. For further guidance on this loop, refer to our Companion Guide located at http://www.eohhs.ri.gov/ProvidersPartners/BillingClaims/ElectronicDataInterchangeEDI/RIMedicalAssistanceProgramHIPAA5010.aspx

Instructions for Billing NDC on the CMS-1500 form:
The CMS-1500 form allows for the submission of one NDC per HCPCS detail billed on the claim. If sending NDC/HCPCS information, enter the 5 character HCPCS code that describes each procedure in the un-shaded area of box 24D. Also enter the modifier (up to four, if any) that applies to each procedure code. NDC must be entered in un-shaded fields.

An NDC is required if a physician administered drug is billed. In the shaded area of box 24A, enter “N4” (which is the qualifier that indicates an NDC is being used), followed by the 11 digit NDC (include all leading zeros, the NDC must be 11 digits), followed by the two letter abbreviation for the unit of measurement (see chart below) and the number of units (up to five digits, a decimal and three spaces after the decimal). Do not leave any blank spaces between these elements.

Abbreviations for Units of Measurement
FL……………………….International Unit
GR……………………….Gram
ML………………………Milliliter
UN……………………….Unit(s)

To report more than one NDC per HCPC, use the NDC Attachment Form found at http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/ndc_attach_form.pdf.
The instructions to complete the form are found at http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/ndc_attach_inst.pdf.

If you have any questions, please contact the Customer Service Help Desk at (401)784-8100 or (800)964-6211 for toll free in-state calls.
The Provider Services Section of the DHS Website Has Moved!

As of September 26, 2013, the Provider Services Information on Department of Human Services (DHS) website has moved to the Executive Office of Health and Human Services website. The new URL is http://www.eohhs.ri.gov.

All of the information currently contained on the DHS website that you rely on to do your day to day operations has been moved to the new site. Providers will find current News and Provider Updates under Provider and Partners.

The Interactive Web Services (IWS), where you obtain your Remittance Advice, check Eligibility status, check Claim Status and Prior Authorizations also has a new link. It is https://www.eohhs.ri.gov/secure/logon.do.

The DHS site will be phased out soon. If you have the DHS website and IWS sites saved as favorites you will need to delete that link and save the new link to your Favorites List so that you continue to have access to all the information you need.

If you need assistance please contact the Customer Service Help Desk at (401) 784-8100 for local and long distance calls or (800) 964-6211 for in-state toll calls.

Annual Provider Survey

The 18th Annual Provider Survey is being distributed to a random sampling of all Medicaid providers. If you are selected, you will receive a copy of the survey in the mail. Please take a few moments to give your feedback and return in the postage paid envelope. The survey should take no more than 5-10 minutes to complete.

Your feedback is very important and helps to drive improvement in service.
RI Medicaid Office of Program Integrity to Begin Auditing the EHR Incentive Program

Please be advised if you are an eligible provider who has participated in the Medicaid Electronic Health Record (EHR) Incentive Program, you may soon receive a questionnaire regarding your status in relation to an EHR audit. The State of Rhode Island Medicaid Office of Program Integrity (OPI) will begin performing post-payment desk and field audits for the Medicaid EHR Incentive program. Eligible Providers (EP’s) demonstrate their participation in the program through attestation. Therefore, the OPI is required to verify submitted attestations comply with federal regulation.

In the event that you or your practice is selected for an audit, you will first receive a desk audit questionnaire via email. To facilitate the EHR review, the OPI strongly recommends that all eligible providers complete the questionnaire and any follow-up requests. It is also critical to maintain all supporting documentation relevant to your EHR Incentive applications and attestations. Some examples of documentation that may support your attestations:

- Patient Volume eligibility reports and/or documentation
- Copies of Meaningful Use reports you used to perform your attestation.
- Any EHR or ancillary system reports to support why an exclusion was taken with any core or menu measure
- A checklist or program used to perform the security risk analysis, and/or corrective action for addressing those deficiencies.
- Evidence to support your attestation that a test of exchanging of electronic clinical information was performed.
- Print screens, system generated reports, logs, diagrams, etc. from your EHR which illustrate the functionality in your attestation

If you have any questions or concerns regarding the Medicaid Electronic Health Record Incentive Program audits, feel free to email the OPI team at EHRAudit@dhs.ri.gov.