

Ordering, Prescribing, and Referring Providers

Frequently Asked Questions



Q: What provider types are impacted?

A: Inpatient

Outpatient (except clinic visits-rev codes 510-519, ER visits-rev codes 450-459, and observation-rev codes 760-769)

Freestanding Psychiatric Hospitals

Pharmacy

Skilled Home Health

Independent Radiology

Independent Laboratory

Durable Medical Equipment (DME)

Chiropractor

Dialysis

Ambulatory Surgical Centers
and Hospice.

Q: Who is eligible to order/refer?

A: Only Medicaid– enrolled individuals of the following types can order/refer:

Certified Nurse-Midwives

Clinical Nurse Specialists

Clinical Psychologists

Clinical Social Workers

Interns, Residents, and Fellows*

Nurse practitioners

Optometrists (may order and refer only laboratory and X ray services)

Physician's Assistants

And Physicians (Doctors of Medicine or Osteopathy, Doctors of Dental Medicine, Doctors of Dental Surgery, Doctors of Podiatric Medicine, Doctors of Optometry)

*Interns and non-licensed residents must use the NPI of the teaching, admitting, or supervising physician.

Q: How will I know if an OPR provider is enrolled with RI Medicaid?

A: It is ultimately the responsibility of the RI Medicaid provider rendering the service to obtain the OPR provider's NPI and taxonomy code, and to confirm participation with RI Medicaid. RI Medicaid maintains a [provider search function](#) on the website, although all providers may not be listed.

Q: How will I know the NPI of the physician or health care professional who wrote the prescription or order?

A: A prescribing physician or licensed health care provider should be including their NPI on the prescription or order.

Q: I am a member of a group. As an OPR provider, do I list my group NPI or my individual NPI?

A: Only individual NPIs are accepted as an OPR provider on a claim.

Ordering, Prescribing, and Referring Providers

Frequently Asked Questions - Continued

Q: What information is required on a Prior Authorization Request?

A: The OPR provider's information must be listed in the **OPR** fields. The Performing/Billing provider information should be listed on the **Performing/Billing Provider** line. If the OPR information is missing, or the OPR is not enrolled with RI Medicaid, the PA form will be returned.

Q: What will happen to a qualifying claim submitted without a OPR listed?

A: The claim will be denied by RI Medicaid with EOB message 574– Referring/Ordering Provider Required and Missing or Invalid.

Q: What is required on a crossover claim?

A: If Medicare makes a payment, RI Medicaid will process without the OPR information. If Medicare does not make a payment, the claim is no longer a crossover claim, and WILL require the OPR Information.

Q: Where is the OPR information entered on a paper claim form?

A: **UB-04** – Box 79 – Other– Referring Provider NPI, Box 81CC (Row d) “B3” Qualifier followed by Referring Provider Taxonomy Code

The diagram shows a portion of a UB-04 form. It includes two columns for 'OTHER PROCEDURE CODE' and 'OTHER PROCEDURE DATE' with sub-rows 'a', 'b', 'c', and 'd'. To the right, there are three rows for provider information: '77 OPERATING NPI', '78 OTHER NPI', and '79 OTHER NPI'. Each of these rows has a 'LAST' field. A red arrow points to the 'PROVIDER' field in row 'd'. A green arrow points to the '79 OTHER NPI' field. Another green arrow points to the 'LAST' field of the '79 OTHER NPI' row. A note at the bottom right says 'THE CERTIFICATIONS ON THE REVERSE APPLY TO'.

CMS 1500 Claim Form Box 17a—Referring Provider Taxonomy code with qualifier “ZZ”
Box 17b—NPI of referring provider

The diagram shows a portion of a CMS 1500 Claim Form. It includes fields for '14. DATE OF CURRENT ILLNESS, INJURY, OR PREGNANCY (LMP)' (MM, DD, YY, QUAL), '15. OTHER DATE' (MM, DD, YY, QUAL), '17. NAME OF REFERRING PROVIDER OR OTHER SOURCE', '17a', '17b, NPI', and '19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)'. A blue arrow points to the '17a' field. A red arrow points to the '17b, NPI' field.

Q: Where can I obtain the OPR taxonomy code, if I only have the NPI?

A: This information can be found on the [NPPES website](#), by completing a provider search by NPI.

Q: Where is the OPR information entered for electronic claims?

A: For electronic submission of claims (Non-PES users), the OPR information should be entered in Loop 2310A for professional claims and Loop 2310F for institutional claims. Both the name and the NPI are required.

Ordering, Prescribing, and Referring Providers

Frequently Asked Questions Continued

Q: I use the Provider Electronic Solutions (PES) software. Will I need to upgrade the software?

A: Yes. Install the [2.08 PES upgrade](#) from the EOHHS website. Information for OPR is entered and then selected from the “Other Provider” field in the software. The following information must be entered for the OPR: NPI, Taxonomy, Provider Name, Tax ID, and Provider Address.

The screenshot shows a software window titled "Other Provider" with a search icon in the top right. The form includes the following fields and controls:

- Provider ID (text box)
- Provider ID Code Qualifier (dropdown menu)
- Taxonomy Code (text box)
- Entity Type Qualifier (dropdown menu)
- Last/Org Name (text box)
- First Name (text box)
- MI (text box)
- Suffix (text box)
- SSN/Tax ID (text box)
- SSN/Tax ID Qualifier (dropdown menu)
- Provider Address section:
 - Line 1 (text box)
 - Line 2 (text box)
 - City (text box)
 - State (text box)
 - Zip (text box)
- Buttons on the right: Add, Delete, Undo All, Save, Find..., Print..., Help, Select, Close.
- Table at the bottom:

SSN / Tax ID	Taxonomy	Last/Org Name	Type Qualifier

Entering information for the OPR on the Other Provider screen will generate a list. When entering the claim information, you will be able to select the provider from the drop down list in the Referring Provider field.

Q: Will claims submitted with an NPI for a non-Medicaid OPR be denied?

A: Claims submitted with complete information will be subject to a post-claims review. If it is determined that the OPR listed on the claim is not enrolled as a RI Medicaid provider, the claim may be recouped.

Q: If RI Medicaid is secondary, is the OPR provider still required?

A: Yes. The enrollment requirement applies even if Medicaid is the secondary payer.

Q: What if the OPR provider is enrolled with another state’s Medicaid program?

A: Enrollment in another state’s Medicaid program does not exempt a provider from enrolling with the RI Medicaid program.

Q: I wish to enroll as a RI Medicaid provider. Where do I go to enroll in the Medicaid program?

A: RI Medicaid moved to an electronic enrollment process on July 30.

The Provider Enrollment Portal can be accessed by visiting the [Healthcare Portal](#) and clicking Provider Enrollment. Please note the following:

1. The Provider Enrollment Portal is now available.
2. Paper applications are no longer accepted, except for attending providers being added to an existing group.

Q: What is the effective date of this change?

A: Claims submitted with a date of service of October 1, 2015 or after must include the OPR information.