



Rhode Island Medicaid Program

PROVIDER *update*

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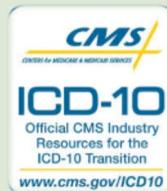
Volume 266

March, 2015

THIS MONTH'S FEATURED ARTICLES

Transition to ICD-10 October 1, 2015

Will you be ready?



See page 12 for more information

Healthcare Portal
Replaced
Interactive Web
Services



See pages 2-5



Attention PES Users:
PES Upgrade 2.07 is required!

See page 4 for important
installation information.



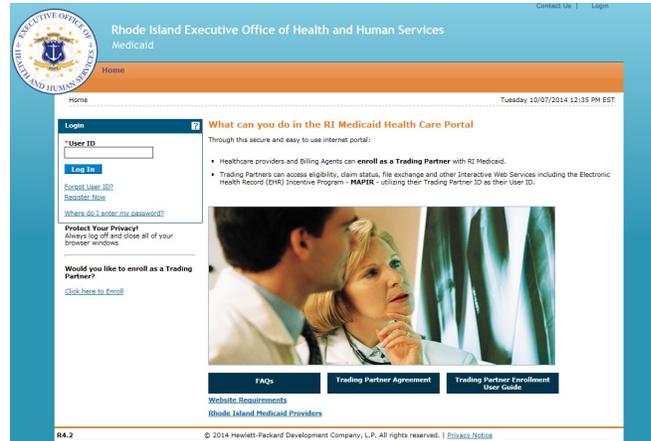
Healthcare Portal

Important Information for All Trading Partners

All Trading Partners must access information through the Healthcare Portal. **Interactive Web Services (IWS)** was decommissioned on February 16, 2015.

Trading Partners must register in the new Healthcare Portal to continue to access information.

[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

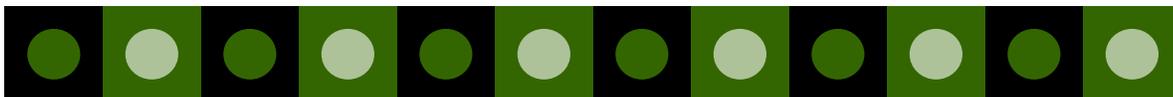
B) You have not completed the registration process. Click [here for a User Guide](#) to walk you through the process of registration.

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 to verify your information.

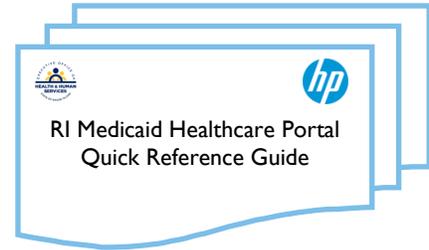
Q: What do I do if I need more help?

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 **immediately** to have access to the information needed to conduct business, including eligibility verifications.



RI Medicaid offers support to help you through this process:

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](#)

For existing Trading Partners

To enroll as a new Trading Partner

Click the links above to access the User Guides.



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



Provider Training and Education *Resources for Providers*

A helpful resource for providers is available on the EOHHS webpage. From the Providers and Partners drop down list, select [Provider Training and Education](#).

This page contains both the E-Learning Center and the Provider Training Schedule.

Provider E-Learning Center

Welcome to the Provider E-Learning Center. This section will be updated with new training modules as they become available.

Self-Paced E-Learning

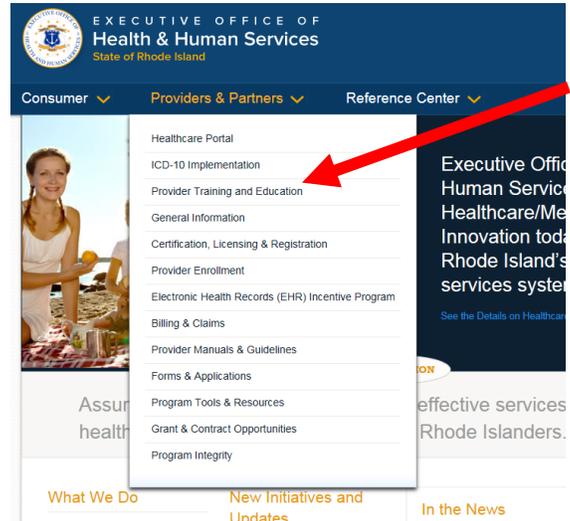
These presentations help familiarize providers with key RI Medicaid information and processes.

[Navigating the EOHHS website E-Learning](#) 

[Welcome to Medicaid - New Provider E-Learning](#) 

Provider Specific Training

[Nursing Home - Helpful Hints for Billing](#) 



The Provider Training Schedule lists upcoming events, including webinars, virtual classrooms, classroom training, and meetings.

The E-Learning Center links providers to self-paced presentations on a variety of topics.



Two Training Opportunities *Billing 101 Part 1 & 2*

Two training opportunities for providers who are seeking information on billing Medicaid claims are scheduled. They will be delivered in a virtual room format allowing providers to conveniently login and participate from their location.

Billing 101 Part 1 The Basics

Wednesday, March 11, 2015
10:30—11:30 AM

Intended Audience: New providers seeking information on eligibility, claim forms and processing of claims.

Billing 101 Part 2 Understanding Remittance Advice

Wednesday, March 18, 2015
10:30 AM -12:00 PM

Intended Audience: Providers seeking information on reading and understanding Remittance Advice documents.

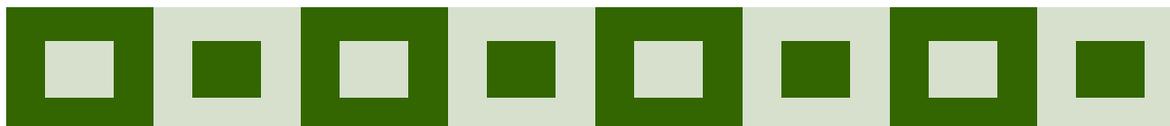
To register for training: Please send an email to deborah.meiklejohn@hp.com. Include **Billing 101** in the subject line of your email. Be sure to indicate the session you would like to attend.

Attention DME Providers: Coverage Guidelines

The coverage guidelines for Infusion Pumps have been updated and posted to the EOHHS website. Coverage guidelines for High Frequency Chest Wall Oscillation devices have also been revised and posted. Providers should review updated guidelines in the DME Provider Manual.



[Click here for DME Provider Manual](#)



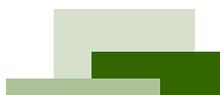
Monthly Provider Update Delivered to Your Inbox



Would you like to receive the monthly *Provider Update* delivered electronically to your Inbox?

To add your email address 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.



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

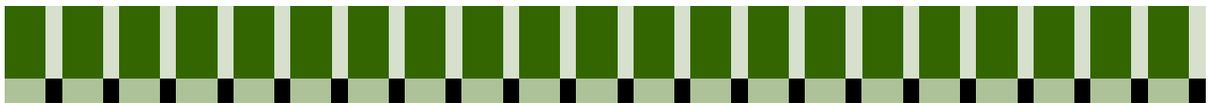
Location: HP Enterprises Services
301 Metro Center Blvd.,
Suite 203
Warwick, RI 02886

[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

Medications for Treatment of Hepatitis C

Pre-Authorization Guidelines



Hepatitis C has been identified as a significant etiology of chronic liver disease, associated co-morbidities, need for liver transplant, and death. Guidelines are now posted on the EOHHS website specific to the use of Solvadi®, Olysio®, and Harvoni®. Additional medications or drug classes receiving FDA approval for the treatment of Hepatitis C require separate review.

Click here to review the [Medications for Treatment of Hepatitis C Pre-Authorization Guidelines](#)



RI Medicaid FFS Updated Preferred Drug List (PDL)

The following drugs changed status on the RI Medicaid Fee-for-Service Preferred Drug List (PDL) effective January 30, 2015.

<p><u>Analgesics, Narcotics Long Acting</u> Duragesic changed status to non-preferred fentanyl transdermal changed status to preferred</p>	<p><u>Antibiotics, Inhaled</u> Bethkis is preferred Tobi, Cayston, Kitabis Pak, Tobi Podhaler and tobramycin solution are all non-preferred</p>
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To view the entire Preferred Drug List please check the Rhode Island EOHHS Website at:
<http://www.eohhs.ri.gov/ProvidersPartners/GeneralInformation/ProviderDirectories/Pharmacy.aspx>



Rhode Island Quality Institute

CurrentCare Viewer

Adding Value to Quality Reporting

Many practices can use CurrentCare to help in the quality reporting process by creating lists of patients who have not had labs/tests in the required timeframe. CurrentCare can help when you check for your patient's most up-to-date labs and imaging reports in the CurrentCare Viewer *before* you order the lab or imaging study.

Best practice workflow:

- Run exception reports at least quarterly for those who have not had an A1C/ mammogram/etc.
- Check the patient's record in the CurrentCare Viewer to see most recent labs or imaging reports (use the Lab Results or Diagnostic Imaging tabs to the left of the screen, or use the Summary Report)
- If recent information is not located in the patient's CurrentCare record, then order the tests needed.
- Enter missing data from CurrentCare into your EHR so that you have the most up to date data in your patients' chart.

"I regularly review our cardiac and diabetic patient databases. If a patient has old LDL/A1C results, then I go into CurrentCare. I am quite often able to see lab reports ordered by other providers....getting labs from CurrentCare can be faster than getting hospital records."

~Patty Kelly-Flis, Director of Quality, WellOne Primary Medical & Dental Care



Enrollment Continues!

We still need your help with signing up patients for CurrentCare!

If you need new forms, posters, or a pickup of completed forms, please contact Rhode Island Quality Institute at 1-888-858-4815 or send an email to CurrentCare@riqi.org

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. Courses are administered by Health IT Certification – an online based organization that provides professional training and certification for those responsible for planning, selecting, implementing, and managing electronic health records (EHR), and other Health IT technologies. The RI REC will process your free license for one or more of the available courses, and Health IT Certification creates an account for you to get started. 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.

To take advantage of this great opportunity to enhance your professional development, [click here for more information about this program](#). To request a license to get started, contact the RI REC at 888-858-4815 or email RIREC@RIQI.org.

The RI REC has a limited number of licenses available and participation is available on a first-come, first-served basis.

RI Medicaid Annual Association Meeting

On February 6th, RI Medicaid hosted the annual meeting for Rhode Island Medical Associations. Attendees heard updates for on-going initiatives from Provider Representatives and the Office of Health and Human Services. They also received notification of upcoming changes that may impact their members.



Stan Prokop, Program Manager for the RI Medicaid EHR Incentive Program, OHHS, presents information to attendees.

Thank you to everyone who was able to attend this informational session!

Transition to ICD-10

Information for all Providers



Are you ready?

The implementation date for transition to ICD-10
OCTOBER 1, 2015
will soon be here.

Providers are encouraged to continue
preparation to be ready for this transition.

To be ready for the ICD-10 transition deadline of October 1, 2015, your organization should have an action plan. The switch to the new code set will affect every aspect of how your organization provides care, from registration and referrals, to software/hardware upgrades and clinical documentation.

Helpful planning tools and other resources can be found on the CMS sponsored website: [Road to 10](#).

To help providers plan for the upcoming transition to ICD-10, RI Medicaid is offering a webinar session titled: **ICD-10 What To Expect on October 1, 2015**.

Transition to ICD-10 What to Expect on October 1, 2015

Webinar Dates:

**Wednesday, March 25 or Thursday, March 26, 2015
10:00—11:30 AM**

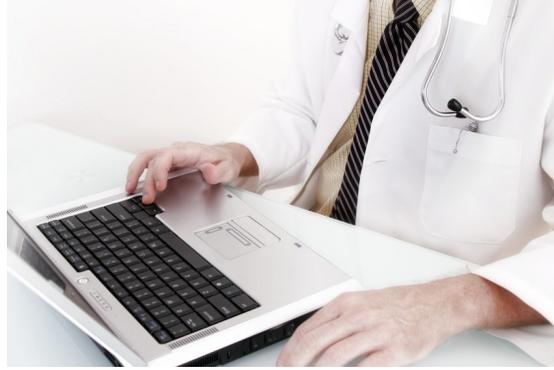
This webinar session gives an overview of the preparation needed to be ready for the transition to ICD-10, and how it will impact your facility or practice.

To reserve a space in the webinar, send an email to deborah.meiklejohn@hp.com.
Please place ICD10 in the subject line of your email.

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

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 OnlineGo to www.eohhs.ri.gov/renewals

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

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



FQHCs and RIte Share Claims Processing



Effective with date of service January 1, 2013, RI Medicaid will pay the difference between the total primary payment and the FQHC encounter rate for recipients enrolled in RIte Share. FQHCs should immediately begin billing for the wrap-around payment and should no longer bill for the copay, coinsurance and deductible.

To bill for the wrap-around payment, claims must be submitted on paper only. **Claims for recipients enrolled in RIte Share cannot be submitted electronically.** A valid EOB is required to process these claims. EOBs that indicate the primary payer's guidelines were not followed will be considered invalid and the claim cannot be processed for the wrap-around payment.

To ensure correct processing, claims should be completed as:

RIte Share (wrap-around payment only):

- a. Bill the encounter code T1015 on detail #1 at your Encounter Rate
- b. Subsequent details are the actual procedure codes for the RI Medicaid covered services rendered during the encounter billed at \$0.00

Indicate yes to other insurance and the appropriate Carrier Code for the primary payer must be indicated in field 9D of the claim form along with the payer name. Please see the [CMS instructions](#) on the EOHHS website for complete instructions.

Previously Paid Claims

FQHCs will be afforded the opportunity to adjust RIte Share claims previously paid for copay, coinsurance, and/or deductible. Only claims for dates -of-service of January 1, 2013 and after can be adjusted.

The previously paid claim must be recouped by the FQHC. Once the recoupment has processed, the FQHC must submit a new claim, on paper, using the guidelines noted above. These claims must be mailed to:

HP Enterprise Services
PO Box 2010
Warwick, RI 02887-2010

Claims for dates-of-service older than 365 days should be sent to the attention of Sandra Bates.

**All claims for adjustment/reprocessing
must be received by March 31, 2015.**

Should you have any questions, please contact
Sandra Bates at sandra.bates@hp.com or 401-784-8022.