



# PROVIDER *update*

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Volume 264

January, 2015

## THIS MONTH'S FEATURED ARTICLES

### The New Healthcare Portal is Here!

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

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



*Last chance for training sessions!!*  
**Healthcare Portal Training Schedule**



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

See page 4 for important installation information.



## Healthcare Portal

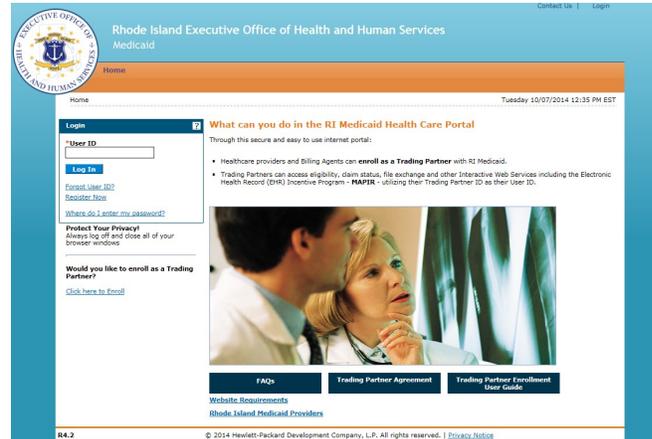
*Important Information for All Trading Partners*

The new Healthcare Portal  
has arrived.

**The existing IWS system** will soon be  
decommissioned.

Trading Partners **must register** in the new  
Healthcare Portal

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



### IMPORTANT INFORMATION FOR TRADING PARTNERS

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.

**You must be registered in the new Portal** to access the Online Web Services (*including but not limited to Claims Status, Eligibility Verification, and File Exchange*).

#### 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.

# 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:

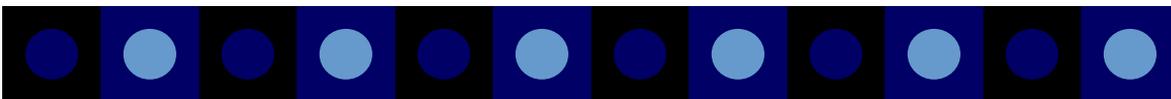
- A) You entered an incorrect user ID
- B) You have not completed the registration process. Click [here for a User Guide](#) to walk you through the process of registration.

**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](mailto:riediservices@hp.com) to verify your information.

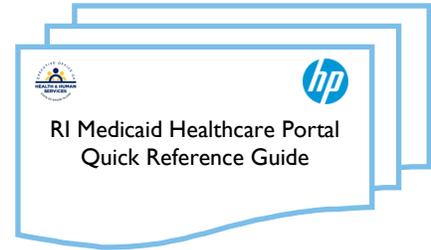
**Q:** What do I do if I need more help?

**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>



*Attention All Trading Partners:*  
**Healthcare Portal**  
*New Quick Reference Guides!*

New **Quick Reference Guides** are now posted to the EOHHS website to help you with common questions and procedures.



**Registration Tips**

This guide will help with initial registration questions, adding delegates and password questions.

[Click here for Registration Reference Guide](#)

**Access to Web Services**

This guide will help you access services such as eligibility verification, remittance advice, and other business actions.

[Click here for Web Access Reference Guide](#)

**835/277 Transactions**

This guide explains the steps for adding a provider to the Trading Partner account for the purposes of receiving the 835/277U transactions.

[Click here for 835/277 Reference Guide](#)



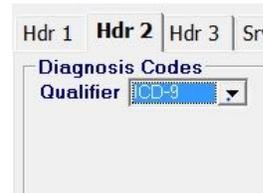
**ATTENTION PES USERS!**  
**Upgrade Required**

**After registering** in the new Healthcare Portal, PES users **must** install a PES upgrade (2.07) to ensure successful submission of 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 right) Using Qualifier ICD-10 will cause your submission to fail.

[Click here for upgrade](#)



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.

## 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:*

#### WEBINARS

*Participate conveniently from your location!*

#### Registering to Use the Healthcare Portal

January 8	9:00 AM - 10:00 AM
January 13	9:00 AM - 10:00 AM
January 22	9:00 AM - 10:00 AM
January 27	9:00 AM - 10:00 AM

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 AVAILABLE ON THE EOHHS WEBSITE

Self-paced user guides are available on the EOHHS website. These guides will walk you through the following processes:

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

Click the links above to access the User Guides.

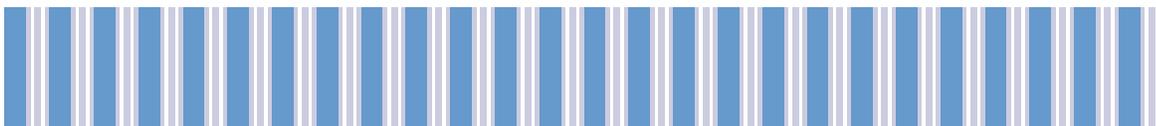
#### Still have questions?

There are answers in this *Provider Update*.

Check the **Q&A section** on Page 3

Or

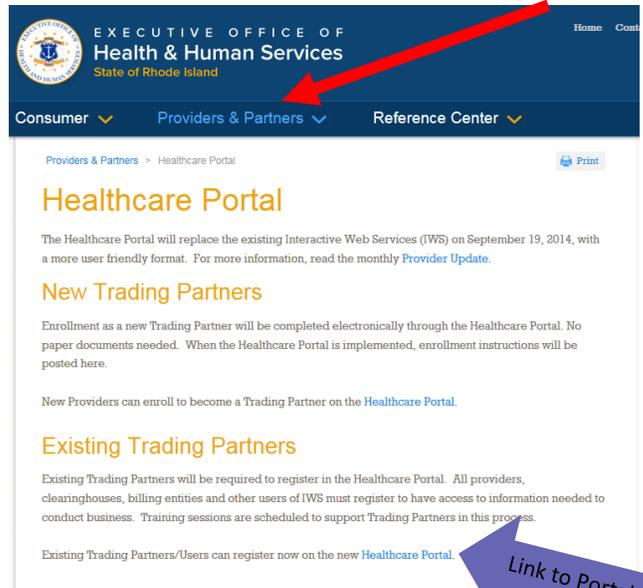
Access the **Quick Reference Guides** on page 4.



# Provider Training and Education Healthcare Portal

A helpful 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 January training schedule for the Healthcare Portal.**

**The schedule is found on page 5 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.

*Attention Physicians and Non-Physician Practitioners*  
**CPT Consultation Codes**



Effective January 1, 2010, the Centers for Medicare and Medicaid eliminated the use of all consultation codes (inpatient and office/outpatient codes) for Medicare Beneficiaries. Please refer to the [MLN Matters number MM6740 Revised](#) for complete information. However, existing policies and rules governing Medicare advantage or non-Medicare insurers were not revised.

RIMA has not revised their policy on the use of consultation codes.  
RIMA still requires the use of CPT Consultation codes  
(ranges 99241-99245 and 99251-99255).  
Some providers may have already or will receive notifications regarding  
recoupment when the consultation codes are not utilized.



*Attention DME Providers:*  
**Coverage Guidelines**



The coverage guidelines for Hearing Aids have been updated and posted to the EOHHS website and include newly required documentation for Replacement Hearing Aids. A revised [Certificate of Medical Necessity \(CON\) Hearing Aid](#) request form is also on the EOHHS website. Please discard any and all older versions as this revised CON will be effective and required as of 2/1/15.

Coverage guidelines have also been posted for Automatic External Defibrillators.

[Click here for DME Provider Manual](#)

# Pharmacy Spotlight



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

**Date:** April 7, 2015

**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:** April 7, 2015

**Meeting:** 10:30 AM

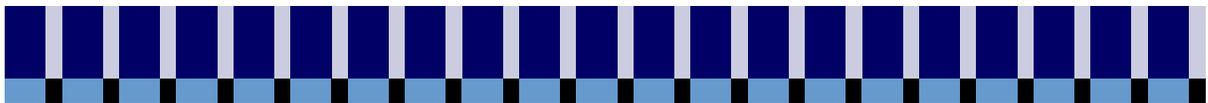
**Location:** HP Enterprises Services  
301 Metro Center Blvd.,  
Suite 203  
Warwick, RI 02886

[Click here for agenda](#)

## 2015 Meeting Dates



April 7  
June 9  
August 25  
December 1



### 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**

## 2014 EHR Incentive Program

### 2014 EHR Incentive Application Extension Granted

The deadline to submit Program Year 2014 Rhode Island Medicaid EHR Incentive applications for eligible providers has been extended to **June 30, 2015**. Since the flexibility rule was approved on October 1, 2014, our MAPIR system that accepts the Medicaid EHR incentive application is in the process of a system update for applicants who want to attest using the flexibility rule. Eligible providers (physicians, pediatricians, nurse practitioners, dentists, and certified nurse mid-wives) who do not plan to attest using the flexibility rule option can still apply without having to wait for the flexibility rule update.



For more information, please feel free to visit our [RI Medicaid EHR Incentive website](#).

### 2014 EHR Incentive Program Offers Flexibility

Those providers who could not upgrade their certified electronic health record technology (CEHRT) to a 2014 certification, may be eligible to utilize the Flexibility rule. For more information on the options you may have, please click on the link below.

[CMS CEHRT Flexibility Rule Decision Tool](#)

### Do you have questions about the RI Medicaid EHR Incentive Program?

Visit our website by clicking [here](#)

Or

Email us at [OHHS.ehrincentive@ohhs.ri.gov](mailto:OHHS.ehrincentive@ohhs.ri.gov)

# Rhode Island Quality Institute

## CurrentCare Enrollment

As 2014 draws to a close, the Rhode Island Quality Institute (RIQI) reports that over 437,000 people are enrolled in CurrentCare - Rhode Island's statewide Health Information Exchange (HIE) - that's nearly 44% of RI's population.



CurrentCare integrates information from over 78 data sources including 90% of RI prescription data, 90% of lab data, and data from all the acute care hospitals in the state with the exception of the VA.

Recently, a workgroup was formed at RIQI to strategize ways to increase enrollment of Medicaid beneficiaries. The workgroup is facilitated by Amy Zimmerman, Rhode Island's Health IT Coordinator, and Darlene Morris, Director of the Regional Extension Center at RIQI. Community participants include Tri-Town Community Action Agency, Neighborhood Health Plan of RI, United Healthcare, PCMH Kids, Thundermist Health Center, and Comprehensive Community Action Program (CCAP).

If you are already an enrollment partner, please continue to educate your patients about the benefits of enrolling in CurrentCare.

If you would like more information on how to start enrolling your patients, please contact the RI Regional Extension Center at 1-888-858-4815 or email to [CurrentCare@riqi.org](mailto:CurrentCare@riqi.org).



## Health IT Professional Certification offered by RI Regional Extension Center



The RI Regional Extension Center (RIQI) offers **free** licenses for four Health Information Technology (IT) Certification Programs in Electronic Health Records, Health Information Technology, Health Information Exchange, and Operating Rules Administration.

This offer for professional development 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. For a detailed description of these online courses, [click here](#).

To request a free license to begin any one of these certification programs, please contact the RI REC at 888-858-4815. Participation is available on a first-come, first-served basis.



## Bending the Cost Curve in Healthcare



The Executive Office of Health and Human Services (EOHHS) and the RI Public Expenditure Council (RIPEC) hosted a conference on November 24, 2014 called, “Bending the Cost Curve in Healthcare”. There were two panel discussions, one national and one local. To view a video recording of this conference, please see:

Part 1 of the conference - <http://ricaptv.discovervideo.com/show/watch?id=d1635afe&t=1>

Part 2 of the conference - <http://ricaptv.discovervideo.com/show/watch?id=185ffd91&t=1>

The list of speakers and their slide presentations can be found on the RIPEC website at <http://www.ripec.org/publications/2014-RIPEC-Forum---Bending-the-Healthcare-Cost-Curve>





## Executive Office of Health and Human Service 2015 Holiday Observances

The Executive Office of Health and Human Service (EOHHS) will be closed on the following dates:

Holiday	Date Observed
New Year's Day	January 1
Dr. Martin Luther King, Jr. Day	January 19
Memorial Day	May 25
Independence Day	July 6
Victory Day	August 10
Labor Day	September 7
Columbus Day	October 12
Veteran's Day	November 11
Thanksgiving Day	November 26
Christmas Day	December 25



### RI Medicaid Customer Service Help Desk for Providers

Available Monday—Friday

8:00 AM-5:00 PM

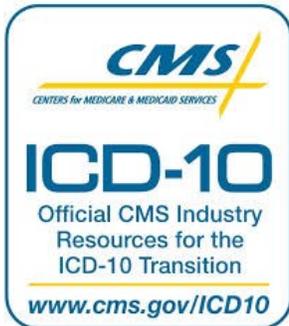
(401) 784-8100 for local and long distance calls

(800) 964-6211 for in-state toll calls



## Transition to ICD-10

### *Information for all Providers*



Although the implementation date for ICD-10 has been delayed, 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 7:

#### Key Vendor Questions

#### Sample questions for your vendor or clearinghouse:

- Will you update my products and applications for ICD-10?
- Will I need new hardware to accommodate ICD-10 related software changes?
- Will you provide training on your software?
- Will you help me test my system with payers and other trading partners?



To review Step 1 –6 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](#)!

*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](http://www.eohhs.ri.gov/renewals)

Call 1-855-651-7879 for help if needed.

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



## Annual Provider Survey



The 19<sup>th</sup> Annual Provider Survey was distributed to a random sampling of all Medicaid providers.

Thank you to all the providers who took the time to complete the survey and give feedback. If you haven't replied, please do so by **January 5th**.

Your feedback is very important and helps to drive improvement in service. We will be reviewing your comments and looking for ways to improve the quality of services we provide.

THANK YOU



## 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](mailto: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

