



# PROVIDER *update*

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Volume 262

November, 2014

## THIS MONTH'S FEATURED ARTICLES

### The New Healthcare Portal is Here!

**All Trading Partners MUST Register – Deadline is approaching!!**

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



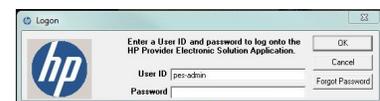
### Healthcare Portal Training Schedule Don't be left behind!

See page 6 for schedule



### Attention PES Users: PES Upgrade 2.07 is required!

See page 5 for important installation information.

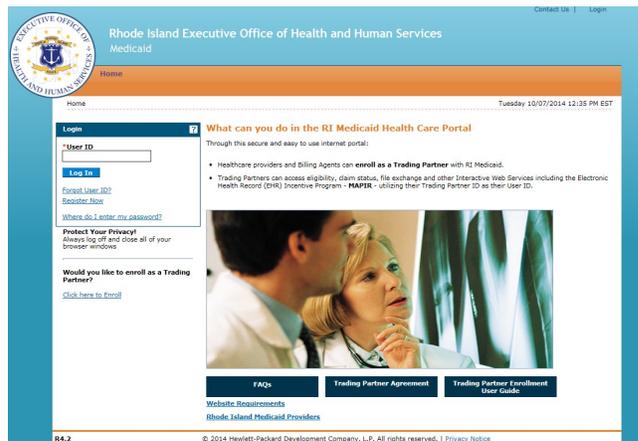


## Healthcare Portal

### 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.



#### IMPORTANT

To continue to have access to business functions, **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 is 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)** 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 and I use the website now. Do I need to do anything?

**A:** Yes, you will need to register your Trading Partner ID on the Healthcare Portal to continue to 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!

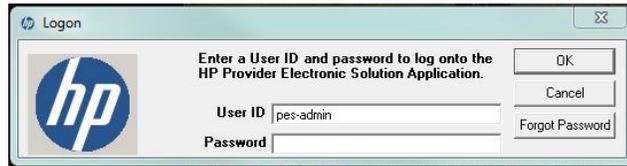
**Clearing Houses and Billing Entities**  
Billing agents associate additional providers to their Trading Partner number through the Healthcare Portal.  
The billing agent adds the provider electronically as a Covered Provider.  
No paper required!



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



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

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.



## ATTENTION Children's Home and Community Based Service Providers CEDARR Eligibility Information



The Healthcare Portal returns additional helpful information for HBTS, PASS, Respite and Kids Connect providers. When verifying eligibility, the response now includes CEDARR Enrollment dates for CEDARR Direct Services (HBTS, PASS, etc.) as well as CEDARR Center Services. In order for direct service claims to process, recipients must be Medicaid eligible, CEDARR enrolled, and have a Prior Authorization on file. This information is found in the benefit plan details. (see example below)

Benefit Plan Details				
Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorically Needy Services	08/01/2014	10/17/2014	\$0.00	Limitations apply to Vision and Dental services
CEDARR Direct Services (In CEDARR Program)	08/01/2014	10/17/2014	\$0.00	Limited services (for children with special health care needs) accessed through a CEDARR Health Home
CEDARR Center Services	08/01/2014	10/17/2014	\$0.00	Health Home services provided by certified CEDARR Family Centers
ICF/MR Respite Services	08/01/2014	10/17/2014	\$0.00	

# Healthcare Portal: *Attention All Trading Partners!!!*

All providers, clearing houses, billing entities, and other users of the IWS must register in the Healthcare Portal as soon as possible to continue to have access to the information needed to conduct business, including eligibility verifications.



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



## HEALTHCARE PORTAL TRAINING SCHEDULE

**WEBINARS**

**Part 1: Registering to Use Healthcare Portal**

**November 7 9:00 AM - 10:30 AM**  
**November 17 9:00 AM- 10:30 AM**

**Part 2: How to Use the New Healthcare Portal**

**November 13 9:00 AM - 10:00 AM**  
**November 19 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**

**November 18 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](mailto: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.**

Self-paced user guides are found at: <http://www.eohhs.ri.gov/ProvidersPartners/HealthcarePortal.aspx>

## 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 DME Providers: New Coverage Guidelines



The coverage guidelines for Continuous Passive Motion Devices,  
Emergency Response Systems, and Glucose Monitors  
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

## Pharmacy Spotlight

### Changes to the Payer Sheet for NCPDP Version D.0



Additional DAW (Dispense as Written) Codes (408-D8) will be accepted by RI Medicaid Fee-for-Service pharmacy claims. The effective date of the change is November 4, 2014.

Previous to this change the only codes accepted were '0' (No Product Selection Indicated) and '1' (Substitution Not Allowed by Prescriber). The addition of codes '8' (Substitution Allowed – Generic Drug Not Available in the Marketplace) and '9' (Other – Substitution allowed by prescriber but plan requested Brand or PDL Preferred Agent) in field 408-D8 Dispense as Written/Product Selection Code will give the pharmacies more options to better describe why a brand drug NDC was submitted on the claim.

Please go to the EOHHS website for the updated version of the NCPDP Version D.0 Payer Sheet. The updated version contains this change, the removal of a processor control number for the discontinued program - CMAP – MHRH0409 and a correction to Field 441-E6 Result of Service Code, the removal of '1B' (this is not an accepted value for RI Medicaid).

[http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/Payor\\_Sheet\\_D0.pdf](http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/Payor_Sheet_D0.pdf)



## Pharmacy Spotlight

*Continued*



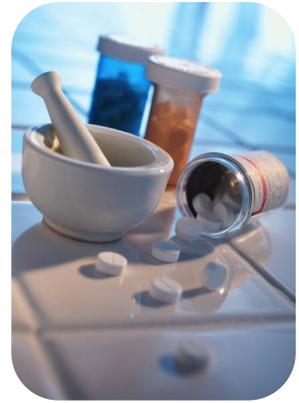
DAW Code	Description	Status	Description
0	No product selection indicated	Accepted	Process claim
1	Substitution not allowed by prescriber	Accepted	Process claim
2	Substitution allowed – patient requested product dispensed	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
3	Substitution allowed – pharmacist selected product dispensed	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
4	Substitution allowed – generic drug not in stock	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
5	Substitution allowed – brand drug dispensed as generic	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
6	Override	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
7	Substitution not allowed – brand drug mandated by law	Reject	NCPDP Reject Code 8K – DAW Code Value Not Supported
8	Substitution allowed – generic not available in the marketplace	Accepted	Process claim
9	Substitution allowed by prescriber but plan requested Brand or PDL Preferred Agent	Accepted	Process claim



## 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**

# REVISED: RI Medicaid

## *SFY 2015 Payment and Processing Calendar*

### SFY 2015 Financial Calendar

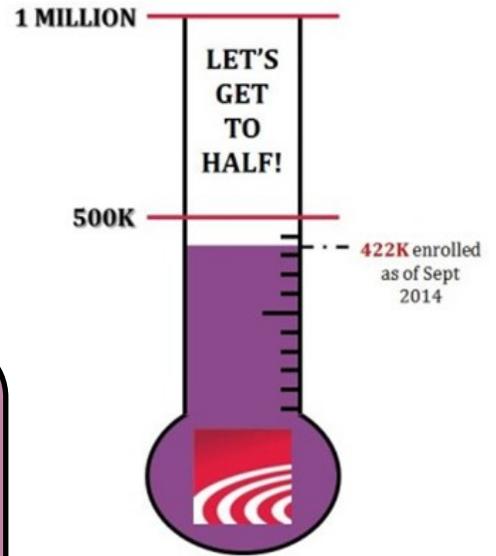
Month	LTC Claims due at Noon	EMC Claims due by 5:00 PM	EFT Payment
July		07/04/14	07/11/14
	07/10/14	07/11/14	07/18/14
August		07/25/14	08/01/14
	08/07/14	08/08/14	08/15/14
		08/22/14	08/29/14
September		09/05/14	09/12/14
	09/11/14	09/12/14	09/19/14
		09/26/14	10/03/14
October	10/09/14	10/10/14	10/17/14
		10/24/14	10/31/14
November	11/06/14	11/07/14	11/14/14
		11/21/14	11/28/14
December		12/05/14	12/12/14
	12/11/14	12/12/14	12/19/14
		12/26/14	01/02/15
January	01/08/15	01/09/15	01/16/15
		01/23/15	01/30/15
February		02/06/15	02/13/15
	02/12/15	02/13/15	02/20/15
		02/27/15	03/06/15
March	03/12/15	03/13/15	03/20/15
		03/27/15	04/03/15
April	04/09/15	04/10/15	04/17/15
		04/24/15	05/01/15
May	05/07/15	05/08/15	05/15/15
		05/22/15	05/29/15
June	06/04/15	06/05/15	06/12/15
		06/19/15	06/26/15
July		07/03/15	07/10/15
	07/09/15	07/10/15	07/17/15
		07/24/15	07/31/15

# Rhode Island Quality Institute

## Let's Get to Half!

### *CurrentCare Enrollment*

As of September 2014, more than 422,000 Rhode Island residents are enrolled in CurrentCare. While this achievement is noteworthy, let's work together to reach a goal of 500,000 patients, approximately half of Rhode Island!



#### Why strive to enroll more patients in CurrentCare?

The benefit of CurrentCare increases as you enroll more patients, enabling successful lookups in Viewer and a greater number of Hospital Alert notifications.

#### How to get started?

Using the following 3-step plan, set a 2014 enrollment goal for your practice and be recognized for your success in a future edition of the *ReConnection* newsletter!



**Step 1: Choose a patient enrollment goal for your organization**

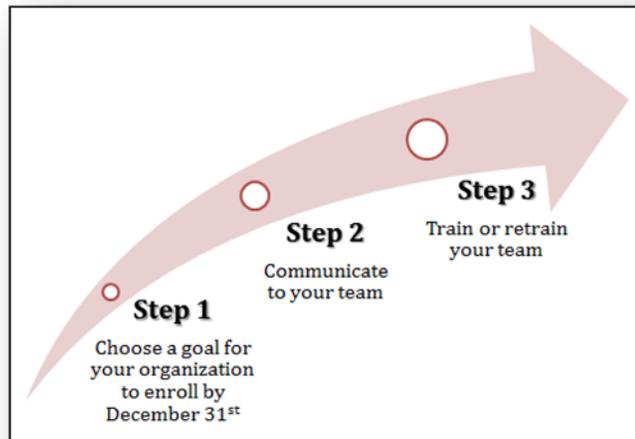
- Identify a reasonable enrollment goal for your organization to reach by December 31<sup>st</sup>. Remember, there is a subsidy for enrollment of \$2 for online registrations and \$1 for paper sign-ups.
- Easy techniques to increase CurrentCare visibility at your organization and encourage patient enrollment include email messaging and adding the CurrentCare enrollment link to your website:  
<http://www.currentcareri.org/Consumers/HowtoEnroll.aspx>

**Step 2: Communicate to your team**

- Email messages are effective in getting your team on-board to increase CurrentCare enrollment numbers.
- Mention CurrentCare enrollment goals at staff meetings as a strategy in helping you reach your goal.
- Please contact us at [CurrentCare@riqi.org](mailto:CurrentCare@riqi.org) and indicate your 2014 goal if you wish to receive monthly enrollment totals.

**Step 3: Train or retrain your team**

- Invite the enrollment team to your site
- Ask about CurrentCare enrollment status with every patient.

**Checking CurrentCare Enrollments for Your Practice**

To obtain a list of which of your patients are not enrolled, contact us at 888-858-4815 to request a patient panel analysis. A Business Associate Agreement (BAA) must be in place so that your practice can send us a patient panel.

We wish you the best in developing and successfully meeting your 2014 CurrentCare enrollment goals, and hope you can help RI get to 500,000 patients in 2015!

## 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 only processes paper claims submitted on the ADA 2012 claim form.

Claims received 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

### Final Reminder:

**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, to October 1, 2015, 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 5:

#### Assess staff training needs

#### Does Your Staff Need:

- A basic overview of ICD-10?
- New office processes?
- New documentation needs?
  - \* Obtain ICD-10 code books
  - \* Comparison of commonly used ICD-9 codes to new ICD-10 codes
  - \* More detailed documentation for coding requirements?
- New claim form submission information?
  - \* Are commonly used claim forms changing
  - \* Changes in electronic claim submission for ICD-10



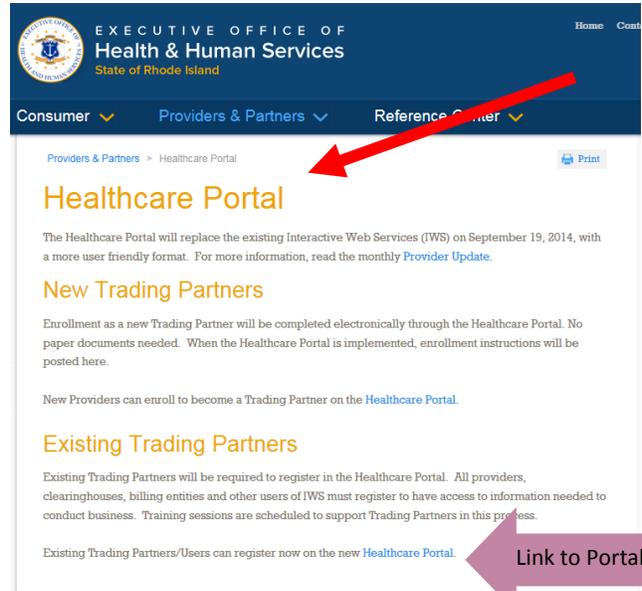
To review Step 1 –4 see the previous [Provider Updates](#)

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 November training schedule for the Healthcare Portal.**

**The schedule is found 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](http://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.

**What:** Joint EOHHS-RIPEC Public Affairs Forum

***Bending the Cost Curve in Healthcare***

**When:** Monday, November 24, 2014

8:00 Registration

**Where:** Rhode Island Convention Center, Rotunda Room

### PANEL PARTICIPANTS

#### Panel One: National Perspective

David Blumenthal  
President

The Commonwealth Fund

Chas Roades  
Chief Research Officer  
The Advisory Board Company

Tracy Wareing  
Executive Director  
American Public Human Services  
Association

#### Panel Two: Local Perspective

Peter Andruszkiewicz  
President and CEO  
Blue Cross Blue Shield of Rhode Island

Dr. Timothy Babineau  
President and CEO  
Lifespan

Dr. Kathleen C. Hittner  
Health Insurance Commissioner  
Rhode Island Office of the Health  
Insurance Commissioner

Please contact Marguerite Paredes with registration inquiries.  
By email: [m\\_paredes@ripec.com](mailto:m_paredes@ripec.com) or by phone: 401-521-6320



RIPEC





Every November, the American Diabetes Association<sup>®</sup> sponsors American Diabetes Month<sup>®</sup>. They recently published the following statistics on diabetes:

- Nearly 30 million children and adults in the United States have diabetes.
- Another 86 million Americans have prediabetes and are at risk for developing type 2 diabetes.
- The American Diabetes Association estimates that the total national cost of diagnosed diabetes in the United States is \$245 billion.

This year, the initiative *America Gets Cooking<sup>SM</sup> to Stop Diabetes* is designed to inspire people to live a more active and healthier lifestyle, empowering all Americans to cook nutritious and delicious food and be more active.

Each week in November, the website will have tips for staying healthy. Click [here](#) for the website. The website also has links to the following materials:

#### Promotional Materials

- [American Diabetes Month 2014 Fact Sheet \(PDF\)](#)
- [American Diabetes Month 2014 Fact Sheet - Spanish \(PDF\)](#)
- [American Diabetes Month 2014 Newsletter Insert \(DOC\)](#)
- [American Diabetes Month 2014 Newsletter Insert - Spanish \(DOC\)](#)
- [American Diabetes Month 2014 External Social Media Messages \(PDF\)](#)

The website also contains posters in English and Spanish and banners to include on your webpage.

