



Rhode Island Medicaid Program

PROVIDER *update*

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Volume 261

October, 2014

THIS MONTH'S FEATURED ARTICLES

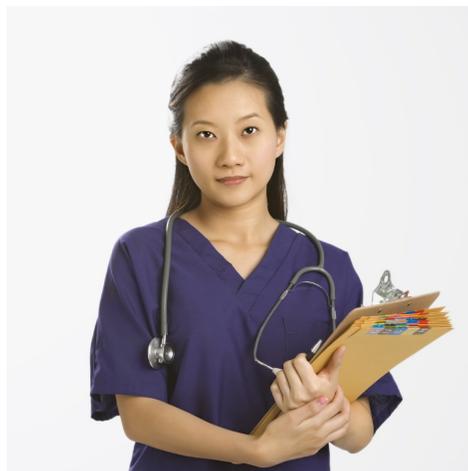
The New Healthcare Portal is Here! All Trading Partners MUST register

See pages 2-6 for articles and important information for all Trading Partners



Attention PES Users: PES Upgrade 2.07 is required!

See page 5 for important installation information.



Attention Dental Providers: ADA 2012 Required as of October 1, 2014

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

© 2012 American Dental Association
4300 (Same as ADA Dental Claim Form - 4430, 4431, 4432, 4433, 4434)

See page 13 for more information.

Healthcare Portal

Important Information for All Trading Partners

The new Healthcare Portal has arrived, replacing the existing IWS system with a more user friendly format.

[Click here](#) to access the Healthcare Portal.



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.

Please note:

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.

Q and A



This section will feature Frequently Asked Questions from providers.

Q: I am enrolled as a RI Medicaid provider but need to enroll as a Trading Partner. What do I do?

A: You will need to enroll as Trading Partner ID through the Healthcare Portal . Click on Trading Partner enrollment link on the welcome page.

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 your Trading Partner ID on the Healthcare Portal before you can access information. Click on the “Register Now” link to begin.

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. The users are called delegates in the Healthcare Portal. Then each delegate will 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: What do I do if I need help?

A: Our Customer Service Help Desk is available to answer questions Monday—Friday, 8:00 AM-5:00 PM. Contact the Help Desk at (401) 784-8100 for local calls and (800) 964-6211 for in state toll calls. There are also additional resources available at <http://www.eohhs.ri.gov/ProvidersPartners/HealthcarePortal.aspx>



Healthcare Portal

EDI Enrollment has Changed!

The Healthcare Portal changes EDI enrollment by making it more streamlined for Trading Partners.



New Trading Partners
 Enrollment as a new Trading Partner is 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 is now done through the Healthcare Portal. The Trading Partner adds the provider electronically as a Covered Provider.

No paper required!

Clearing Houses and Billing Entities

Billing agents associate additional providers to their Trading Partner number through the Healthcare Portal.

The billing agent adds the provider electronically as a Covered Provider.

No paper required!



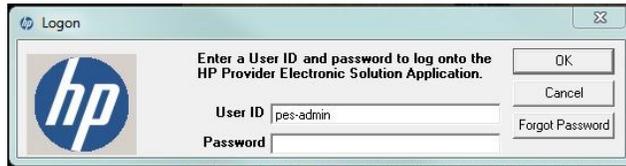
IMPORTANT REMINDER All Trading Partners must have a valid email address to register and conduct business through the new Healthcare Portal.

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 access and utilize the Healthcare Portal.

ATTENTION PES USERS!

Upgrade Required

After registering in the new Healthcare Portal, PES users **must** install a PES upgrade to ensure successful submission of claims.



You will find this qualifier on Hdr 2 for most claims

Please **do not install the upgrade** until you have registered in the Healthcare Portal.

In addition, be sure you are using Qualifier ICD-9. (see images at left) Using Qualifier ICD-10 will cause your submission to fail.



You will find this qualifier on Hdr 3 for dental claims. Enter only if a diagnosis code is entered.

[Click here for upgrade](#)



ATTENTION ALL PROVIDERS

Using NPI on Correspondence

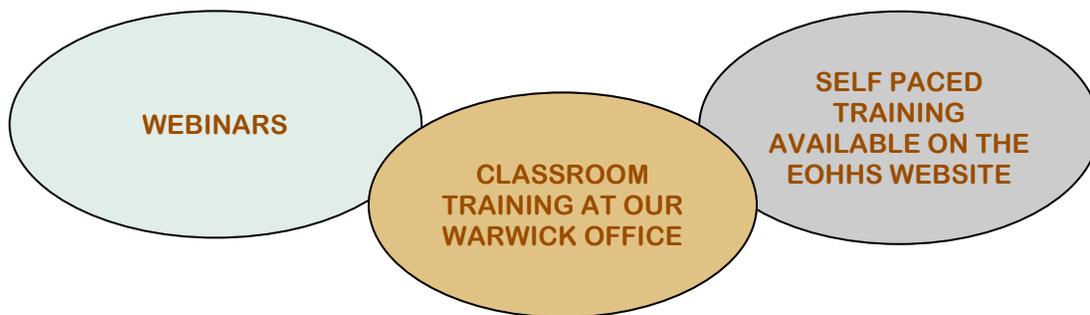


When sending correspondence into RI Medicaid, be sure that you are referencing the NPI and not the Medicaid ID/Legacy Number. Medicaid ID numbers are no longer being used. Listing the NPI will ensure that your correspondence is handled promptly and correctly.

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

October 8 11:00 AM - 12:30 PM
 October 15 11:00 AM - 12:30 PM

Part 2: How to Use the New Healthcare Portal

October 9 11:00 AM - 12:00 PM
 October 17 11:00 AM - 12:00 PM

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

October 21 9:00 AM - 12:00 PM
 Classroom training will be offered at:
 HP Enterprise Services
 301 Metro Center Blvd.
 Warwick, RI 02886
 Room 203

To reserve a space: Please send an email to deborah.meiklejohn@hp.com. Please put "HCP" 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 reservation.

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.



Attention Hospice Providers New Hospice Rates for Fiscal Year 2015

Hospice Rates
Effective October 1, 2014

CODE	DESCRIPTION	RATE
T2042	Routine Hospice Care	\$159.34/day
T2043	Continuous Home Care	\$ 38.75/hour
T2044	Inpatient Respite Care	\$164.81/day
T2045	General Inpatient Care	\$708.77/day

Pharmacy Spotlight

Direct Acting Antiviral (DAA) Medications & Treatment of Hepatitis C



Hepatitis C has been identified as a significant etiology of chronic liver disease, associated co-morbidities, need for liver transplant and death. Newly approved direct acting antiviral (DAA) medications have changed recommendations and therapeutic guidelines. This document will provide you with the information needed when requesting a prior authorization (PA) for the DAAs.

The clinical criteria and all forms are located on the EOHHS website under the *Pharmacy* section at the following link:

[Pharmacy Prior Authorization Program](#)

Process

Step 1—Application for Preferred Provider Status (PA22-PPS)

- Prescriber to complete and submit to (401) 784-3889
- Once approved, the prescriber will be considered “preferred” and it will not be necessary to send the preferred provider form with every PA request

Step 2—Prior Authorization Direct Acting Antiviral Medications (PA22)

- Prescriber to complete and submit to (401) 784-3889
- Prescriber will be notified upon completion of PA review

Step 3—Sample Patient Contract (PA22—Patient Contract)

- Prescriber to maintain a patient contract as part of medical record
- Sample form which provider can consider for use

Pharmacy Spotlight

Due to the cancellation of the August P&T Committee Meeting, the agenda for that meeting will be included in the December meeting. The August agenda items will be covered first, followed by the December agenda items. Please check the EOHHS website for more details.

The DUR Board meeting will follow the P&T meeting as always.



**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

Meaningful Use Update from the Rhode Island Quality Institute

New CMS rule allows flexibility in certified EHR technology for 2014

On August 29, 2014, the Centers for Medicare & Medicaid Services issued its final rule regarding changes to the Meaningful Use stage timeline and the definition of certified electronic health record technology (CEHRT) to allow options in the use of CEHRT for a 2014 EHR reporting period. The rule was published in the Federal Register on September 4, 2014.

The rule allows eligible providers to use 2011 edition certified electronic health record technology (CEHRT), or a combination of 2011 and 2014 edition CEHRT to meet Meaningful Use. Eligible professionals (EPs) must use a 2014 edition CEHRT in 2015.

Under this final rule, Stage 2 of the Meaningful Use incentive program will be extended through 2016 and Stage 3 will begin in 2017 for certain providers.

The effective date of the change is October 1st, 2014. It's important to read through the rule as it appears in the [Federal Register](#), to determine whether or not you can attest that you're "unable to fully implement 2014 edition CEHRT for an EHR reporting period in 2014 due to delays in the availability of 2014 Edition CERHT". The Rhode Island Regional Extension Center can assist you with questions and can be reached at 888-858-4815 or at rirec@riqi.org

For more information, click to see: [Press Release](#) ▪ [Quick Guide](#) ▪ [Decision Tool](#)





Why should providers enroll their patients in CurrentCare?

Coordinating patients' medical care to improve and maintain their health is the best way to keep them stable and out of the hospital and emergency department. CurrentCare can help you achieve this goal.

CurrentCare has over 418,000 individuals enrolled to date; the majority of patients have enrolled on the advice of their providers who explain the importance of having all their medical information in one place, so any provider can treat them appropriately, no matter the medical setting. Once enrolled, protected health information (PHI) about the patient begins to flow into their CurrentCare record from Data-Sharing Partners (DSPs) including:

- all the acute care hospitals in RI (with the exception of the VA)
- both hospital and independent labs
- imaging facilities
- pharmacies and pharmacy benefit managers
- primary care, specialty practices, and community and behavioral health organizations.

CurrentCare allows providers to log into a patient record and view PHI or to receive notification when a patient is admitted, transferred, or discharged from a hospital. Having access to this information is essential to being able to coordinate care. Providers are able to see that a recent lab has been ordered by another provider and can avoid duplicate testing. Similarly, providers can see medications that have been dispensed to the patient, including controlled substances, and make immediate, timely decisions about treatment.

[Click here to view the up-to-date list of DSPs](#)

To learn more about enrolling your patients or gaining access to CurrentCare services for your staff, call 888-858-4815 or email currentcare@riqi.org.



Attention LEA Providers:
**Medicaid Reimbursement for
 Orientation and Mobility Services**



The following new codes for Medicaid reimbursement for orientation and mobility services are effective as of August 1, 2014:

97533

Sensory integrative techniques to enhance sensory processing and promote adaptive responses to environmental demands.

Maximum 16 units per day
 (4 hours) at \$26.55 per unit.

T1024

Team evaluation and management per encounter (initial assessment/evaluation).

Maximum 16 units per day
 (4 hours) at \$26.55 per unit.

T1024 TS

Team evaluation and management per encounter (follow-up evaluation).

Maximum 16 units per day
 (4 hours) at \$26.55 per unit.



Attention DME Providers:
New Coverage Guidelines

The coverage guidelines for Commodes, Positive Airway Pressure (PAP) Devices, and Breast Pumps have been updated.

The new coverage guidelines are posted on the [EOHHS website](#).



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



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:

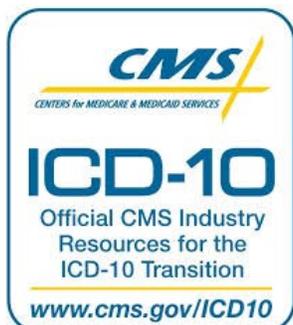
- A sample of the [ADA 2012 claim form](#)
- [Instructions](#) for completing the ADA 2012 claim form
- A [sample completed claim form](#) for a recipient with Medicaid Only
- A [sample completed claim form](#) for a recipient with Other Insurance

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.

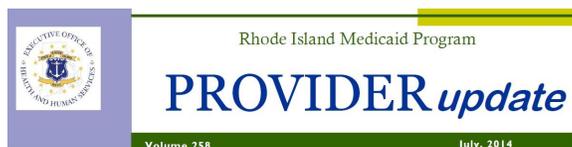
Over the next few months, the *Provider Update* will outline steps you can take, so that your preparation stays on track!

Step 4:

Identify Key Stakeholders

Who are the possible stakeholders who should be considered in your ICD-10 planning?

- Staff members
- Vendors
- Clearinghouses
- Coders
- Colleagues



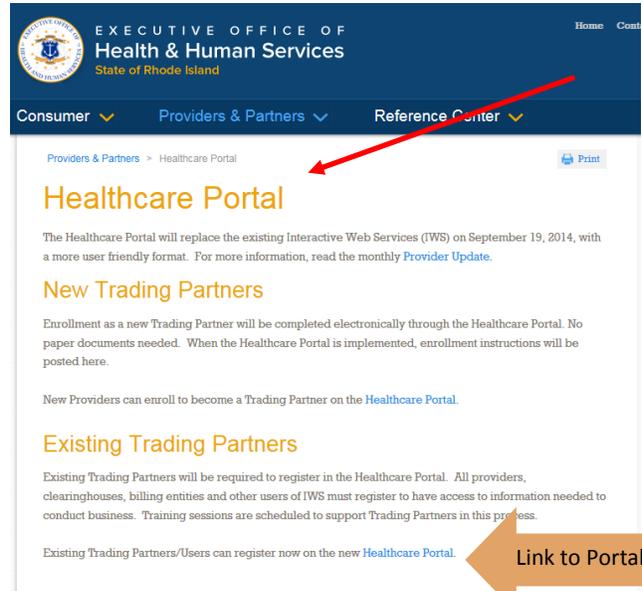
To review Step 1 –3 see the previous [Provider Updates](#)

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 *Healthcare Portal*

A new resource for providers is available on the EOHHS webpage. From the Providers and Partners drop down list, select Healthcare Portal.

This page contains helpful information for providers to transition to the new system as well as the link to the new portal. The self paced user guides for *Enrolling as a Trading Partner*, *Registering in the Portal*, and *Using the Portal*, are found on the bottom of the page (see image below).



Self-Paced User Guides

The following User Guides will walk you through the process of enrolling as a new Trading Partner, registering to use the Healthcare Portal, and using the Healthcare Portal to conduct business. **Please note:** These functions and the link to the Healthcare Portal will not be available until September 17th.

- [Enrolling as a New Trading Partner](#)
- [Registering to Use the Healthcare Portal](#)
- [Using the Healthcare Portal](#)

Be sure to check the training schedule for the new Healthcare Portal. October training dates are now available.

The schedule is also 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.

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
Go to your local DHS Office.
You can also make an appointment with an expert (navigator) in your community.
You can find a navigator by calling the contact center at 1-855-651-7879
The contact center is open Monday - Saturday 8am -9 pm
and Sunday Noon - 6 pm

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



Save the Date: **Public Affairs Forum**

The Rhode Island Executive Office of Health and Human Services (EOHHS)
and the Rhode Island Public Expenditure Council (RIPEC)
invite you to join them for a public affairs forum
on national and local trends in controlling health care costs.

The event is scheduled for the morning of November 24, 2014 at the Rhode Island Convention

What: Joint EOHHS-RIPEC Public Affairs Forum

When: Monday, November 24, 2014

Where: Rhode Island Convention Center, Rotunda Room

Please contact Marguerite Paredes with registration inquiries.
By email: m_paredes@ripec.com or by phone: 401-521-6320



RIPEC

Medicare Crossover Claims for *Rhody Health Options*

Effective September 30, 2014, providers who bill Medicare for services
for *Rhody Health Options* dual eligible members
will have their claims automatically 'crossover' to Neighborhood Health Plan of Rhode Island
after Medicare has paid as the primary insurance.

If you receive any denial notices from Medicaid FFS for *Rhody Health Options*
after October 1, 2014, please note this change in process.



Make Influenza Vaccination a Priority!

On October 1, HEALTH will begin a statewide outreach campaign to encourage Rhode Islanders to be vaccinated against influenza, but we can't communicate the importance of immunization without your help. A healthcare provider's recommendation is the biggest factor in a patient's decision to be immunized against influenza. Take these steps to help keep your patients, staff, neighbors, family, and friends healthy this influenza season:

- If you are vaccinating patients, offer influenza vaccine at every patient visit from the time you have vaccine through the end of the influenza season.
- If you are not vaccinating patients, direct patients to places where they can be vaccinated.
- Educate patients and staff about the importance of influenza vaccination. HEALTH has material available for free.
- Get vaccinated, and make sure that all your staff members are vaccinated too.
- Get social! - Share a photo of you or a colleague proudly wearing your Band-Aid after being vaccinated at #EarnYourStripeRI

Influenza Vaccine Availability

All influenza vaccines that the Rhode Island Department of Health (HEALTH) will be offering this influenza season are now available for order. Orders can be placed through OSMOSSIS.

Influenza Vaccination Resources

- A list of state-supplied vaccine
- The school—located flu vaccination clinic schedule
- Influenza vaccine for Medicare Fee-for-Service Patients in Rhode Island
- New Vaccine Information Statements (VISs) available for order
- Nasal spray recommendation for healthy children 2-8 years of age
- Fluzone High-Dose vaccine recommended for certain elderly patients
- Guidance on second doses

-From RI Department of Health

