



Rhode Island Medicaid Program

PROVIDER *update*

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Volume 263

December, 2014

THIS MONTH'S FEATURED ARTICLES

The New Healthcare Portal is Here!
All Trading Partners MUST Register –
Deadline is quickly approaching!!

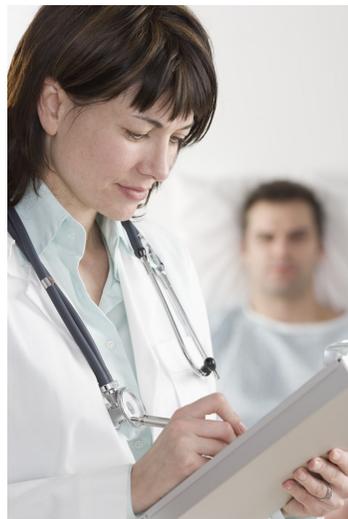


See pages 2-7 for articles and important information for all Trading Partners

Healthcare Portal Training Schedule
Don't be left behind!

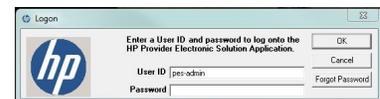


See page 6 for schedule



Attention PES Users:
PES Upgrade 2.07 is required!

See page 5 for important installation information.

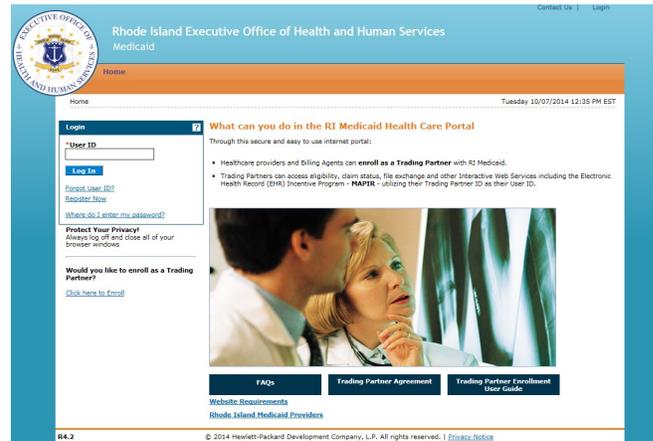


Healthcare Portal

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) **are 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 month features new questions about the Healthcare Portal

Q: I completed my registration but I am not able to verify eligibility?

A: Trading Partners who wish to search claims and verify eligibility must add that role to their Account after registering. From the Trading Partner's homepage, select the link on the left for **MY PROFILE**.
Go to the section labeled **ROLES** and select the **ADD ROLE** button. On the screen that opens, select "Search Claims and Verify Eligibility" from the **AVAILABLE ROLES** drop down box. Enter the rest of the requested information and select submit. You should receive a pop up box telling you that you were successful.

On the top of your homepage, you will now see tabs for **Eligibility and Claims** in the orange tool bar on the top.

Q: I am adding delegates and I can't find the box to check, to give them access to checking Eligibility. Where do I find that?

A: You need to add that function to the Trading Partner account before you can add it to delegates. See previous question for instructions.

Q: I entered my user ID and the system is asking me challenge questions that I did not select.

A: This could be due to two things:

- A) You entered an incorrect user ID
- B) You have not completed the registration process. Click [here for a User Guide](#) to walk you through the process of registration.

Q: I entered all my information correctly and I am getting an identity error.

A: The information needs to match the Medicaid database exactly. Sometimes it's as simple as the placement of punctuation or an abbreviation. Contact the Customer Service Help Desk or email riediservices@hp.com to verify your information.

Q: What do I do if I need more 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!

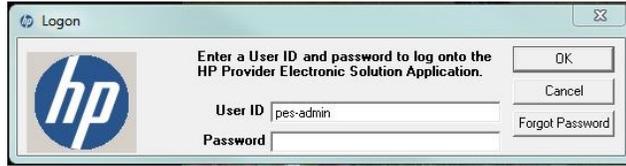
Clearing Houses and Billing Entities
Billing agents associate additional providers to their Trading Partner number through the Healthcare Portal.
The billing agent adds the provider electronically as a Covered Provider.
No paper required!



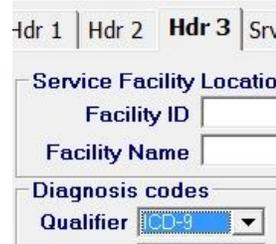
All Trading Partners must have a valid email address to register and conduct business through the new Healthcare Portal.
If your facility or practice does not have an active email address that is checked on a regular basis, one should be acquired now, to access and utilize the Healthcare Portal.

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 DME Providers: Coverage Guidelines



The coverage guidelines for Minor Environmental Modifications (Minor Assistive Devices), have been posted to the DME Provider Manual. In addition, coverage guidelines have been posted for Compression Garments , Gait Trainers, and High Frequency Chest Wall Oscillation Devices.



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

Registering to Use Healthcare Portal
Participate conveniently from your office!

December 4 9:00 AM - 10:30 AM
December 11 9:00 AM- 10:30 AM



CLASSROOM TRAINING

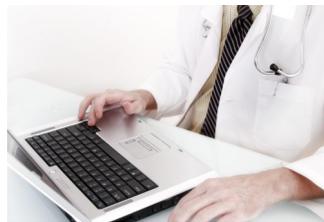
Registering to Use Healthcare Portal and How to Use the New Healthcare Portal

December 1 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.

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

*Special Opportunity for Trading Partners***Healthcare Portal
Registration Clinic**

RI Medicaid is offering a unique opportunity for Trading Partners to help them register in the new Healthcare Portal before the deadline arrives. The Provider Representative team will be available to help Trading Partners at a Registration Clinic.

Where: HP Enterprise Services
301 Metro Center Blvd.
Warwick, RI 02886
When: Monday, December 8, 2014

Trading Partners must register to participate in the clinic. Please bring your Trading Partner ID, Tax ID (FEIN), Trading Partner full name, NPI and email address. The Provider Representatives will help you register in the Portal.

To register, please send an email to deborah.meiklejohn@hp.com. Please use "HCP Clinic" as the subject for your email.

Also, you must indicate a time slot when you plan to attend. Please select one of the following:

9:00 AM-10:00 AM	12:00 PM - 1:00 PM
10:00 AM - 11:00 AM	2:00 PM - 3:00 PM
11:00 AM - 12:00 PM	3:00 PM - 4:00 PM

This will ensure there is adequate staffing to provide assistance to Trading Partners. Please register as soon as possible to guarantee a space.

**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



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](#)

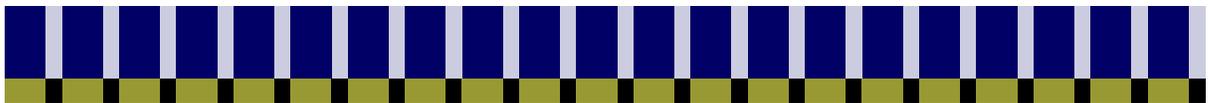
**The next meeting of the
Drug Utilization Review (DUR) Board
is scheduled for:**

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

Attention Dental Providers

In-Plan Oral Health Benefits

The following procedures are part of the managed care in-plan oral health benefits including Rite Care and Rhody Health Partners. Claims for these services should be billed to the respective plans.



These benefits are included in the capitated benefit and are the responsibility of the Managed Care Health Plan to provide or arrange. The following services will be paid for by the Managed Care Health Plans:

- 1) Services to diagnose and treat an Oral Health Condition in either an inpatient or an outpatient hospital setting, or
- 2) Services to diagnose and treat an Emergency Oral Health Condition in a hospital emergency department and
- 3) Medically necessary oral surgery services as described in the [Schedule of In-Plan Oral Health Benefits](#).

RI Medicaid

Primary Care Rate Increase

To increase access to primary care services for Medicaid beneficiaries, the Patient Protection and Affordable Care Act (ACA) contains a provision directing state Medicaid agencies to increase certain payments to primary care providers. Primary care physicians with specialty designations of pediatric medicine, family medicine and/or general internal medicine receive increased Medicaid payment for certain services rendered to Medicaid members between January 1, 2013 and December 31, 2014.



Please note that the increased rates associated with qualifying procedure codes for attested primary care providers is ending on December 31, 2014.

Rhode Island Quality Institute

Women & Infants NICU Using CurrentCare Hospital Alerts

The Rhode Island Quality Institute (RIQI) has recently made impressive strides in facilitating the reduction of hospital readmissions by coordinating care. As the Regional Extension Center for Rhode Island, RIQI connects the state's commercial hospitals via CurrentCare, the state health information exchange (HIE).



In addition to integrating information from various electronic health records into a centralized hub of patient health information, CurrentCare provides admission, discharge, and transfer (ADT) alerts to providers who choose to utilize this feature for their patients already enrolled in the HIE.

[Click here to read how CurrentCare Hospital Alerts are being utilized by Women & Infant's Neonatal Intensive Care Unit.](#)

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.

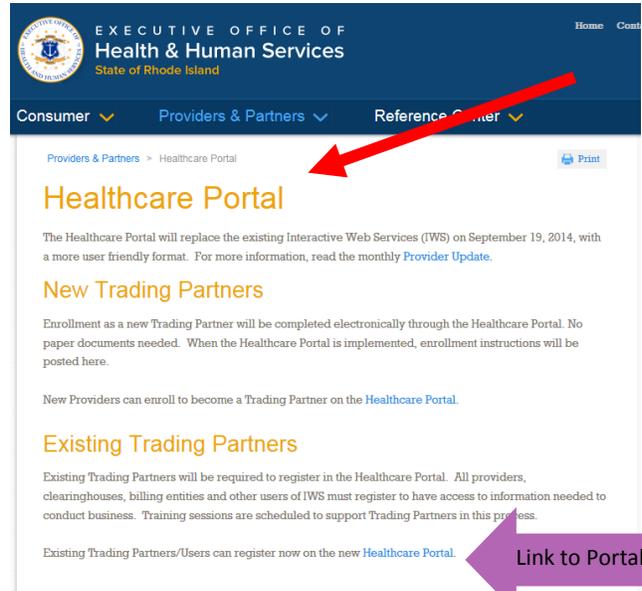
[Click here for more information about this program](#)
or contact the RI REC at 888-858-4815.

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

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 December 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](#)

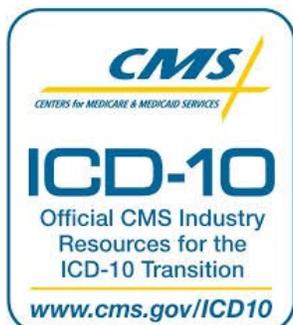


The E-Learning Center gives providers access to self-paced learning opportunities.

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

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.

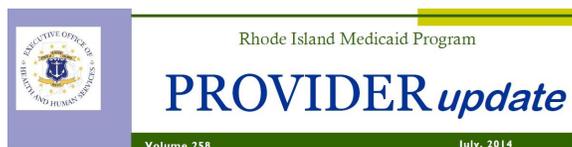
Over the next few months, the *Provider Update* will outline steps you can take, so that your preparation stays on track!

Step 6:

Develop an Implementation Plan

Possible Items to Include in the Plan:

- A project checklist
- Costs associated with the transitions (example– software changes, new claim forms, ICD-10 code books, etc)
- A plan for software/hardware testing
- Staff training
- Communication plan for vendors



To review Step 1 –5 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](#)!



**HAVE YOU GOTTEN
YOUR FLU VACCINE?**

GET VACCINATED NOW!
IT'S NOT TOO LATE!

**National Influenza
Vaccination Week**

December 7 - 13, 2014

www.cdc.gov/flu



National Influenza Vaccination Week (NIVW) is a national observance that was established to highlight the importance of influenza vaccination. The Centers for Disease Control and Prevention (CDC) has posted resources for flu prevention partners.

The materials are free for download and are able to be printed on a standard printer. Materials include brochures, posters, fact sheets and flyers.

[Click here for CDC Influenza Resources](#)



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. In addition to the Provider Update, you will also receive any updates that directly relate to the services you provide.



Pass it on!

Be sure to share the *Provider Update* with others in your facility who can use this information:

- Office Manager
- Billing Department
- Medical/Clinical Professionals
- Other



Reminder :
**Your Medicaid Patients May
Need to Renew their Coverage**



Beneficiaries who enrolled through the new eligibility system for coverage after January 1, 2014 (ACA) will be receiving a pre-populated form and asked to update any information that has changed (income, family size, etc.). If the person does not send back the form, they will be re-enrolled while the system checks both state and federal hubs to confirm that the individual is still eligible.

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](#)

