



PROVIDER *update*

Volume 259

August, 2014

THIS MONTH'S FEATURED ARTICLES

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Have you heard?

Interactive Web Services is changing!

See page 2 -3 for all the details.



The New Healthcare Portal is Coming!

See pages 4-8 for articles and important information for all providers



Pharmacy Spotlight



See pages 10-12 for articles and important information for pharmacies

IMPORTANT UPDATE FOR ALL PROVIDERS: NPI Enhancement Project

Interactive Web Services is changing!



Interactive Web Services (IWS) allows providers to access information including eligibility, claim status inquiries, prior authorizations and other business actions. IWS is accessed from the EOHHS website by those providers registered as Trading Partners. To access IWS, providers enter their Trading Partner ID and password. Once in the system, the user verifies their Provider ID to access their information.

On August 3, the NPI (National Provider Identifier) Enhancement Project will be implemented. Providers will still access the IWS with a Trading Partner ID, but to utilize the business actions, they **MUST** select their NPI, and then select the Provider Type and Taxonomy. Provider ID numbers will no longer be allowed.

Exceptions to this change include the following:

- Pharmacy providers who do not have taxonomy numbers enter NPI and Provider Type.
- Atypical providers who do not qualify for an NPI or taxonomy continue to use their Provider ID.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: Provider Type: Taxonomy:

It is critical for providers to select their NPI, and then select the correct provider type and taxonomy combination to utilize the business actions, such as eligibility and claim status. The above screenshot illustrates how important the correct combination is in accessing the business actions.

Many providers took advantage of the webinars held in May, June and July to learn more about how this change will impact them. If you were unable to participate, the presentation slides are available on the [Provider Training and Education](#) page of the [EOHHS](#) website.

On this page providers can also find a [question and answer document](#) that compiles all of the questions asked during the webinar sessions, and the responses.

Forms used by providers have also been updated to include NPI/Taxonomy.

Be sure to check the [EOHHS website](#) to access updated forms, including:

Provider Change of Information Forms

Adding Members to Existing Group

Electronic Funds Transfer

NDC Detail Form

NPI Enhancement Project

Changes to Remittance Advice Documents



With the implementation of the NPI Enhancement Project, Trading Partners will also see changes to their remittance advice reports.

Paper Remittance Advice Reports

Image 1

```

NPI : 13
TAXONOMY: 207V00000X
          207VG0400X
          207VM0101X
          207VX0000X
          207VX0201X

LTC AND PROFESSIONAL
RA DATE: 02/28/2014

PAGE NUM: 1
    
```

The upper left corner of page 1 of the paper Remittance Advice document will list the NPI, and up to five taxonomy codes associated with that NPI. (shown in Image 1 above)

Subsequent pages of the Remittance Advice document will list the NPI and only the first taxonomy associated to that NPI. (shown in Image 2 at right)

Image 2

```

NPI : 13
TAXONOMY: 207V00000X

RHODE ISLAND MEDICAL ASSISTANCE AND OTHER PI
LTC AND PROFESSIONAL
RA DATE: 02/28/2014

RECIPIENT NAME MID ICN HVER PT ACCT/RX MCRD #
BILLED AMT ALLO
    
```

835 Transaction

Taxonomy is being added to the REF segment found in the header of the file on the 835 Transaction. It can be identified with the qualifier of EV. Previously, this field listed the RI Medicaid legacy ID.

In some cases, there may be more than one taxonomy associated to the NPI. However, only one taxonomy will be returned in that segment. (see Image 3 below)

Image 3

```

ISA*00*          *00*          *ZZ*056000522      *ZZ*6          5      *140724*1643**00501*000000026*0*P::~
GS*HP*056000522*60          5*20140724*164323*2*X*005010X221A1~
ST*835*001261739~
BPR*I*67.18*C*ACH*CCP*01*011900445*DA*0          0*1056000522**01*03          I*DA*6          4*20140801~
TRN*1*800837101*1056000522~
REF*EV*251E00000X~
DTM*405*20140724~
    
```

For those downloading the 835 Transaction, please be prepared to make changes as necessary.

Healthcare Portal

Important Information for All Trading Partners

On page 2 of this **Provider Update**, you read about the NPI Enhancement Project, as the first step leading to the new Healthcare Portal. The Healthcare Portal will replace the existing IVS system with a more user friendly format.

The Healthcare Portal, which will be implemented later this summer, will utilize an **online Trading Partner enrollment process**, instead of a paper application.



As part of the transition, **existing Trading Partners** (Providers, Clearing Houses, and Billing Agents) **will be required to complete the online registration process** through the RI HPES Healthcare Portal. This process will be necessary to establish access to the new HC Portal and to gain accessibility to the Online Web Services (*including but not limited to Claims Status, Eligibility Verification, and File Exchange*).

In addition, **future changes** to established trading partners, such as **adding a provider**, will also be done electronically through the portal, rather than using the Trading Partner Change/Add form.

New Trading Partners (providers, clearing houses, and billing agents) who will exchange electronic data with the RI Medicaid Program will need to enroll on the portal and then register on the RI HPES Healthcare Provider Portal.

All Trading Partners (providers, clearing houses, and billing agents) will be responsible for establishing and maintaining their Trading Partner associations with the appropriate covered NPI(s) as well as identifying specific NPI(s) for which the Trading Partner will be receiving the providers X12 outbound transactions. A Trading Partner is limited to their list of covered providers when accessing claim status as well as other Online Web Services.

These changes will take place later this summer.

Healthcare Portal:

What you can do to be ready!

For Providers– What you need to know:

- Your current Trading Partner Number (Your User ID for IWS –begins with “60”)
- Your associated NPI(s), tax ID, and the NPI(s) for which you receive 835/277U transactions
- Your Trading Partner Name—as it was originally enrolled. If you are unsure of the correct name, please send an email to riproviderservices@hp.com and include the following:
 - * Type **TP Name Request** in the subject line of your email
 - * In the email, include your **Trading Partner ID** number, and **facility address**
 - * If your email address does not reflect your facility name, (ex. jane@yahoo.com) the request must be submitted on letterhead, and sent as an attachment to the email

For Clearing Houses / Billing Agents - What you need to know:

- Your current Trading Partner Number (Your User ID for IWS –begins with “60”)
- Your tax ID, and the NPI(s) for the providers that are covered under your Trading Partner Agreement, the provider NPI(s) for which you receive 835/277U transactions
- Your Trading Partner Name—as it was originally enrolled. If you are unsure of the correct name, please send an email to riproviderservices@hp.com and include the following:
 - * Type **TP Name Request** in the subject line of your email
 - * In the email, include your **Trading Partner ID** number and **facility address**
 - * If your email address does not reflect your facility name, the request must be submitted on letterhead, and sent as an attachment to the email.



Attention!

ATTENTION CLEARING HOUSES AND BILLING AGENTS:

Registration in the new Healthcare Portal requires that your identity is validated. As mentioned above, you will need to enter your current Trading Partner ID, your name, and your Tax ID.

To prepare for this process, we are requiring that all clearinghouses and billing entities provide their tax identification number or FEIN to RI Medicaid. Failure to provide this information by the deadline will cause a delay in claim submission.

If you have not sent this information, please send an email listing your Trading Partner ID number, the name under which you are registered as a Trading Partner, and your Tax ID to riproviderservices@hp.com immediately to ensure that you will be able to access the new Healthcare Portal.

Healthcare Portal: *What you need to know!*



All providers, clearing houses, billing entities, and other users of the IWS must register in the Healthcare Portal to have access to the information needed to conduct business.

RI Medicaid will offer support to help you through this process:



Notification of the training schedule will be sent electronically to our mailing list. To subscribe, send an email to deborah.meiklejohn@hp.com.

Our training calendar is posted on the EOHHS website on the [Training and Education](#) page.

[Providers & Partners](#) > [Provider Training and Education](#)

Provider Training and Education Training Schedule

Providers and billing entities are encouraged to check this page often, beginning in August, for the Healthcare Portal training schedule .

Q and A



This section will feature Frequently Asked Questions from providers.

Healthcare Portal

For: All Providers using the Interactive Web Services (IWS)

- Q:** I already have an existing Trading Partner ID. Will I need to do anything when the new Healthcare Portal is implemented?
- A:** Yes, you will need to register the Trading Partner ID on the Healthcare Portal before you can access information.
- Q:** I have subordinate users who share one user ID when they use IWS. Do they need to do anything to be able to access the Healthcare Portal?
- A:** Yes. First, you will need to enter information on all of the subordinate users when you register the Trading Partner ID. Then they will each need to register and select an individual user ID.
- Q:** I am a Medicaid Provider and have a Trading Partner ID. What will I need to register?
- A:** You will need your Trading Partner ID, the Trading Partner name as it was originally enrolled, your FEIN (Tax ID), your NPI (National Provider Identifier) and taxonomy code. (*Atypical providers will continue to use the Medicaid ID*). This will allow you to register.
- Q:** We are a clearing house? Do we need to register also?
- A:** Yes, ALL Trading Partners must register. You will need to have your Trading Partner ID, the Trading Partner name as it was originally enrolled, and your FEIN to register.
- Q:** How will I get to the Healthcare Portal? How will I know how to register?
- A:** The Healthcare Portal will be accessed from the [EOHHS website](#) through a link, just as IWS is now. RI Medicaid is planning many webinars and classroom trainings, to walk you through the process. Instructions will also be posted on the [EOHHS website](#) on the [Provider Training and Education](#) page. These should be available later this summer.



Healthcare Portal

EDI Enrollment is Changing!

The Healthcare Portal will also change EDI enrollment by making it more streamlined for Trading Partners.



New Trading Partners
Enrollment as a new Trading Partner will be completed electronically through the new Healthcare Portal. No paper documents needed!

Existing Trading Partners Groups
A new provider is added to your group through the Medicaid provider enrollment process.
Associating a new provider to a group for EDI billing purposes will now be done through the Healthcare Portal. The Trading Partner will add the provider electronically as a Covered Provider.
No paper required!

Clearing Houses and Billing Entities
Billing agents will associate additional providers to their Trading Partner number through the Healthcare Portal.
The billing agent will add the provider electronically as a Covered Provider.
No paper required!



All Trading Partners must have a valid email address to register and conduct business through the new Healthcare Portal.
If your facility or practice does not have an active email address that is checked on a regular basis, one should be acquired now, to prepare for the implementation of the Healthcare Portal.

Carrier Codes for Other Insurance

Completing Paper Claim Forms Correctly

For claims that require paper submission, it is important that the “Other Insurance” portion of the claim form is completed correctly.

Forms that are incomplete or completed incorrectly may be returned or denied for incomplete information.

Both the CMS-1500 claim form and the UB 04 claim form require both the other insurance carrier’s name, and the three digit carrier code.

The [carrier codes](#) are found on the EOHHS website on the [Billing and Claims](#) page under [Third Party Liability](#).

Below are examples of the Other Insurance fields -completed:

CMS 1500 Claim Form - Field 9d.

d. INSURANCE PLAN NAME OR PROGRAM NAME

06A United Senior Care

UB 04 Claim Form - Field 50

50 PAYER NAME

06A United Senior Care

Please be sure to submit all of the required information to ensure that the claim can be processed.



Prior Authorization Requests

Updated Form for Home Modifications and Special Equipment

Please note that the Prior Authorization Request form for Home Modifications and/or Special Equipment/Rehab Equipment has been revised. The updated form should be used for all requests. The form is available on the [Forms and Application](#) page of the [EOHHS Website](#), or by clicking [here](#).

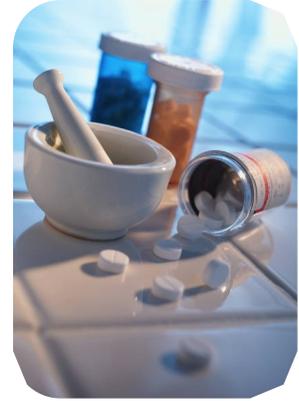
Effective September 1, requests submitted on an incorrect form will be returned to the submitter. Please be sure to download the updated form from the website.

Pharmacy Spotlight

A new feature in the *Provider Update*

The *Provider Update* now includes a new feature titled “Pharmacy Spotlight”. This column focuses on changes to the Preferred Drug List (PDL) and benefit changes for recipients.

It will also include any updates to the claims processing system for RI Medicaid Fee-for-Service pharmacy providers as well as tips and answers to frequently asked questions.



Billing Co-Insurance for Part B Medications

Including DME Products

CMS states that Part B medications are considered DME and therefore must be billed on a CMS 1500 either electronically or on paper.

- Pharmacy must initially bill the primary insurance using POS.
- Pharmacy then bills RI Medicaid for any required co-insurance, typically an amount equal to 20%, on the CMS 1500.
- Link to the CMS Website for Part B Drugs:

<http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Part-B-Drugs/McrPartBDrugAvgSalesPrice/Medicare-Part-B-Drug-ASP-Transmittals-List.html>

Below is a list of frequently used Part B Medications

Oral Immunosuppressants

J7500	Azathioprine Oral 50mg	use code for Imuran
J7502	Cyclosporin oral 100mg	use code for Neoral, Sandimmune, Gen-
J7506	Prednisone oral 5mg	use code for Deltasone, Liquid Pred
J7507	Tacrolimus oral per 1 MG	use code for Prograf
J7515	Cyclosporine oral 25 mg	use code for Neoral, Sandimmune, Gen- graf
J7517	Mycophenolate mofetil oral 250mg	use code for Cellcept
J7520	Sirolimus, oral 1mg	use code for Rapamune

Continued on next page

Pharmacy Spotlight —*continued*

Inhalation Drugs When Used with a Nebulizer

J7608	Acetylcysteine inhalation solution unit dose 1gm	use code for Acetylcysteine
J7611	Albuterol, inhalation solution, Administered through DME, Concentrated Form, 1mg	use code for Accuneb, Proventil
J7612	Levalbuterol con1 0.5mg	use code for Xopenex
J7613	Albuterol unit dose1 1mg	use code for Accuneb, Proventil
J7614	Levalbuterol unit 1 0.5mg	use code for Xopenex
J7620	Albuterol/ ipratropium 2.5 MG/0.5 MG	use code for Duoneb
J7626	Budesonide unit dose 0.5mg	use code for Pulmicort Respules
J7631	Cromolyn sodium inhalation solution unit dose 10mg	use code for Cromolyn
J7639	Dornase alpha inhalation solution unit dose 1mg	use code for Pulmozyne
J7644	Ipratropium bromide 1mg	use code for Atrovent
J7674	Methacholine Chloride Administered as inhalation solution through a Nebulizer	use code for Provocholine
J7682	Tobramycin unit dose 300mg	use code for Tobi

Important Information about CMAP



Effective 7/1/2014 the Community Medication Assistance Program (CMAP), a program administered through the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) and billed through HP Enterprise Services, has been terminated. Please do not submit any pharmacy claims for a customer with an identification number that begins with "966", the claim will be denied. **The BIN and PCN that are associated with this program are 610471 and MHRH0409.** If you have any questions please contact the Customer Service Help Desk at (401)784-8100.

Pharmacy Spotlight —*continued*



**The next meeting of the
Pharmacy & Therapeutics Committee (P&T)
is scheduled for:**

Date: August 26, 2014

Registration: 7:30 AM

Meeting: 8:00 AM

Location: HP Enterprises Services
301 Metro Center Blvd., Suite 203

Warwick, RI 02886

[Click here for agenda](#)

**The next meeting of the
Drug Utilization Review (DUR) Board
is scheduled for:**

Date: August 26, 2014

Meeting: 10:30 AM

Location: HP Enterprises Services
301 Metro Center Blvd., Suite 203

Warwick, RI 02886

[Click here for agenda](#)



DIRECTIONS to HP Enterprise Services

From New York and Points South:

Take 95 North to EXIT 12
Merge onto EAST AVE./RI 113E. Turn LEFT onto
GREENWICH AVE.
Turn RIGHT onto METRO CENTER BLVD.
301 METRO CENTER BLVD. is on the RIGHT.
Take elevator to the 2nd Floor, Room 203

From Providence, Boston and Points North:

Take 95 South to Exit 12A (Route 113E)
Merge onto Route 113E. Turn LEFT onto
GREENWICH AVE.
Turn RIGHT onto METRO CENTER BLVD.
301 METRO CENTER BLVD. is on the RIGHT.
Take elevator to the 2nd Floor, Room 203

Provider Training and Education

A resource for providers is available on the EOHHS webpage. From the Providers and Partners drop down list, select [Provider Training and Education](#).

This page contains both the [E-Learning Center](#) and the [Provider Training Schedule](#).



Providers & Partners > Provider Training and Education

Print

Provider Training and Education Training Schedule

Interactive Web Services is Changing

In July, access to the business actions within Interactive Web Services (IWS) will be changing. Providers will need to enter three unique identifiers: NPI, Provider Type, and Taxonomy in a valid combination. To support providers in this transition, HP and RI Medicaid hosted several webinars, to demonstrate the new way to access the business actions, such as eligibility and claim status, once the change takes place. As the implementation date in July approaches, additional webinars will be scheduled.

Providers may view the presentation slides from the webinar, and the summary of questions asked, by clicking the links below:

- [NPI Project Presentation Slides](#)
- [NPI Questions and Answers](#)

The Training Schedule lists upcoming events, including webinars, virtual classrooms, classroom training, and meetings.

Be sure to check the [training schedule](#) for the new Healthcare Portal mid August. Providers on our mailing list will receive notification as soon as the schedule is posted.

Provider E-Learning Center

Provider E-Learning Center

Welcome to the Provider E-Learning Center. This section will be updated with new training modules as they become available.

PowerPoint Presentations for all Providers

For best quality, after opening the presentation, click on the *Slide Show* tab, and click *From Beginning*. Click your mouse or space bar to advance the slides.

[Navigating the EOHHS website E-Learning](#)

[Welcome to Medicaid - New Provider E-Learning](#)

Provider Specific Training

[Nursing Home - Helpful Hints for Billing](#)

The E-Learning Center gives providers access to self-paced learning opportunities.

In addition, all webinar training presentation slides are posted on this page for download.

Rhode Island Quality Institute

CurrentCare- *Breaking Through Information Silos*



As CurrentCare continues to emerge as a standard of care in Rhode Island, so does the number of people who continue to enroll (now over 401,000). CurrentCare services include the Viewer – which allows providers to look at patients' labs, medications, imaging reports, and encounters in one place, regardless of the provider who ordered the test or prescribed the medication.

CurrentCare Hospital Alerts notifies providers, in real time, when a patient is admitted, transferred or discharged (ADT) from a hospital. Because CurrentCare receives ADT notifications from all the acute care hospitals in Rhode Island (not including the VA), CurrentCare Hospital Alerts are a valuable tool for care coordination and care transition management.

The RI Regional Extension Center, a service of the RI Quality Institute, assists practices with incorporating CurrentCare services into the office workflow and trains practices how to enroll patients in CurrentCare. Enrolling Medicaid beneficiaries in CurrentCare is particularly important because Medicaid beneficiaries, especially those with disabilities and special needs, often have high health care costs, are at disproportionate risk for adverse outcomes, and face the greatest challenges in receiving coordinated care.

CurrentCare joins health information from across care settings, giving physicians and care teams the information they need to deliver the best possible care, avoid medical errors and duplicate tests, identify gaps in care, prevent avoidable hospitalizations and ED visits, and better coordinate care. These benefits are valuable for all patients, and are especially critical to ensuring good outcomes for Medicaid beneficiaries and other vulnerable groups who receive care from multiple care providers.

For more information on how to adopt CurrentCare services
for your practice,

please contact the RI Regional Extension Center:

Email: CurrentCare@rigi.org

Phone: (888) 858-4815

Visit our website at: www.CurrentCareRI.org

August is National Immunization Awareness Month

Each August, National Immunization Awareness Month highlights the value of immunization across the lifespan. In 2014, the National Public Health Information Coalition (NPHIC) is coordinating the activities.



Providers can access toolkits to raise awareness about immunizations. The toolkits are available from the [CDC website](#) or the [NPHIC website](#) and are based on four weekly themes:

A Healthy Start (August 3-9)
Back to School (August 10-16)
Off to the Future (August 17-23)
Not Just for Kids (August 24-30)

Resources include informational articles, links to other resources and print materials available for download.

Monthly *Provider Update* Delivered to Your Inbox

Would you like to receive the monthly *Provider Update* delivered electronically to your Inbox?

To add your email to the electronic mailing list, please send an email to deborah.meiklejohn@hp.com.

Please put "Subscribe" on the subject line of your email. Also include your Provider Name and NPI, as well as the primary type of service you provide.



RI Medicaid Customer Service Help Desk for Providers

Available Monday—Friday

8:00 AM-5:00 PM

(401) 784-8100

for local and long distance calls

(800) 964-6211

for in-state toll calls

Transition to ICD-10

Information for all Providers



Although the implementation date for ICD-10 has been delayed, providers are encouraged to use this extra time to continue preparation to be ready for this transition.

Over the next few months, the *Provider Update* will outline steps you can take, so that your preparation stays on track!

Step 2:

Build your Team

Providers should think about:

- Who should be involved in the process?
- Who is your point person to coordinate your plan?
- Who will connect with outside vendors or clearinghouses that you utilize?
- Who will attend trainings offered as well as conduct staff trainings?



To review Step 1- see the [July Provider Update](#)

For more information, visit the [ICD-10 page](#) on the [EOHHS website](#). You can also find helpful planning tools on the CMS sponsored website: [Road to 10](#).