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Medicaid Director
State of Rhode Island, Executive Office of Health and Human Services
74 West Road, Hazard Bldg. #74
Cranston, RI 02920

August 19, 2016

Dear Medicaid Pharmacy Providers:

I am writing to let you know of an upcoming change in the system that the State of Rhode Island uses to determine whether people are eligible for Medicaid coverage. **This change may have an impact on your pharmacy.**

Provider Impacts:

- On September 13th, Rhode Island will launch a new integrated system to improve the way we deliver health and human services benefits. This impacts all current Medicaid beneficiaries, including beneficiaries enrolled in both Medicaid Fee-for-Service and beneficiaries enrolled in both Medicaid Managed Care.
- Converting data from the old system to the new system will take several business days. There will be a transition period that will last from September 8th through September 12th. During this time period, we will not be able to determine any **new** Medicaid eligibility, except under very special circumstances. Existing Medicaid beneficiary information should not be impacted and should be accessible through the HealthCare Portal and the Point of Service (POS) pharmacy process system.
- Please note that for a period of up to 8 hours beginning the evening on Sunday, September 11th (approximately at 10:00 PM EST) through early Monday, September 12th, POS will be offline. During this time, pharmacies who attempt to claim through Medicaid Fee- for- Service will receive a “MMIS Unavailable” message. These claims may all be billed once the MMIS is back online on Monday, September 12th.
- Starting on September 13th, we will make sure that any newly-eligible clients who applied during these transition days will have retro-active coverage to September 1st in Medicaid Fee- for- Service. Claims for these members can be processed retroactively by Medicaid Fee- for- Service.
- We do not anticipate any impacts to Medicaid Managed Care enrollment during this transition period. If you have questions about Managed Care beneficiaries, please contact your designated Managed Care representative.

- Additionally, this fall, we will be sending you information on the Medicaid ID number conversion project. Our current Medicaid ID cards with a 9-digit Social Security number will be converted to a 10-digit ID number.

Thank you in advance for your cooperation and patience through this transition. I am confident that our new integrated eligibility system will improve our interactions with and service to both clients and health care providers. **I am asking for your cooperation in assuring Medicaid beneficiaries receive any necessary medications during the time period from September 8th through September 12th.**

Sincerely,



Anya Rader Wallack, Ph.D.

Medicaid Director

State of Rhode Island, Executive Office of Health and Human Services

Additional Information/Contact Information:

If you have any questions, please contact:

The HPE Provider Help Desk, 401-784-8100, or visit the website at:

<http://www.eohhs.ri.gov/ProvidersPartners/GeneralInformation/ProviderDirectories/Pharmacy.aspx>