



NPI Enhancement Project

HP Enterprise Services

May, 2014

PR0044 V1.0 5/10/14



NPI Enhancement Project

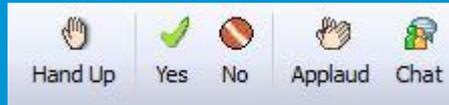
HP Enterprise Services

May, 2014



Welcome to the Webinar! While we are waiting to begin, please:

- Mute your phone by pressing *6
- Find the **chat box**, and see if you can type your name in the box
- If you aren't listening alone, type in everyone's name who is with you
- Find the **"raise hand"** button and try raising and lowering your hand



- Find the **"Yes"** button on the toolbar
- We will begin promptly at the start time



Agenda

- What is the NPI Enhancement Project?
- Why is it necessary?
- Important information for providers
- Access to Business Actions through IWS
- What providers need to know
- Support for providers
- What's coming next
- Questions?



What is the NPI Project?

- 7 character Medicaid provider numbers will no longer be used to access business actions through IWS (Interactive Web Services)
- Providers will need to utilize their NPI (National Provider Identifier) in valid combination with their taxonomy and provider type to access information
- Exceptions:
 - Atypical providers will continue to use their Medicaid provider number
 - Pharmacy providers will use NPI and provider type but no taxonomy



Why are things changing?

First step in preparing for new Healthcare Portal



Providers must remember:

- New process begins this summer
- Providers WILL NOT be able to access information using a Medicaid provider number (except for those providers who do not qualify for NPI/taxonomy)
- Providers should make a note of their NPI/Taxonomy/Provider type combinations, to be ready for the change.



What will this look like on my screen?

Log In page

The screenshot shows a web browser window titled "Rhode Island Medical Assistance Programs - Windows Internet Explorer". The address bar displays "https://www.eohhs.ri.gov/secure/login.do". The browser's Favorites bar includes "Regional Translator File Vi...", "Rhode Island Medical Assi...", "Thank you for visiting Fid...", "Suggested Sites", "Web Slice Gallery", "Rhode Island Medical Assi...", and "@hp Employee Portal". The page content features a teal sidebar with "EOHHS Home" and the EOHHS logo. The main content area has a "Welcome to EOHHS' Interactive Web Services for Medical Assistance providers and/or their billing staff." message, a "Help" button, and login fields for "User ID" and "Password". Below the fields are links for "New user? Complete a Trading Partner Agreement form and send to us to get started." and "Forgot password?". A "Log In" button is positioned below the password field. A list of functions available on the secure website is provided, including Recipient Eligibility Verification, Service limits for vision & dental benefits, Claims Processing, Prior Authorization, National Drug Code (NDC) Search, and Remittance Advice.

EOHHS Home

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HEALTH AND HUMAN SERVICES

Help

Welcome to EOHHS' Interactive Web Services for Medical Assistance providers and/or their billing staff.

User ID

Password [New user? Complete a Trading Partner Agreement form and send to us to get started.](#)
[Forgot password?](#)

The following functions can be done through our secure website:

- Recipient Eligibility Verification
 - Verify recipient eligibility information
 - Batch eligibility transactions - do multiple transactions and receive verification on the next business day
 - Print information for your files
- Service limits for vision & dental benefits
- Claims Processing
 - Check the status of a submitted claim
- Prior Authorization
 - Check the status of a prior authorization request
- National Drug Code (NDC) Search
 - Pharmacies can search for a NDC that is reimbursable by the RI Medical Assistance Program
- Remittance Advice
 - Confirm your Medical Assistance payment history for the last 12 months
 - View your Remittance Advice (RA) electronically in the paper RA format

Internet | Protected Mode: Off 100%



What will this look like on my screen?

Home Page – Business Action List

Rhode Island Medical Assistance Programs Home - Windows Internet Explorer

File Edit View Favorites Tools Help

McAfee

https://www.eohhs.ri.gov/secure/login.do

HP Intranet Search

Regional Translator File V... Rhode Island Medical Assi... Thank you for visiting Fid... Suggested Sites Web Slice Gallery Rhode Island Medical Assi... @hp Employee Portal

Rhode Island Medical Assistance Programs Home

Page Safety Tools

EOHHS Home

Eligibility
Claims
Dental/Vision
Prior Authorization
Debit Authorization
Remittance Advice
Payment Amount
Message Center
NDC Lookup
Fraud Report
Enter Eligibility
Enter TPL
Approve
Upload
Download
Trading Partner Maintenance

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HEALTH AND HUMAN SERVICES

Home Profile Help Logoff

Welcome to Interactive Services Home

Business Actions

- Check [Eligibility Status](#)
- Check [Claim Status](#)
- Check [Dental/Vision Limits](#)
- Check [Prior Authorization](#)
- Check [Debit Authorization](#)
- View [Remittance Advice Payment Amount](#)
- [Message Center](#)
- [NDC Lookup](#)
- [Fraud Report](#)
- [Enter Eligibility](#)
- [Enter TPL](#)
- [Approve Eligibility/TPL](#)
- [Upload HIPAA files](#)
- [Download HIPAA files](#)
- [View Remittance Advice](#)

User Maintenance

- Manage [Trading Partners](#)
- Manage [Users](#)
- [Provider Search](#)
- Manage your [Profile](#)

Internet | Protected Mode Off

100%



What will this look like on my screen?

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI:

Provider Type:

Taxonomy:



What will this look like on my screen?

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.



NPI:

Provider Type:

Taxonomy:



Please select the appropriate combination to inquiry by.

Billing Name

Rendering Name

Status



N/A

Active



What will this look like on my screen?

Claim Status Search screen - #1 before you begin

Claims Status Search

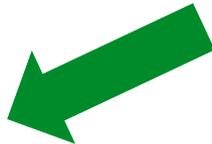
If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: Provider Type: Taxonomy:



Claim Status Search screen - #2 showing NPI list



Claims Status Search

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: Provider Type: Taxonomy:



What will this look like on my screen?

You can search for claims by entering the Recipient's Identification Number and a Date of Service Range. The optional Original Billed Amount can be used to further limit the search. If you know the Internal Control Number (ICN) it can be used to override the other fields and locate a single claim.

Please enter the Recipient's ID number.

Recipient's Identification Number:

Please enter a Date of Service Range within a six-month span.

From Date of Service (MM/DD/YYYY): 

To Date of Service (MM/DD/YYYY): 

You may further tailor your request by entering the following optional field.

Original Billed Amount:

You may override the search parameters by entering an ICN

Internal Control Number:



What will this look like on my screen?

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI:

Provider Type:

Taxonomy:

Please select a provider number.

Provider ID:

251S00000X
261QM0801X
261QM1300X
261QR0405X
322D00000X



What will this look like on my screen?

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.



NPI:

Provider Type:



What will this look like on my screen?

DEBIT AUTHORIZATION STATUS INQUIRY

Please enter an NPI or FEIN number

NPI

FEIN

Please enter the recipient's identification number

Recipient's ID Number

You may further tailor your request by entering any of the following

Authorization Number

Begin Date (MM/DD/YYYY)

End Date (MM/DD/YYYY)



What will this look like on my screen?

DENTAL/VISION CLAIMS SEARCH

Please enter the recipient's ID number.

Recipient's Identification Number:



Search

Clear



Preparing for this change:

Be sure you are familiar with your
NPI, Provider Type, Taxonomy
combinations
to be ready for this transition.



Participant Poll:

Do you understand what information you will need to be able to access the business actions in IWS when the change is made?



Click the yes or no button

Support for Providers

- Presentation slides will be posted on the [Provider Training and Education Page](#)
- After webinars are completed, a question and answer document will be posted.
- Providers should follow instructions in this presentation. If providers still cannot access business actions, please contact the Customer Service Help Desk at:

401-784-8100
for local and long distance calls or
1-800-964-6211
for in-state toll calls



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Health & Human Services
State of Rhode Island

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Provider & Partner

General Information

Are you interested in?

- News and Information
- Medicaid Programs
- Certification and Registration
- Provider Manuals & Guidelines
- Program Information
- Forms & Applications
- Program Tools & Resources

ICD-10 Implementation

Provider Training and Education

General Information

Certification, Licensing & Registration

Provider Enrollment

Billing & Claims

Provider Manuals & Guidelines

Forms & Applications

Program Tools & Resources

Grant & Contract Opportunities

Provider Search

Provider Training and Education

Providers & Partners > Provider Training and Education

Provider Training and Education

Training Schedule

Getting Ready for ICD-10 Webinar

HP and RI Medicaid hosted webinars titled "Getting Ready for ICD-10" in late February and early March, 2014, to help providers prepare for the upcoming transition to ICD-10. Although the implementation date has been delayed, providers are encouraged to continue preparation.

To view the presentation slides and the Question and Answer document from the live presentations, visit the [ICD-10 implementation page](#).

Billing 101

Part 1 -The Basics

This following documents are for new providers seeking information on basic billing practices and processes.

[Presentation slides](#)

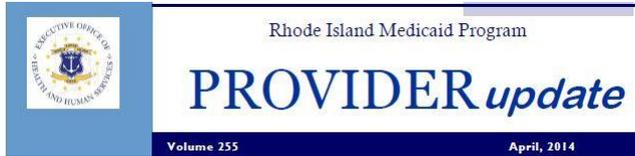
[Questions and Answers Document](#)

Part 2 - Understanding Remittance Advice

This following documents are for providers seeking information on reading and understanding Remittance Advice documents.



Monthly Provider Update



The monthly Provider Update delivers news and information to providers. It is posted on the EOHHS website at: <http://www.eohhs.ri.gov/News/ProviderNewsUpdates.aspx>

Or you can receive it electronically by subscribing. To subscribe, send an email to deborah.meiklejohn@hp.com



Provider Representative	Contact Information	Focus Area
Sandra Bates	sandra.bates@hp.com 401-784-8022	Dental, Vision, FQHC, Lifespan Hospital, Independent Labs, Ambulance, Non-emergency Transportation
Marlene Lamoureux	marlene.lamoureux@hp.com 401-784-3805	Nursing Homes, Hospice, DME
Karen Murphy	karen.murphy3@hp.com 401-784-8004	Child & Family Services, CEDARR services, Behavioral Health, Adult Day Care, Assisted Living, Care NE Hospital, EI, LEA, BHDDH
Daphine Monroe	darphine.monroe@hp.com 401-784-8003	Physician Services, Audiologist, Chiropractor, Nurse Practitioner, Pathology, Physician, Physician Assistant, Podiatry, Independent and Out of State Hospitals.
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Deborah Meiklejohn	deborah.meiklejohn@hp.com 401-784-3859	Training and Documentation Specialist



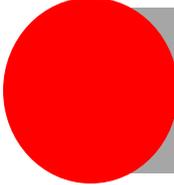
Upcoming Projects:

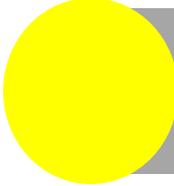
- **PES Upgrade-***(Summer, 2014)*
 - All PES users
- **Healthcare Portal -** *(Summer, 2014)*
 - Replaces current IWS with new format
- **Provider Enrollment -** *(Fall, 2014)*
 - Revalidation of enrollment information
- **ICD-10**
 - Deadline delayed. Providers should move ahead with preparations

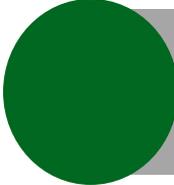
*



In summary:

 Stop using Provider Number to access business actions in IWS

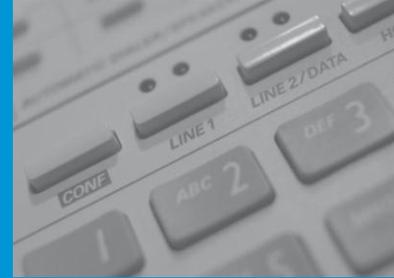
 Continue using Trading Partner ID and password to login to IWS

 Begin using NPI, Provider Type, & Taxonomy to access business actions



Questions & Answers

***To ask your question, press #6 on your phone to unmute
After you ask the question, press *6 to mute your line.***



Thank you for your time today

