



## Rhode Island Medicaid Program

# PROVIDER *update*

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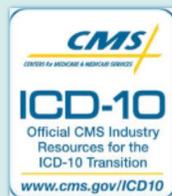
Volume 267

April, 2015

### *THIS MONTH'S FEATURED ARTICLES*

#### Transition to ICD-10 October 1, 2015

Will you be ready?



*See page 12 for more information*



#### RI Medicaid ID Numbers are Changing

*See page 9 for  
more information*



#### Did you miss the recent Training Events?



*Information is available online.  
See page 6 for details.*

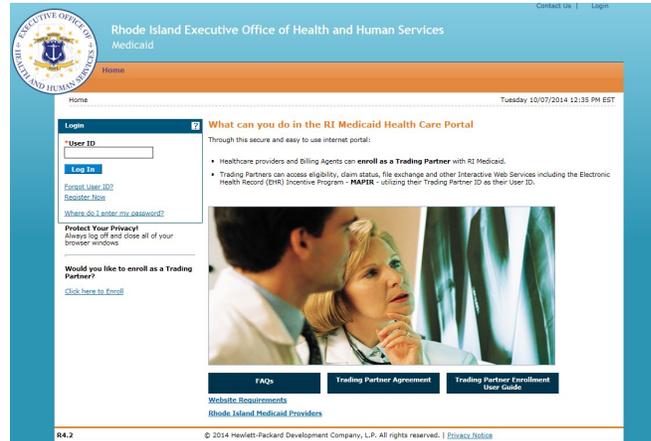
# Healthcare Portal

## 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.



For step by step instructions, use these User Guides

### SELF PACED USER GUIDES AVAILABLE ON THE EOHHS WEBSITE

Self-paced user guides are available on the EOHHS website. These guides will give you step by step instructions:

- [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.

To troubleshoot problems as they occur, use these Quick Reference Guides

#### 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](#)

# 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 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](#)

**Important:** After installing the upgrade, please be sure that your password for the Healthcare Portal matches the password in the PES software under "Web Password". These must be in sync for successful submission of claims.



You will find this qualifier on Hdr 2 for most claims

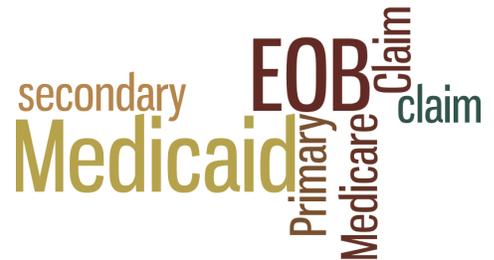


You will find this qualifier on Hdr 3 for dental claims. Enter only if a diagnosis code is entered.



## Attention: All Providers Claim Submission Reminder

As a reminder, when submitting a claim for a RI Medicaid beneficiary with primary insurance, it is the provider's responsibility to bill the primary insurance before billing RI Medicaid. Once the claim is processed by the primary insurance, then the claim along with the EOB should be submitted to RI Medicaid.



Many commercial insurances, including Medicare advantage plans, have adjusted their fee schedules to allow for certain DME items that were previously disallowed. Submitting the claim to the primary insurance first ensures that RI Medicaid is the payer of last resort.



## *Attention Dental Providers*

### Covered and Non-Covered Services



Dental services reimbursable by the RI Medicaid Program are defined as those services allowed within policy guidelines. Reimbursable services are listed in the Dental Provider Manual. Some services are subject to frequency limitations and are noted as such. If a service is needed beyond the frequency limitation, it doesn't mean that procedure is "non-covered" and that the recipient can be charged for it.

Example: A recipient requires a panoramic x-ray on 03/01/2015. It is determined (by checking eligibility and dental history) that the recipient had a panoramic x-ray performed by another provider on 02/01/2013. Panoramic films are reimbursable once every four years.

In this case the recipient or provider should request a copy of the x-ray from the original provider for use. If the new provider believes they cannot use the former x-ray and requires a new x-ray, the provider should contact the Provider Representative for direction. The recipient cannot be charged for a new x-ray as a non-covered service due the frequency limitation.

Non-covered services are defined as those services that are not allowed per policy are not due to frequency limitations. Services not listed in the Provider Manual are not reimbursable by RI Medicaid.

Should you have questions, please contact Sandra Bates at 401-784-8022 or [sandra.bates@hp.com](mailto:sandra.bates@hp.com).

### 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](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.

# 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

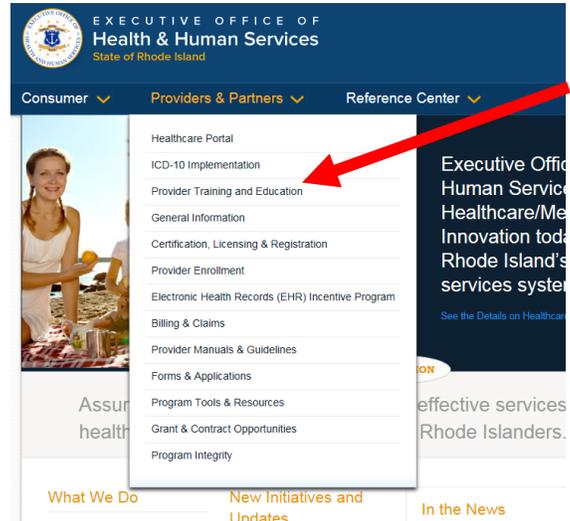
These presentations help familiarize providers with key RI Medicaid information and processes.

[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.



## Did You Miss the Recent Training Events?

Information is available online

In March, RI Medicaid hosted training sessions for providers on the following topics:

[Billing 101—Part 1  
The Basics](#)

[Billing 101—Part 2  
Reading Remittance Advice](#)

[Getting Ready for  
ICD-10](#)

If you missed any of these trainings, the presentation slides are available on the Training and Education page of the EOHHS website.

Click on the title of the training above, to access the presentation slides.



## Attention DME Providers: Coverage Guidelines

The coverage guidelines for Home Infusion Therapy have been updated and posted to the EOHHS website.

Providers should review updated guidelines in the DME Provider Manual.



[Click here for DME Provider Manual](#)



## April is National Child Abuse Prevention Month

National Child Abuse Prevention Month is observed annually in April. In addition, 2015 marks the 40th anniversary of the Child Abuse Prevention and Treatment Act.



The Children’s Bureau, within the US Department of Health and Human Services, funds the National Child Abuse Prevention Month initiative.

Providers can find helpful resources on the Child Welfare Information Gateway website by clicking the image to the right.

On the resource tab, you will find printable tip sheets on topics such as Feeding Your Family, Managing Stress, Bonding with Your Baby, Dealing with Temper Tantrums, Connecting with Your Teen and many more. Tip Sheets are available in English and Spanish.



## Pharmacy Spotlight

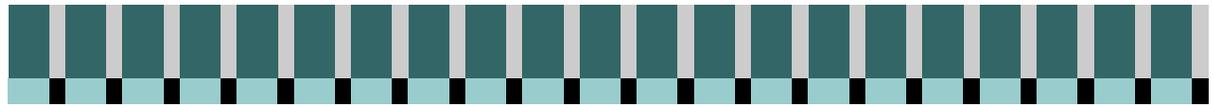
### Medications for Treatment of Hepatitis C Pre-authorization Guidelines

Hepatitis C has been identified as a significant etiology of chronic liver disease, associated comorbidities, need for liver transplant, and death.

Please click on the link below to see the most current version of the Pre-Authorization Guidelines for the medication treatment of Hepatitis C.



[Click here for Pre-Authorization Guidelines](#)



### Meeting Schedule:

*Pharmacy & Therapeutics Committee  
Drug Utilization Review Board*

#### 2015 Meeting Dates

April 7  
June 9  
August 25  
December 1



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](#)

*Attention All Providers:*  
**Member Identification Numbers  
 Are Changing**



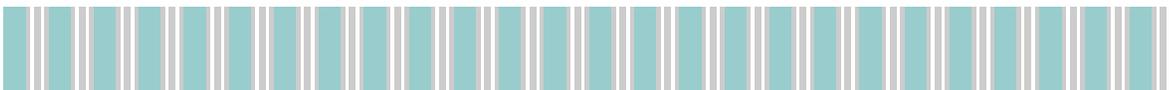
Health Insurance Portability and Accountability Act (HIPAA) of 1996 known as Privacy Rule, established standards for the protection of individually identifiable health information. The Privacy Rule protects all individually identifiable health information held or transmitted by a covered entity or its business associates, in any form or media, whether electronic, paper or oral. The Privacy Rule refers to this information as protected health information (PHI).

In accordance with this Rule, Rhode Island Medicaid will be converting a recipient's Medicaid identification number from the recipients social security number to a new randomly generated 10-digit Medicaid identification number. RI Medicaid is currently targeting summer 2015 for this conversion.

This conversion will require changes to your office and the way you submit claims:

- Recipients will receive new Medicaid Cards
- Provider Electronic Solutions Software (PES) will be upgraded
- Healthcare Portal will be upgraded
- Vendors will need to upgrade 837 transactions
- Provider's internal systems may need to be upgraded to handle a 10-digit identification number

Please watch for more information in the coming months in the Provider Update as well as 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





## Physician Encourages Her Patients to Enroll In CurrentCare

Dr. Lynn Ho, a family practitioner at North Kingstown Family Practice, has enrolled over 70% of her patient panel in CurrentCare, making her the highest enrolling physician in the state. In a recent newsletter, Dr. Ho encouraged her patients not yet enrolled to do so, citing the benefits of CurrentCare.

*"...I've found CurrentCare to be an invaluable tool for your care in hunting down labs, X-rays, and medications prescribed or ordered by other doctors. I am following this newsletter with a separate email to those of you who have not signed on yet with directions on how to enroll online if interested."*

There are now more than 446,000 people enrolled in CurrentCare. Please contact the RI Quality Institute at 888-858-4815 to learn more about:

- How to become an enrollment partner
- How to create an email campaign to encourage your patients to enroll
- CurrentCare Viewer and how to utilize it in your practice
- CurrentCare Hospital Alerts



## 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](mailto:RIREC@RIQI.org).

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



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

The Executive Office of Health and Human Services (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

## 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](#). Below is a question from the FAQ document:

#### **What type of training does my practice need?**

ICD-10 training is typically organized into three categories. The type of training required by each member of your team depends on their roles and responsibilities within a practice. Following are general guidelines to help you identify the type of training that is most suitable for each member of your practice:

- Documentation training for physicians, nurse practitioners, physician assistants, and other staff who document in the patient medical record.
- Coding training for staff members who work with codes on a regular basis.
- Overview training for staff members engaged in management and/or administrative functions.

The degree of training required can vary based upon:

- Your specialty
- The number and type of diagnosis codes you commonly use

For more information about this and other questions, visit: <http://www.roadto10.org/faq/>

## 2014 EHR Incentive Program Updates



### 2014 EHR Incentive Flexibility Option is Now Available!

We have recently upgraded our MAPIR system to allow providers to attest 2014 EHR Incentive applications using the Flexibility Rule Option. This option allows providers, who could not upgrade their Certified Electronic Health Record Technology (CEHRT) to a 2014 certification, to attest their meaningful use measures based on a previous EHR certification version.

For more information about your options , feel free to check out the [CMS CEHRT Flexibility Rule Decision Tool](#)

### 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**. As previously stated, our MAPIR system now accepts Medicaid EHR Incentive applications 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 apply without using this option.

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

### 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)

*Attention: All Providers*

## Record Retention and Documentation



As a reminder, all RI Medicaid providers are required to adhere to the guidance outlined in the Provider Agreement regarding record retention and documentation.

**To maintain, for a minimum of ten (10) calendar years after the year of service, information and records necessary to determine the nature and extent of services rendered under the RIMAP and furnish them in the State of Rhode Island upon request by the Secretary of Health and Human Services (HHS), the RIMAP, and to the Department of Attorney General Medicaid Fraud Control Unit.** Further, the provider specifically agrees to notify the Secretary of HHS and the RIMAP, within thirty-five (35) days of any agreement or transaction relating to the provider's ownership interest in any subcontractor with whom the provider has had business transactions exceeding the lesser of \$25,000 or 5% of the provider's total operating costs during the immediately preceding twelve (12) month period. In addition, the provider agrees to notify EOHHS of any significant business transactions during the 5 year period ending on the date of the request, including, but not limited to, any change of ownership or control interest of the provider, bankruptcy, mergers, and transaction which exceeds the lesser of \$25,000 or 5% of the provider's total operating costs within any twelve (12) month period, between the provider and any wholly owned supplier or between the provider and any subcontractor within thirty-five (35) days of said transaction.

[Click here to view the complete Provider Agreement.](#)

