Navigating the EOHHS Website for RI Medicaid Providers

January, 2016

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EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES STATE OF RHODE ISLAND

Welcome to the RI Executive Office of Health and Human Services (EOHHS) Website

Contents:

- *News and Information for Medicaid Providers*
- *Certification, Licensing and Registration*
- *Provider Manuals and Guidelines*
- *Forms and Applications*
- *Provider Training and Education*
- *Healthcare Portal*
- *Electronic Health Record Incentive Programs*
- *Provider Support*
- *Billing and Claims*
- *Provider Enrollment*

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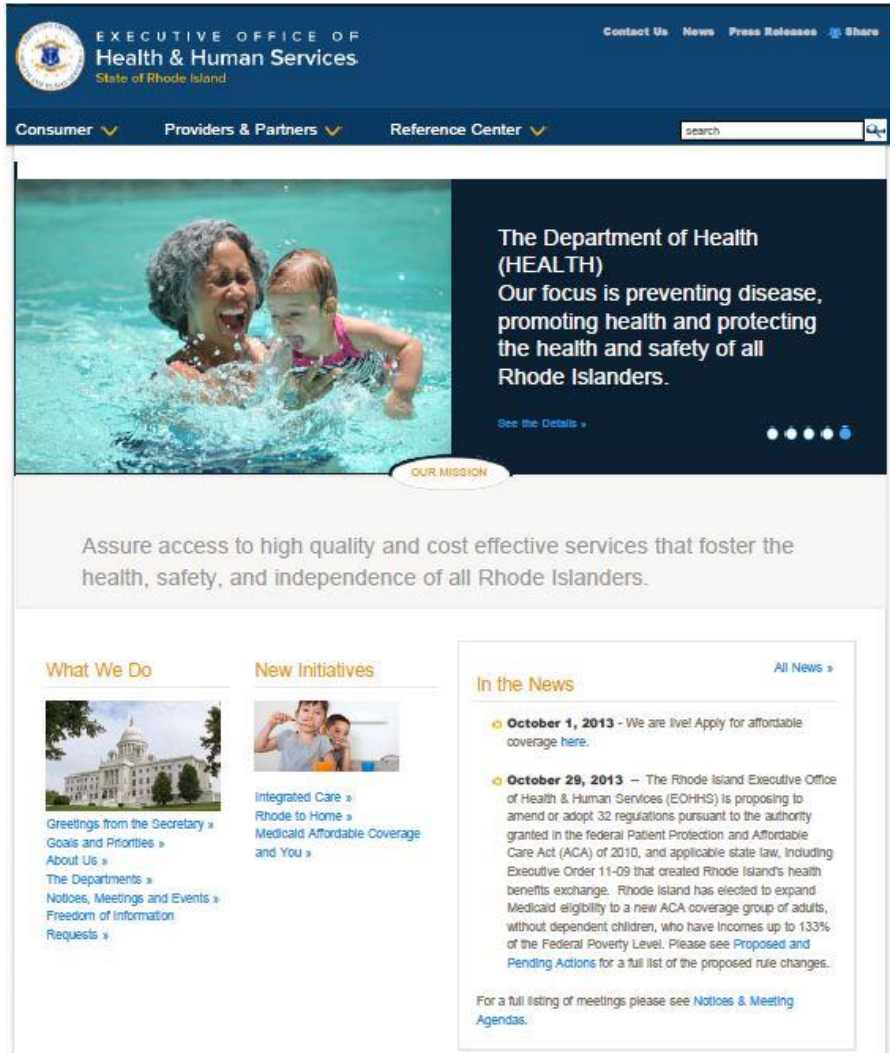
Your Starting Point:



For easy navigation of the website, bookmark the homepage of the EOHHS website:

www. eohhs.ri.gov

You can connect to all resources from this point.

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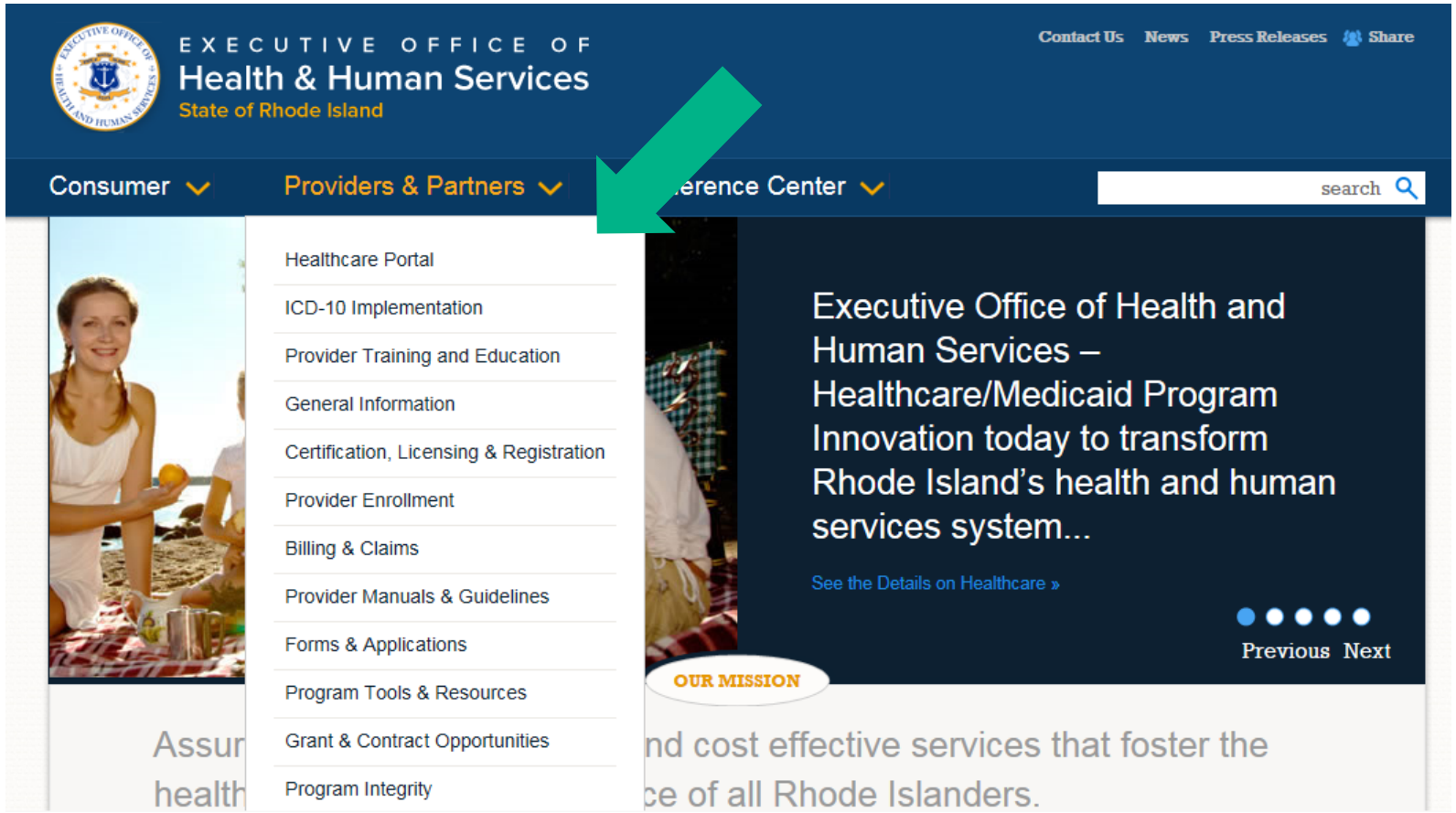
Providers And Partners Tab

Clicking on this tab will display a drop down list of resources.



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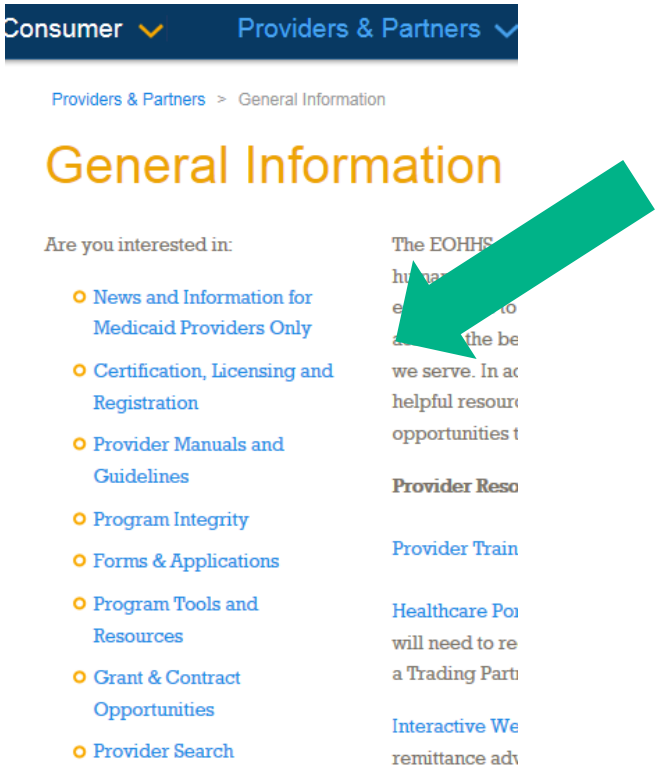
General Information Page

You can also access these resources, and more, from the General Information Page. This page has three main areas, covered in the next few slides.



The left side of the General Information page lists clickable links to various resources. The next few slides will expand on that list. Most of these resources can also be accessed from the Providers and Partners drop down list.

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News and Information for Medicaid Providers Only

News > Provider News & Updates

Provider News & Updates

PROVIDER UPDATES

To receive the *Provider Update* by email, send a request to deborah.meiklejohn@hpe.com. Please put "Subscribe" in the subject line of your email and include the primary type of services you provide. In addition to the *Provider Update*, you will also receive updates related to the services you provide.

- Provider Update October 2015
- Provider Update September 2015
- Provider Update August 2015
- Special ICD-10 Edition 2015
- Provider Update July 2015
- Provider Update June 2015

The News and Information page connects you to the latest provider news and updates.

This page also contains the archive for the monthly Provider Updates.

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Certification, Licensing, and Registration

This page contains information on certification, licensing and registration and shows the basic requirements of quality, safety and competence EOHHS partners and providers must meet to operate or practice in Rhode Island and to participate in health and human services.

It also contains the links to other state agencies who certify, license and register providers.

Provider Manuals and Guidelines

- This page contains links for reference guidelines for certain Medicaid providers.
- For Medicaid coverage guidelines, for various provider types, click on the Medicaid Provider Manual link.

Provider Manuals & Guidelines

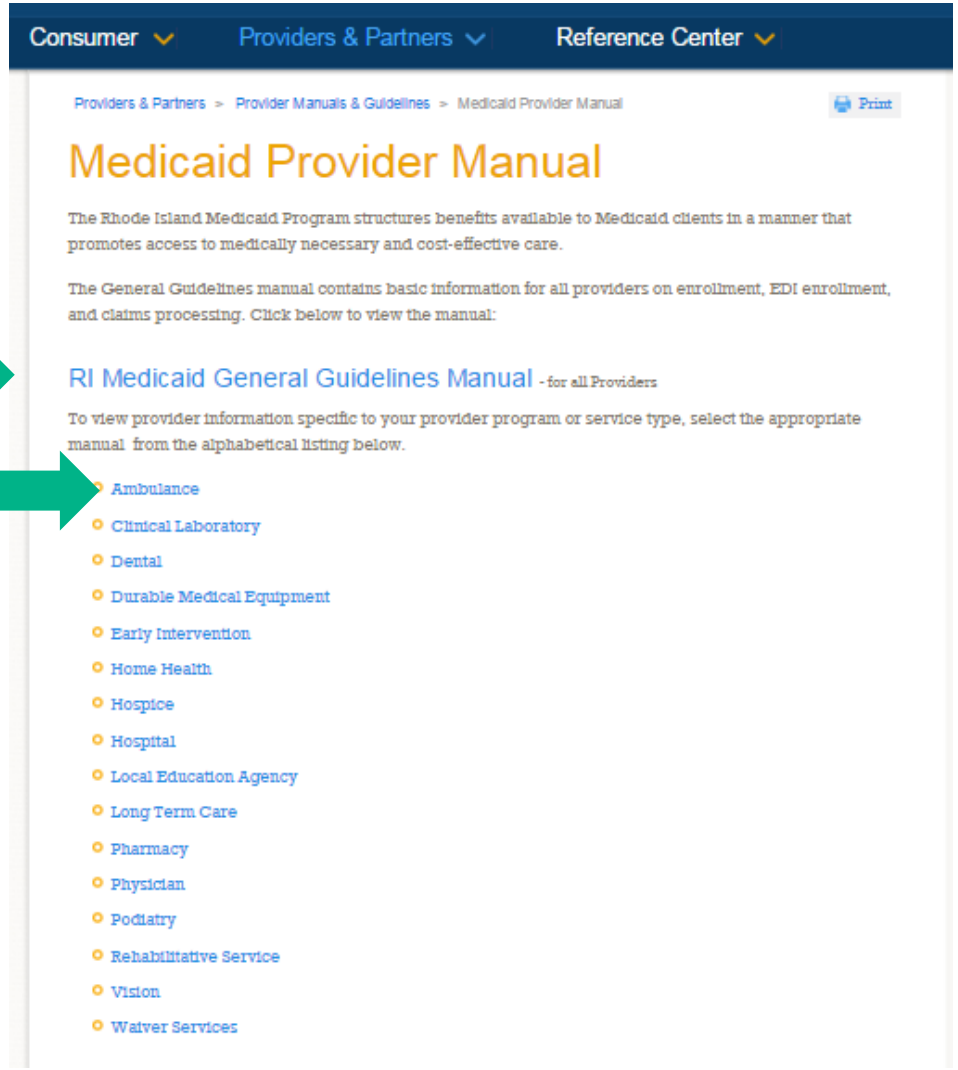
Providers already caring for specific populations across the different agencies can also benefit from updated information about software, continuing education, and other vendors in the area. There are reference guidelines for certain Medicaid providers below. If you are looking for a comprehensive list of Medicaid provider policies and procedures, see our Medicaid Provider Manual.

Medicaid Provider Manual

This page contains a General Guidelines Manual with information applicable for all provider types.

There is also an alphabetical listing of the specific manuals for each provider type.

Click on the links to access the Reference Manual that you would like to view.



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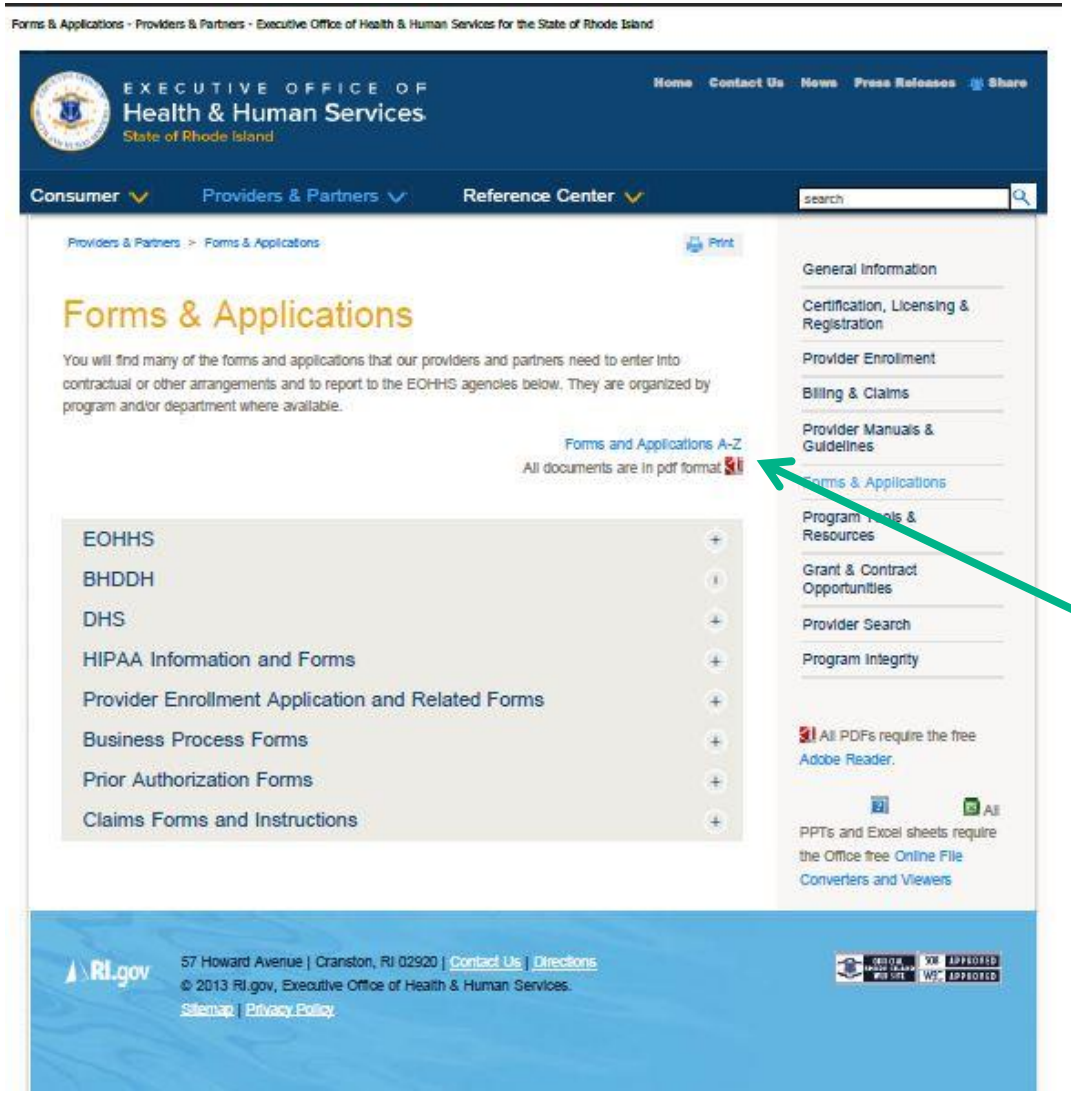
Forms and Applications



Forms and applications are found by clicking the plus sign (+) next to the appropriate topic. This will access the drop down list.

If you know the name of the form, you can also locate it through the **A-Z** list on this page.

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General Information Page

The Center Section of the General Information Page contains other resources:

- **Provider Training and Education**
- **Healthcare Portal**
- **Electronic Health Record Incentive Program**
- **Customer Service Help Desk**

Provider Resources

Provider Training and Education

Healthcare Portal is now available - Existing Trading Partners/users will need to register. New Providers will need to enroll to become a Trading Partner then will need to register.

Electronic Health Record (EHR) Incentive Program

Customer Service Help Desk

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Provider Training and Education

Providers & Partners > Provider Training and Education

Provider Training and Education

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

From this page, providers can access a schedule of training events and the E-Learning Center.

Additional trainings are being added to this page to support providers.

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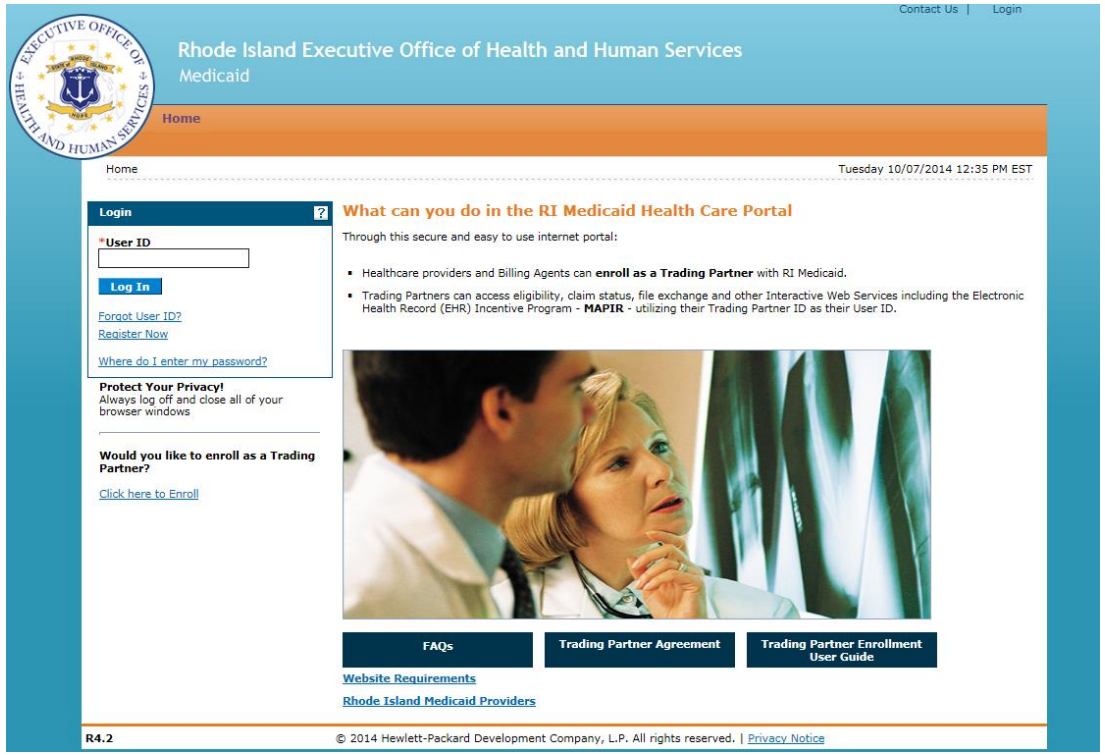
Healthcare Portal

This link connects providers to the Healthcare Portal to access eligibility, claim status, remittance advice, prior authorizations, and much more.

For more information, view the E-Learning training titled *Welcome to Medicaid*.



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Electronic Health Record (EHR) Incentive Program

This page contains information relating to the EHR Incentive Program.

Electronic Health Records (EHR) Incentive Program

Overview

The American Recovery and Reinvestment Act of 2009 (Section 4201) established a program for payment to certain classes of Medicaid professionals and hospitals who adopt and become meaningful users of electronic health records - Medicaid EHR Incentive Program.

Administration of the Medicaid EHR Incentive Program is a combined effort of both the States and the Centers for Medicard and Medicaid Services (CMS). We recommend you visit the CMS web site to learn more about the program and use the Rhode Island Medicaid EHR Incentive Program web site to find answers to Rhode Island specific questions.

- Find out more about eligibility requirements forEligible Providers and Eligible Hospitals
- Learn more about Incentive Payments
- Review the program's Frequently Asked Questions (FAQ's)

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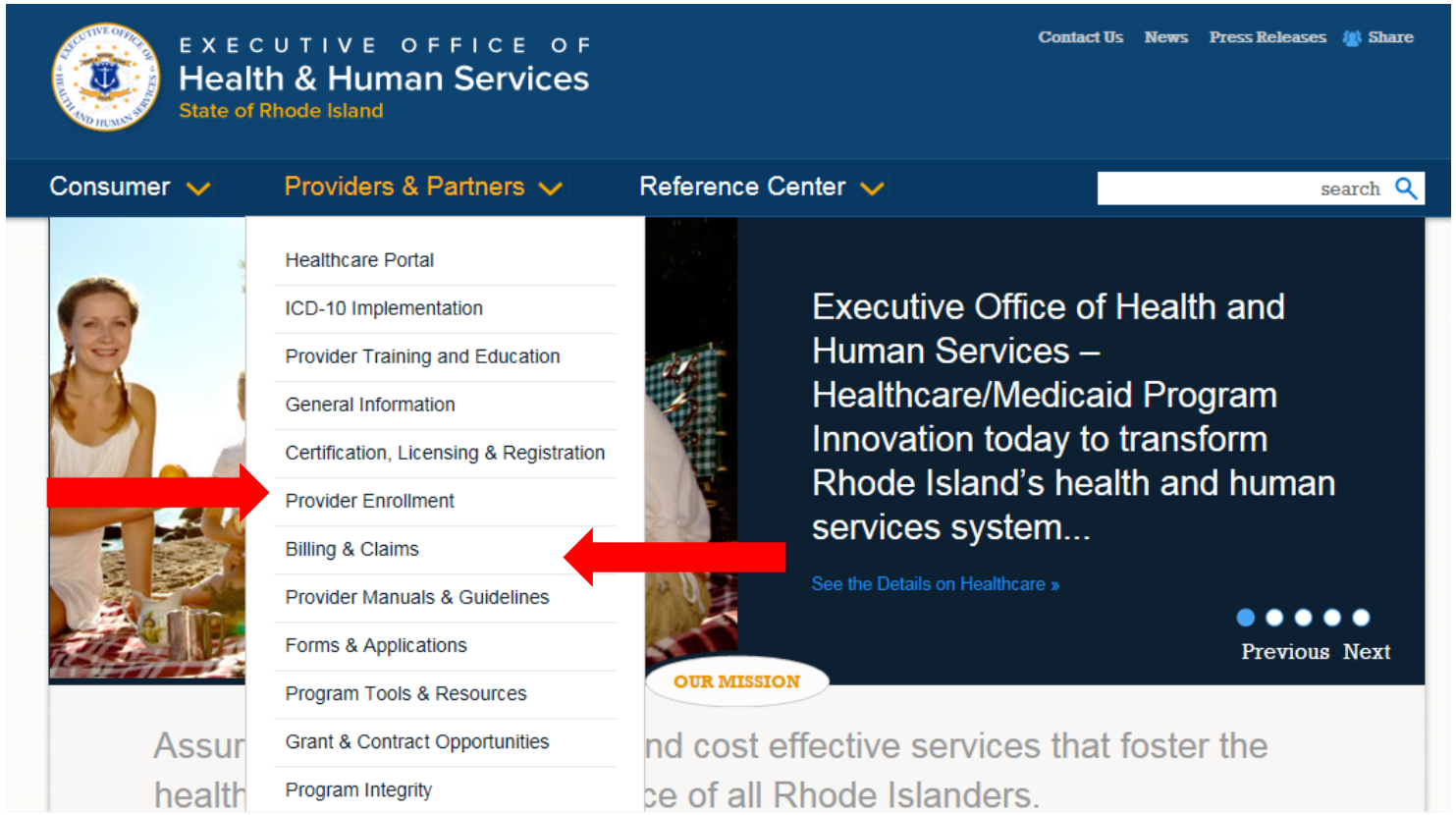
General Information Page

The right side of the General Information page gives access to two additional links:

- **Provider Directories –** Click on your provider type to connect to your Provider Representative and access additional resources.
- **Provider Representatives –** Scroll through the list of Provider Representatives to locate the appropriate person for your provider type.

Providers And Partners Tab

There are two additional resources available through the Providers and Partners drop down list: **Provider Enrollment and Billing & Claims**.



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Billing and Claims

EXECUTIVE OFFICE OF
Health & Human Services
State of Rhode Island

Consumer | Providers & Partners | Reference Center | search

Providers & Partners » Billing & Claims | Print

Billing and Claims

Welcome to the RI Medicaid Program! We are committed to helping you every step of the way. This section explains the basic standards required for billing and claims processing. If you are a new provider check out the Welcome to Medicaid - New Provider e-Learning.

Recipient Eligibility Verification

Recipient Eligibility Verification: What needs to be verified and tools that can be used to verify a recipient's eligibility.

Third Party Insurance

Third Party Insurance: Third party insurance codes, forms, and requirements for billing RI Medicaid.

Prior Authorization

Prior approval (PA) may be required for some services, products or procedures to verify documentation for medical necessity. Read more about Prior Authorization.

Submitting Claims to Medical Assistance

Claims: Time limits, claims payment, adjustments, and other topics of interest to providers and billers.

Payment and Processing Schedule

July 2014 - July 2015
July 2013 - June 2014

- Healthcare Portal
- ICD-10 Implementation
- Provider Training and Education
- General Information
- Certification, Licensing & Registration
- Provider Enrollment
- Billing & Claims
  - Claims Processing
  - Customer Service
  - Prior Authorization
  - Provider Electronic Solutions (PES) Software
  - Electronic Data Interchange (EDI)
  - Fee Schedule
  - Payment and Processing Schedule
  - Recipient Eligibility Verification
  - Third Party Liability
- Provider Manuals & Guidelines
- Forms & Applications
- Program Tools & Resources
- Grant & Contract Opportunities
- Program Integrity

This page contains important information for billing and claims, including:

- Recipient Eligibility Verification
- Third Party Insurance
- Prior Authorization
- Submission of Claims
- Payment Processing Schedule

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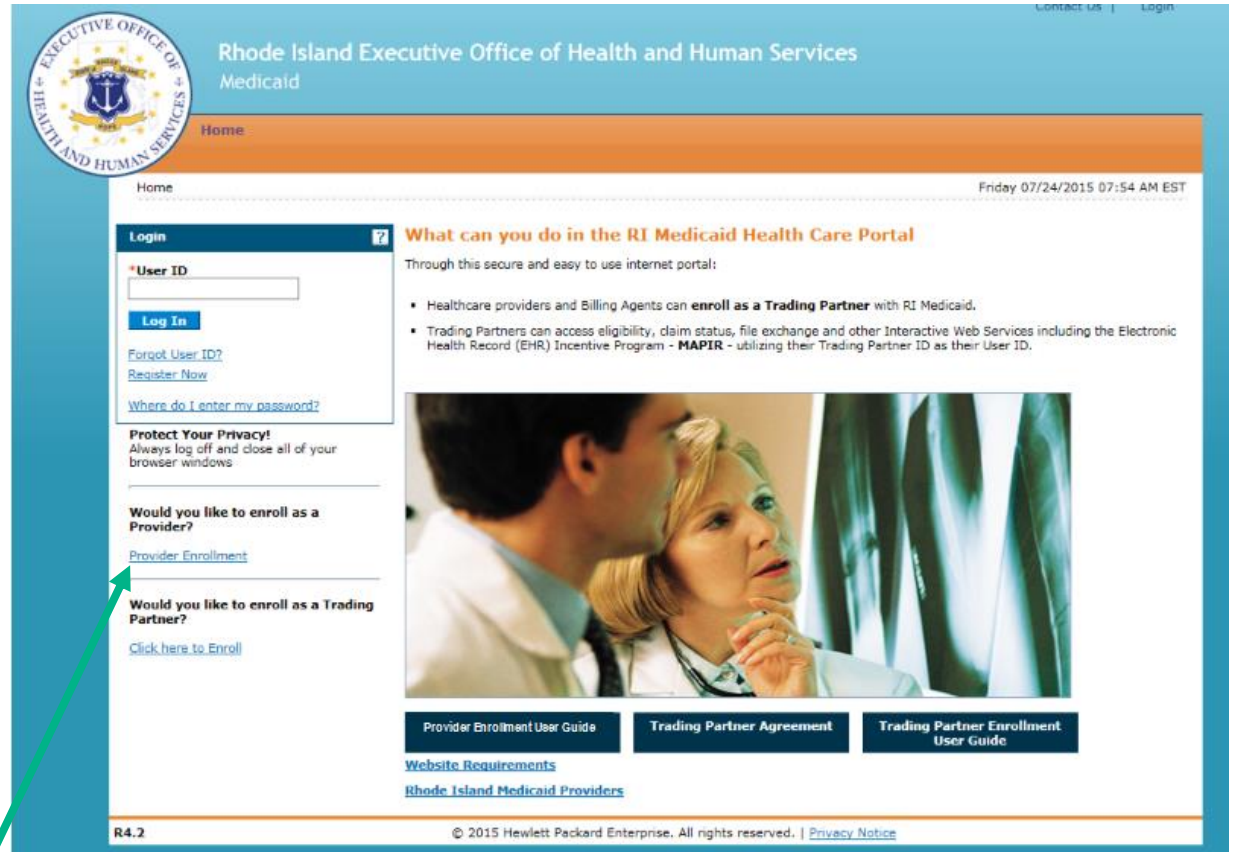
Provider Enrollment

Provider enrollment is completed online in the Healthcare Portal.

Click on Provider Enrollment to complete online application.



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Thank you for viewing this training.

Please visit the E-Learning section for more training opportunities.