



Rhode Island Medicaid Program

PROVIDER *update*

Volume 260

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Inside this issue:

| | |
|---------------------------------------|----|
| Healthcare Portal | 2 |
| Healthcare Portal Training Schedule | 6 |
| Pharmacy Spotlight Meeting Schedule | 7 |
| CurrentCare Open House | 8 |
| Health IT Certification | 9 |
| NPI Enhancement Project | 10 |
| ADA 2012 Required 10/1/2014 | 11 |
| ICD 10 | 12 |
| Provider Training and Education | 13 |
| Women's Cancer Screening Program | 14 |
| Claim Recoupment and Adjustment Forms | 14 |
| Rlte Care Patient Renewals | 15 |

THIS MONTH'S FEATURED ARTICLES

The New Healthcare Portal is Coming!

See pages 2-6 for articles and important information for all providers



Have you heard?

Interactive Web Services has Changed

See page 8 for all the details.



Training Schedule for Healthcare Portal is Announced

All Trading Partners must register in the new Healthcare Portal. See page 6 for the training schedule to learn how!



Healthcare Portal

Important Information for All Trading Partners

The Healthcare Portal will replace the existing IWS system with a more user friendly format.

The Healthcare Portal, which will be implemented soon, 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 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.

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

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 upcoming implementation of the Healthcare Portal.

Q and A



This section will feature Frequently Asked Questions from providers.

Healthcare Portal

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

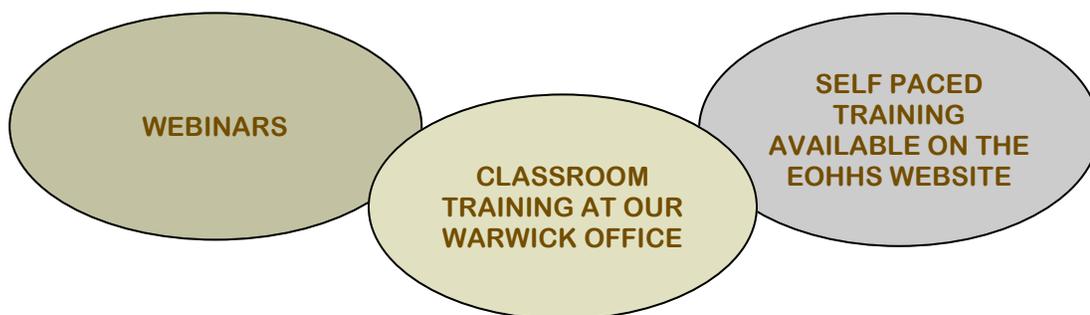
- Q:** I already have an existing Trading Partner ID. Will I need to do anything when the new Healthcare Portal is implemented?
- A:** Yes, you will need to register the Trading Partner ID on the Healthcare Portal before you can access information.
- Q:** I have subordinate users who share one user ID 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), and your NPI (National Provider Identifier).
(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 soon.



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:



HEALTHCARE PORTAL TRAINING SCHEDULE

WEBINARS

Part 1: Registering to use Healthcare Portal

9/17 10:30 AM - 12:00 PM
 9/18 12:00 PM - 1:30 PM
 9/24 10:30 AM - 12:00 PM
 9/26 2:30 PM - 4:00 PM

Part 2: How to use the new Healthcare Portal

9/22 10:00 AM - 11:00 AM
 9/25 12:30 PM - 1:30 PM
 9/29 9:30 AM - 10:30 AM

CLASSROOM TRAINING

Classroom Training combines both Part 1 and Part 2 in one session.

Part 1: Registering to use Healthcare Portal
Part 2: How to use the new Healthcare Portal

9/19 9:00 AM - 12:00 PM
 9/23 9:00 AM - 12:00 PM

Classroom training will be offered at:
 HP Enterprise Services
 301 Metro Center Blvd.
 Warwick, RI 02886

To register: Please send an email to deborah.meiklejohn@hp.com. Please put "registration" in the subject line of your email. Be sure to indicate the date of the session you would like to attend. You will receive confirmation of your registration.

Pharmacy Spotlight



**The next meeting of the
Pharmacy & Therapeutics Committee (P&T)**

is scheduled for:

Date: December 2, 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: December 2, 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

Rhode Island Quality Institute

CurrentCare Open House

Come by to see what the buzz is all about



Already 254 Rhode Island healthcare practices have chosen to get access to **CurrentCare**, our statewide health information exchange, and
Over 413,000 Rhode Islanders have enrolled and said “yes” to sharing their health information.

Learn how to enroll your patients and get access to a wealth of information – including 90% of all RI prescription data, 85% of all RI lab data, and admission, discharge, and transfer alerts from all the acute care hospitals in the state.

Space is limited so [register](#) quickly and no later than September 16th
The event is free and we will provide a light dinner.

Tuesday, September 23, 2014

5:30 pm – 8:00 pm

Rhode Island Quality Institute

50 Holden Street, Suite 300 ▪ Providence, RI 02908

[Plenty of free parking – click here for directions](#)



Special Opportunity

We will offer a live CurrentCare Viewer Training at 5:00 PM.

You will have an opportunity to register for training when you register for the Open House by [clicking here](#).

Health IT Professional Certification offered by RI Regional Extension Center



The RI Regional Extension Center offers **free** licenses to take online Health IT professional certification courses. Upon successful completion of a course, you can add the appropriate credential after your name.

This offer is available to Rhode Island primary care providers and specialists, their office staff, and any Rhode Island-based college student enrolled in a health IT-related course of study.

[Click here for more information about this program](#)
or contact the RI REC at 888-858-4815.

Participation is available on a first-come, first-served basis and limited to December 2014.



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



NPI Enhancement Project

Interactive Web Services has changed



On August 3, the NPI (National Provider Identifier) Enhancement Project was implemented. Providers 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.

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

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 below)

```

NPI : J
TAXONOMY: 207V00000X
          207VG0400X
          207VM0101X
          207VX0000X
          207VX0201X
    
```

ITC AND PROFESSIONAL
RA DATE: 02/28/2014
PAGE NUM: 1

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

```

RHODE ISLAND MEDICAL ASSISTANCE AND OTHER PI
NPI : 1300000000
TAXONOMY: 207V00000X
    
```

| 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 below) Pharmacies, who do not have a taxonomy code, will see the NPI listed in this segment.

```

ISA*00*          *00*          *ZZ*056000522      *ZZ*6          5      *140724*1643*^*00501*000000026*0*P*:-
GS*HP*056000522*60          *20140724*164323*2*X*005010X221A1~
ST*835*001261739~
BPR*I*67.18*C*ACH*CCP*01*011900445*DA*0          0*1056000522**01*0:          *DA*6          64*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.

Attention Dental Providers: ADA 2012 Required October 1, 2014

| | | |
|------------------------|-----------------------------|----------------|
| 49. NPI | 50. License Number | 51. SSN or TIN |
| 52. Phone Number () - | 52a. Additional Provider ID | |

© 2012 American Dental Association
J430D (Same as ADA Dental Claim Form – J430, J431, J432, J433, J434)

Effective October 1, 2014, Rhode Island Medicaid will only process paper claims submitted on the ADA 2012 claim form.

Claims received on or after October 1 on any other version will not be processed and **will be returned to the provider.**

Providers must ensure that they are using the proper version by checking the footer at the bottom of the form (shown in the image above).

To support providers, the following reference items are now posted to the [EOHHS](#) website:

- A sample of the [ADA 2012 claim form](#)
- [Instructions](#) for completing the ADA 2012 claim form
- A [sample completed claim form](#) for a recipient with Medicaid Only
- A [sample completed claim form](#) for a recipient with Other Insurance

Remember :

*Effective October 1, 2014
Only dental claims submitted on
the ADA 2012 will be processed.
All other forms will be
returned to the provider.*

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 3:

Conduct an Impact Assessment

You will need to determine all areas that will be affected by the change:

- Computer data storage
- Software applications
- Vendors and clearinghouses
- Revised patient questionnaires to obtain information needed for ICD-10 coding
- Impact on electronic health records
- Staff training for clinical documentation



To review Step 1 & 2 see the previous [Provider Updates](#)

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](#). Visit the [Road to 10 website](#) to find out about the new [Road to 10 Webcast series](#)!

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 in September.

The schedule is listed on page 6 of this *Provider Update*.

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.

Open Enrollment For New Providers In Women's Cancer Screening Program



With the implementation of the Affordable Care Act, many women who might have been eligible and enrolled in Rhode Island's Women's Cancer Screening Program (WCSP) at health centers are now covered under Medicaid Expansion. The WCSP has opened enrollment for primary care and OB/GYN practices that would like to become a participating provider and allow access to and coverage for breast and cervical screening, follow-up, and treatment for their uninsured, established patients. (Providers may participate as a Limited or Active provider of services and are reimbursed at 80% of the State Medicare fee schedule or the maximum rate allowable.)

The WCSP provides free breast and cervical cancer screening services, including mammograms, for Rhode Island women who are 40 or older, uninsured or underinsured, and have incomes at or less than 250% of the poverty level.

Learn more about the [WCSP](#) or contact WCSP Manager [Brenda DiPaolo](#).

Claim Recoupment and Adjustment Request Forms

When using the [Claim Recoupment Request form](#) or the [Claim Adjustment Request form](#), please see the following reminders:

- All fields on the forms are mandatory. Incomplete forms cannot be processed and will be returned to the provider whose name and address are listed on the form.
- All Provider fields (Name, NPI, and Mailing Address) should be completed with the BILLING PROVIDER's information – and not the performing provider.
Any request forms with the Performing Provider information will not be processed and will be returned to the provider whose name and address are listed on the form.
- Please allow 2 Remittance Advice dates for HP Enterprise Services to process the request before sending a duplicate request.
- If you need to appeal a claim that was denied, DO NOT use these forms. All appeal requests must be submitted to the appropriate [Provider Representative](#) for review.

Please consider electronic submission of these request forms for faster processing. For information on how to submit requests electronically, contact your Provider Representative.

Reminder :
Your RIte Care Patients Need to Renew their Coverage

When you verify eligibility for your patients, please remind them to renew their coverage.

Once they get a yellow notice from the state, they need to renew right away. If they got a notice and didn't renew, they need to re-apply.

They do not have to wait for a notice, before renewing.



There is a new way to renew and people to help.
Please give the information below to patients who need to renew their coverage.

Renew by Phone

1-855-651-7879

Monday - Saturday 8am -9 pm
and Sunday Noon - 6 pm

Fast, accessible, and available in recipient's native language.

Renew in Person

Call the contact center at 1-855-651-7879
to make an appointment at their office in Providence
or with an expert (navigator) in your community.
The contact center is open Monday - Saturday 8am -9 pm
and Sunday Noon - 6 pm
You can also go to your local DHS office.

Renew Online

Go to www.eohhs.ri.gov/renewals
Call 1-855-651-7879 for help if needed.

Click here for flyer in [English](#) or [Spanish](#)

