RI Medicaid
Front Office Staff Training

June, 2017

PR0110 V1.0

Purpose of this training

This training is designed for new staff members or staff members assuming new roles in RI Medicaid provider offices and facilities. It will help staff members understand the basics of conducting business with RI Medicaid.

Topics covered in this training:

- Navigating the EOHHS website
- Billing and Claim Submission
- Provider Manuals
- Forms and Applications
- Using the Healthcare Portal

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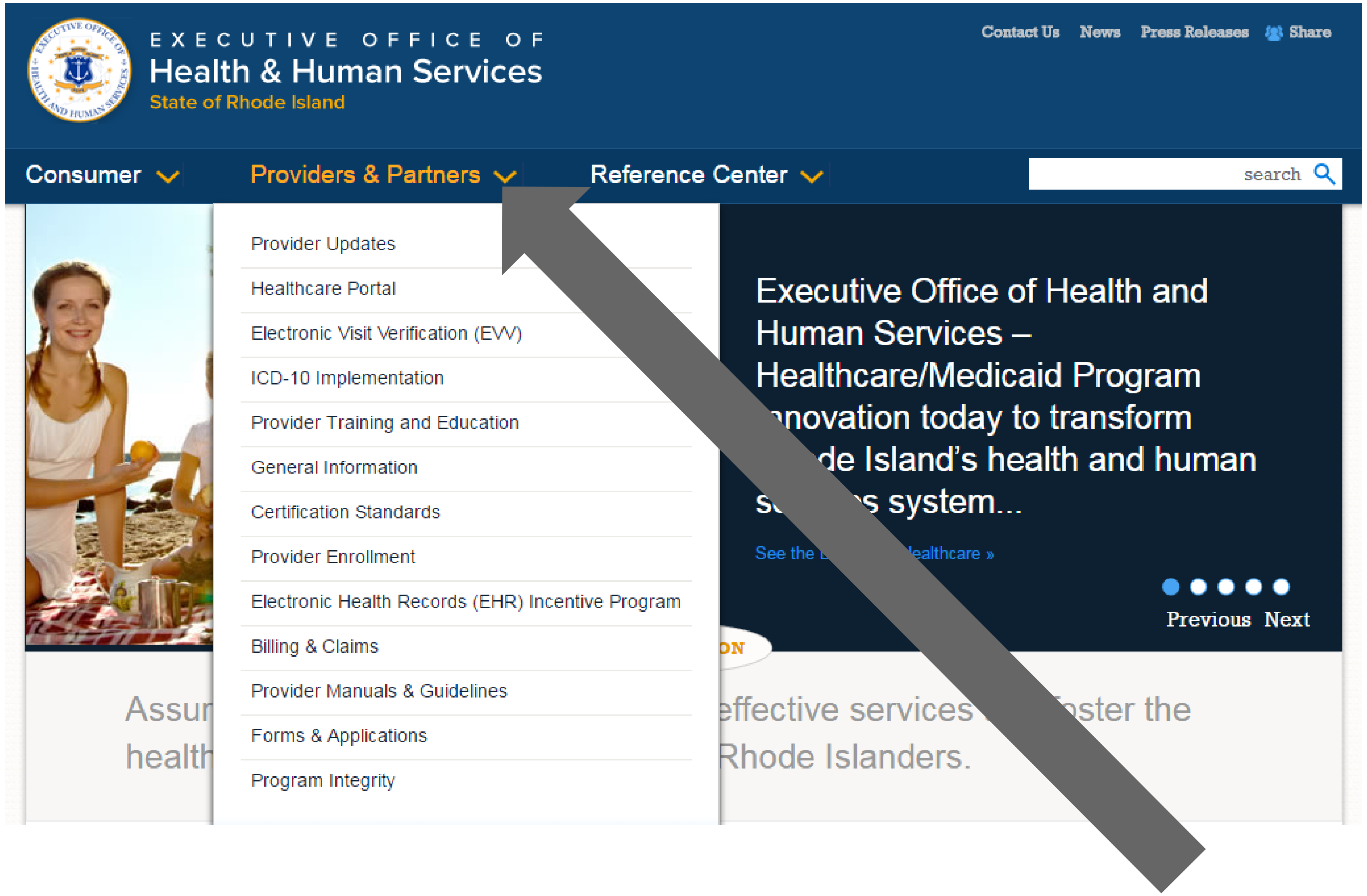
Your Starting Point -
Executive Office of Health and Human Services (EOHHS) Website



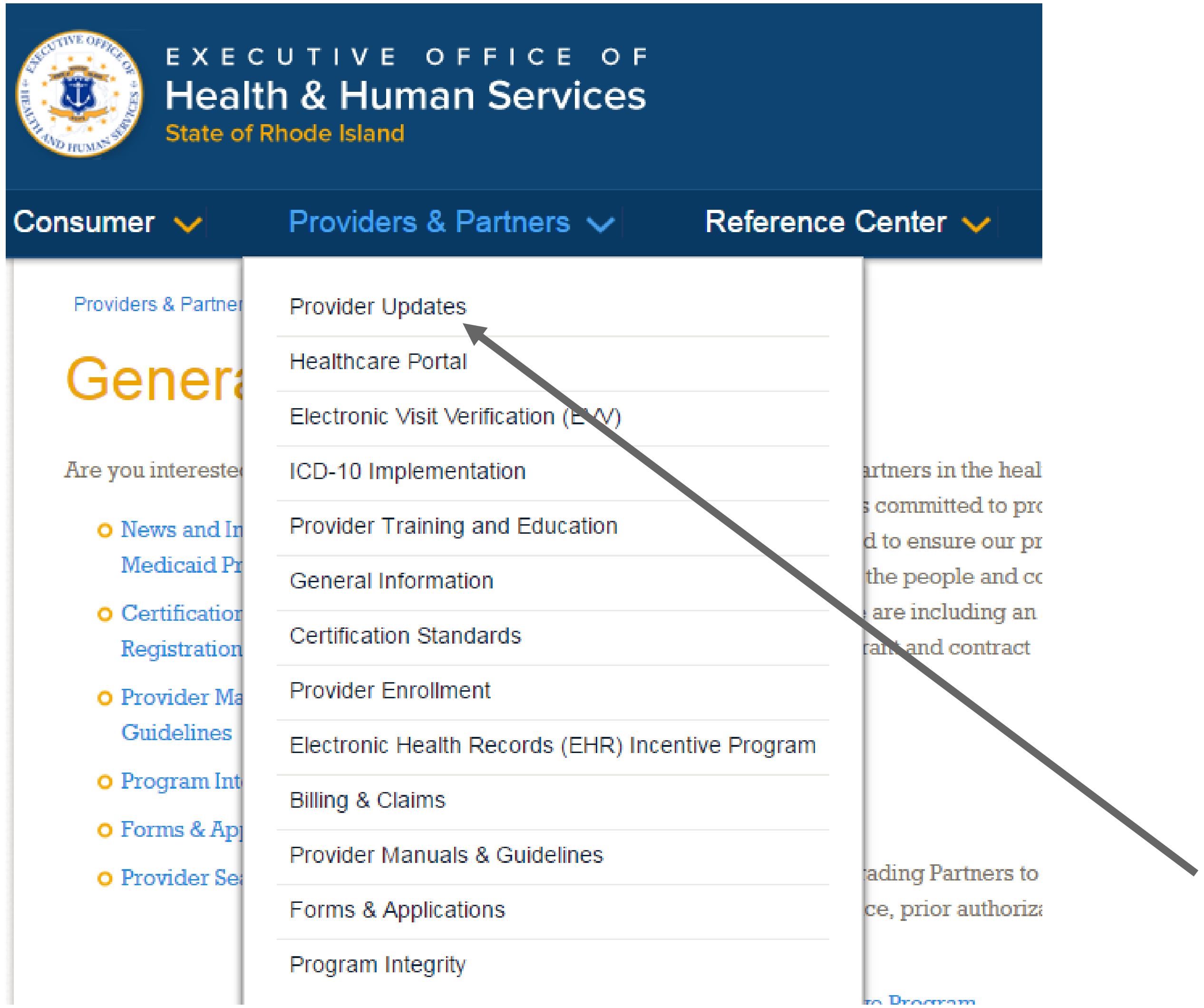
The EOHHS website contains many resources for Medicaid providers.

www.eohhs.ri.gov

Provider resources can be accessed from the Providers and Partners tab.

Hover your cursor on the Providers and Partners tab to see a list of available resources.

Provider Update



The ***Provider Update*** is a monthly bulletin with the latest information from RI Medicaid. Billing or coverage guideline changes are communicated to providers through this publication.

Providers are able to view the *Provider Update* online, or subscribe to receive it by email.

To subscribe to the monthly *Provider Update*, send a request to:

deborah.meiklejohn@dxc.com

Provider Training and Education

Providers & Partners Reference

Healthcare Portal

Electronic Visit Verification (EVV)

ICD-10 Implementation

Provider Training and Education

General Information

From the Providers & Partners tab,
you can access the
Provider Training and Education page.

This page gives access to training materials for providers. These training presentations may be helpful to you in your new role. Training presentations are updated frequently.

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

This presentation helps familiarize providers with key RI Medicaid information and processes.

Welcome New Provider

Billing 101

RI Medicaid provides resources for providers seeking information on billing Medicaid claims.

Part 1 -The Basics
To view presentation slides, click here: Billing 101 Part 1

Part 2 - Understanding Remittance Advice
To view presentation slides, click here: Billing 101 Part 2

Part 3 - Adjustments, Recoupments and Refunds
To view presentation slides, click here: Billing 101 Part 3

Provider Specific Training

Nursing Home - Helpful Hints for Billing

Hospice Providers - Payment Methodology Changes

Adult Day Care Services   Adult Day Care - Q&A

Billing Tips for Dental Providers

Billing Tips for Federally Qualified Health Centers

Billing Tips for Home Care Providers
Submitting Claims through the Healthcare Portal - For Home Care Providers

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Billing and Claims

The Billing and Claims page provides information on Eligibility, Third Party Insurance, Prior Authorization, and general information about claims submission.

From this page, you are able to access the Payment and Processing Schedule. This calendar lists cut off dates for claim submission and the date of the EFT payment.

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 2016 - July 2017

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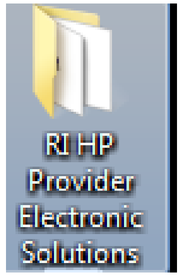
Billing and Claims

From the index on the right side of the Billing and Claims page, provider have access to claim submission information.

Your office or facility may be using free software provided by RI Medicaid – Provider Electronic Solutions (PES)

If your office uses this software for billing, you may see an icon on your computer desktop:



This is how you access PES.

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

The PES webpage (on the Billing and Claims tab) has access to claim guides, that can assist you as you learn how to use the software. The image at right show some, but not all, of the claim guides.

Provider Electronic Solutions Claim Guides

- Creating Provider and Client Lists
- Electronic Replacements and Voids for PES Users
- 837 Dental
- 837 Professional
- 837 Institutional Home Health
- 837 Institutional Hospice
- 837 Institutional Nursing Home

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Provider Manuals

The **Medicaid Provider Manual** contains a General Guidelines Manual that has information applicable for all providers, as well as a separate manual outlining coverage guidelines for each provider type.

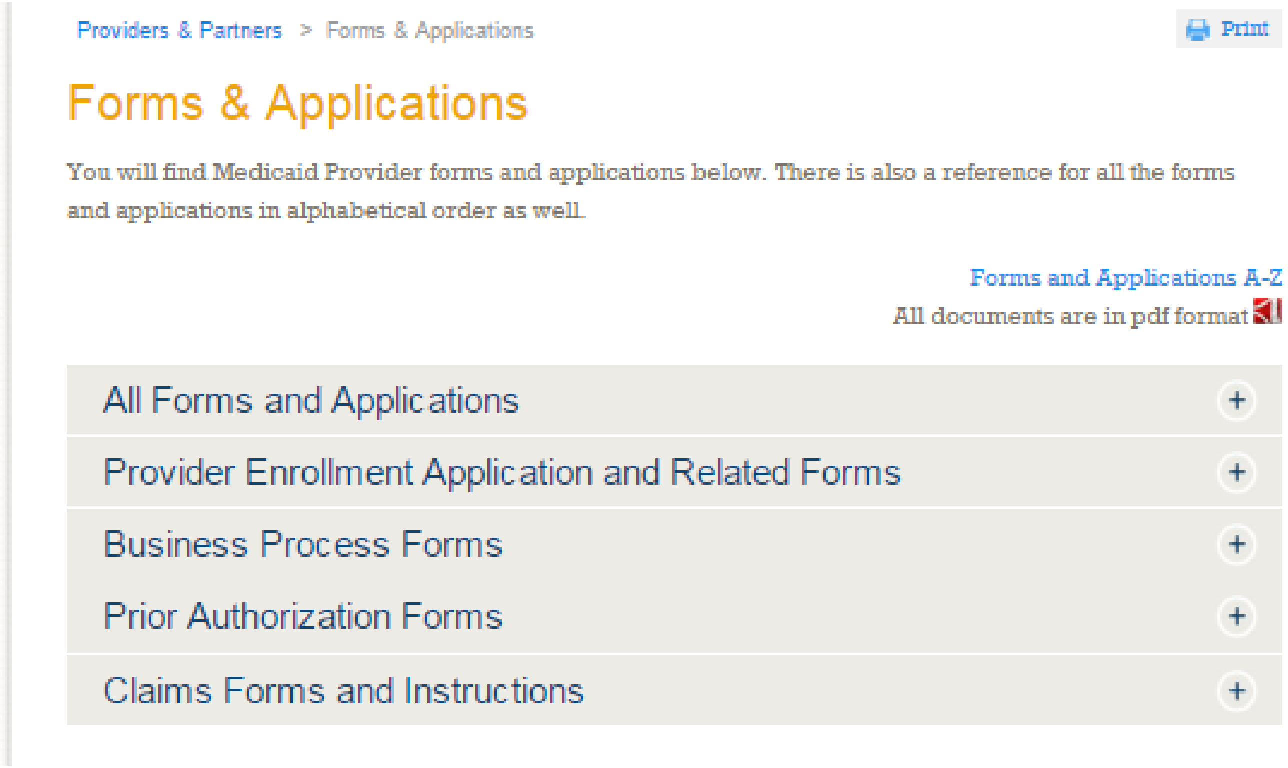
These manuals are helpful resources on both coverage and billing guidelines.

RI Medicaid General Guidelines Manual - for all Providers

To view provider information specific to your provider program or service type, select the appropriate manual from the alphabetical listing below.

- Ambulance
- Clinical Laboratory
- Dental
- Durable Medical Equipment
- Early Intervention
- Home Health
- Hospice
- Hospital
- Local Education Agency
- Long Term Care
- Pharmacy
- Physician
- Podiatry
- Rehabilitative Service
- Vision
- Waiver Services

Forms and Applications



The Forms and Applications page gives providers access to all of the forms needed to conduct business with RI Medicaid.

Each gray pane, shown at left, expands by clicking the + sign.

The first list is a master list of all forms in alphabetical order.

The lists below filter forms for one topic.

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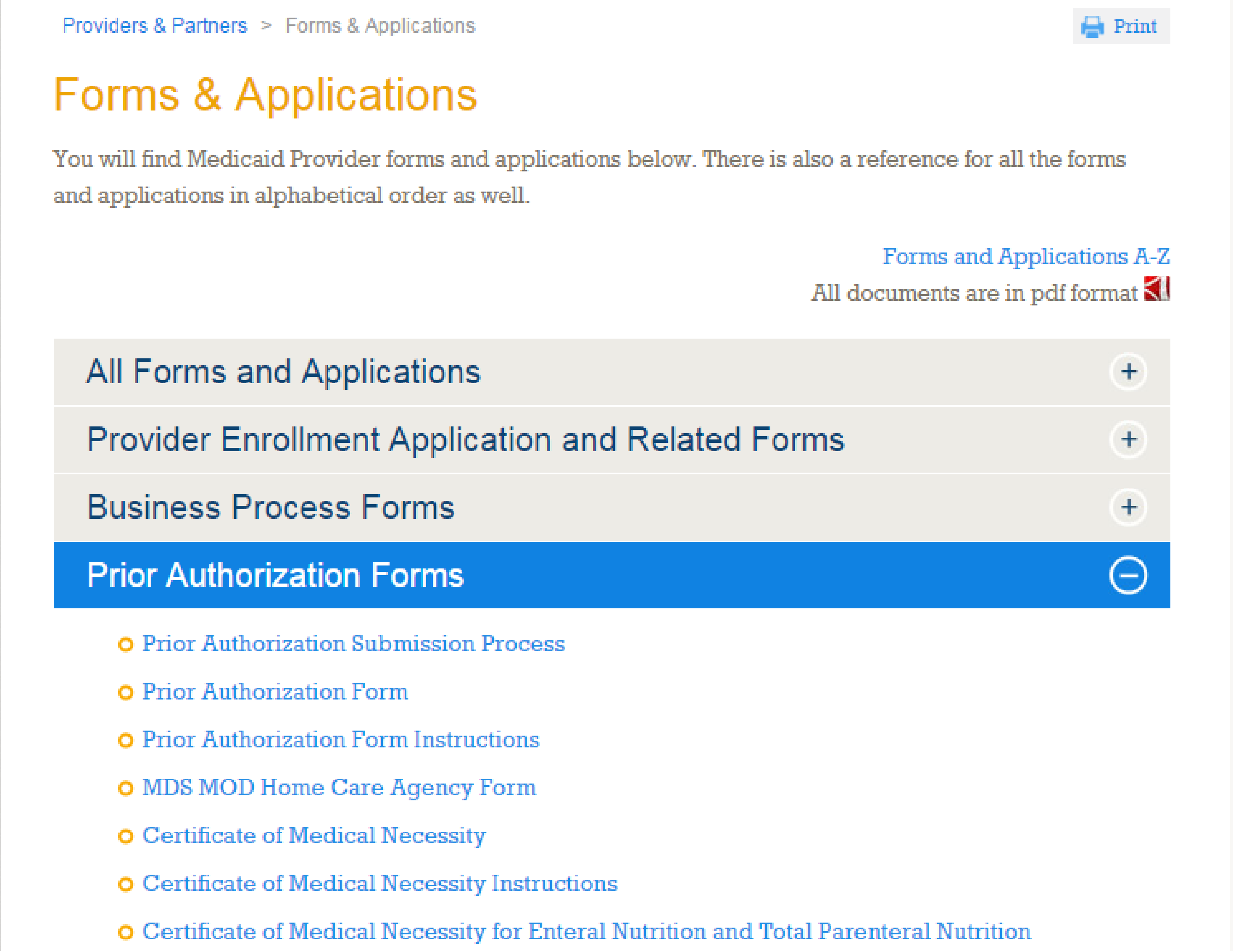
Forms and Applications



This slide shows what an expanded tab looks like.

By clicking the + sign, providers have access to Prior Authorization forms, Certificates of Medical Necessity, and instructions for completion.

Healthcare Portal

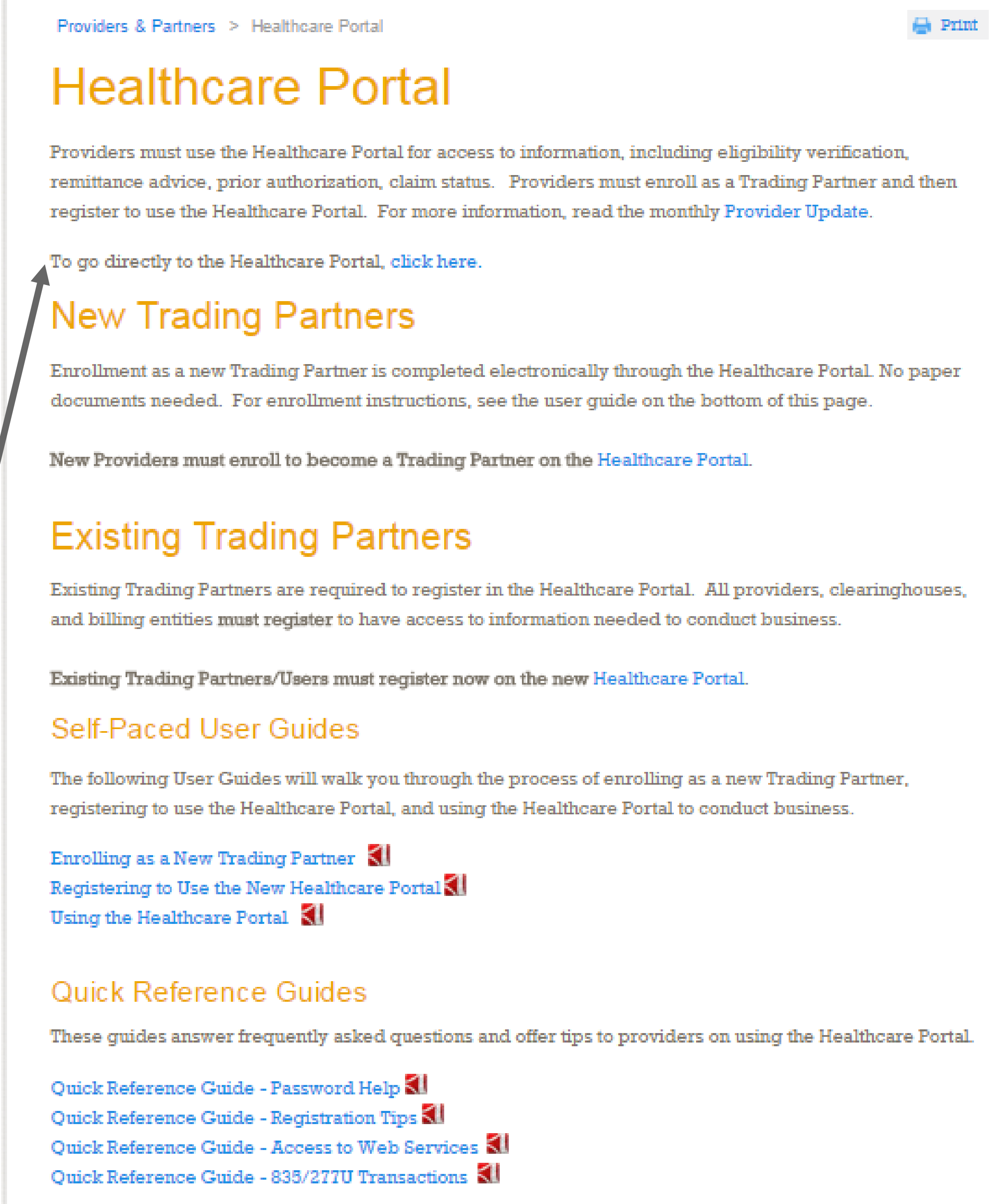
The Healthcare Portal is a secure, interactive website that gives providers access to RI Medicaid information, such as:

- Beneficiary eligibility
- Claim status
- View and download remittance advice
- Prior authorization status

From the Providers and Partners tab, you can access resources related to the Healthcare Portal such as User Guides and Quick Reference Guides.

You can also click the link to go to the Healthcare Portal, or enter the address:

https://riproviderportal.org



Providers & Partners > Healthcare Portal

Print

Healthcare Portal

Providers must use the Healthcare Portal for access to information, including eligibility verification, remittance advice, prior authorization, claim status. Providers must enroll as a Trading Partner and then register to use the Healthcare Portal. For more information, read the monthly Provider Update.

To go directly to the Healthcare Portal, click here.

New Trading Partners

Enrollment as a new Trading Partner is completed electronically through the Healthcare Portal. No paper documents needed. For enrollment instructions, see the user guide on the bottom of this page.

New Providers must enroll to become a Trading Partner on the Healthcare Portal.

Existing Trading Partners

Existing Trading Partners are required to register in the Healthcare Portal. All providers, clearinghouses, and billing entities **must register** to have access to information needed to conduct business.

Existing Trading Partners/Users must register now on the new Healthcare Portal.

Self-Paced User Guides

The following User Guides will walk you through the process of enrolling as a new Trading Partner, registering to use the Healthcare Portal, and using the Healthcare Portal to conduct business.

Enrolling as a New Trading Partner
Registering to Use the New Healthcare Portal
Using the Healthcare Portal

Quick Reference Guides

These guides answer frequently asked questions and offer tips to providers on using the Healthcare Portal.

Quick Reference Guide - Password Help
Quick Reference Guide - Registration Tips
Quick Reference Guide - Access to Web Services
Quick Reference Guide - 835/277U Transactions

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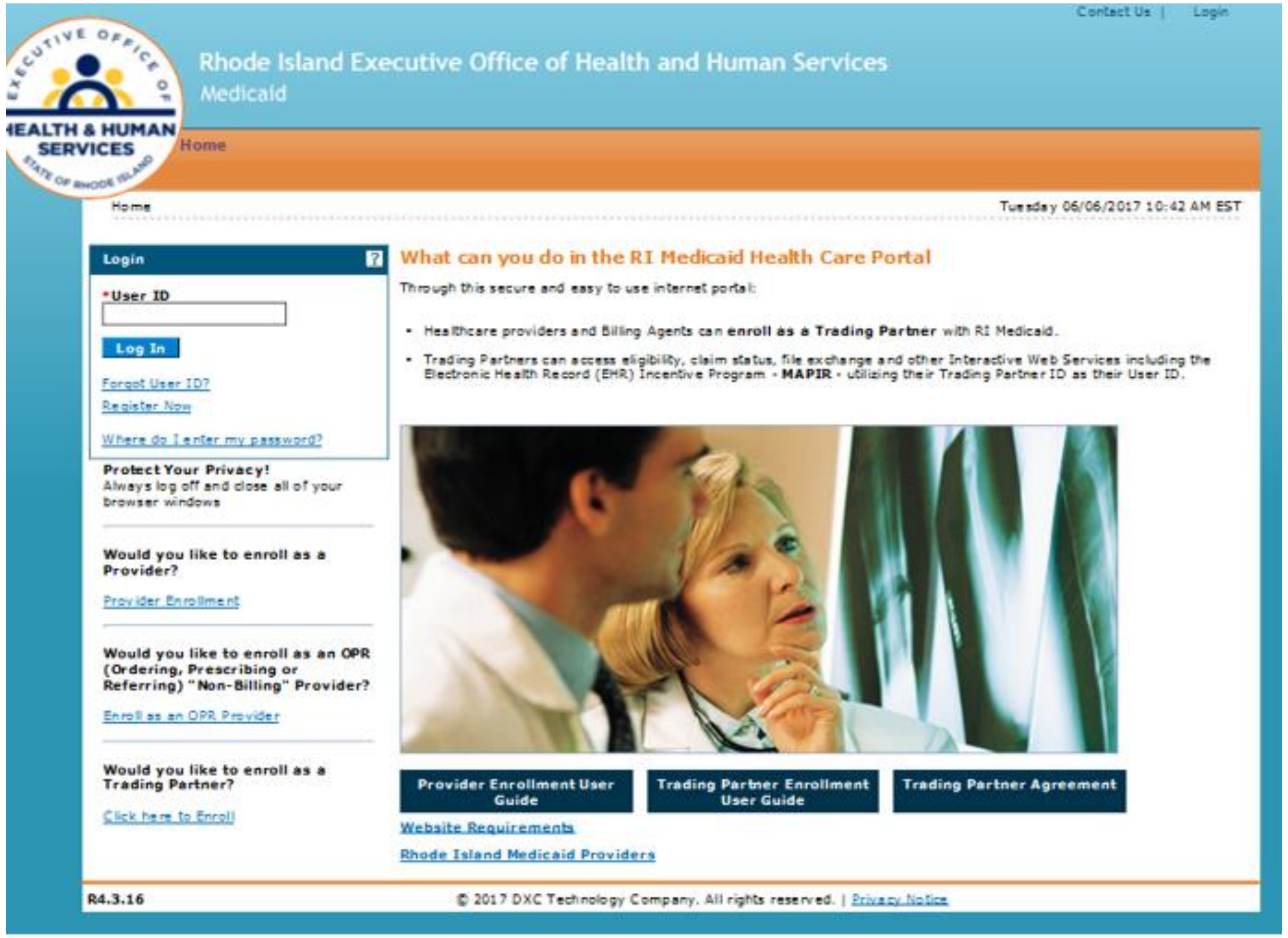
Healthcare Portal

This image shows the homepage of the Healthcare Portal.

Users must enter a User ID and password to enter the secure site.



Access to the Healthcare Portal – Overview

There are two levels of access to the Healthcare Portal: as the Trading Partner or as a Delegate

Trading Partner (Master User)	Delegate User
– Providers must enroll as a Trading Partner to conduct business with Medicaid. – The Trading Partner (or master user) uses the Trading Partner ID number as the User ID to access the Portal. – This user maintains the account, and controls the delegate user's access to information.	– Delegate users are enrolled by the master user. – The master user determines the information that the delegate user will have access to. – Delegate users select their own user ID and do not use the Trading Partner number.

Access to the Healthcare Portal – Step 1

First you will need to determine who the Master User is, in your office/facility, and what your role will be.

You are the new Master User

- If you are replacing the previous Master User you must establish yourself in that role.
- You must send an email from a company based email address. State that you are the new master user and need to reset the account.
- Send the email to:

riediservices@dxc.com

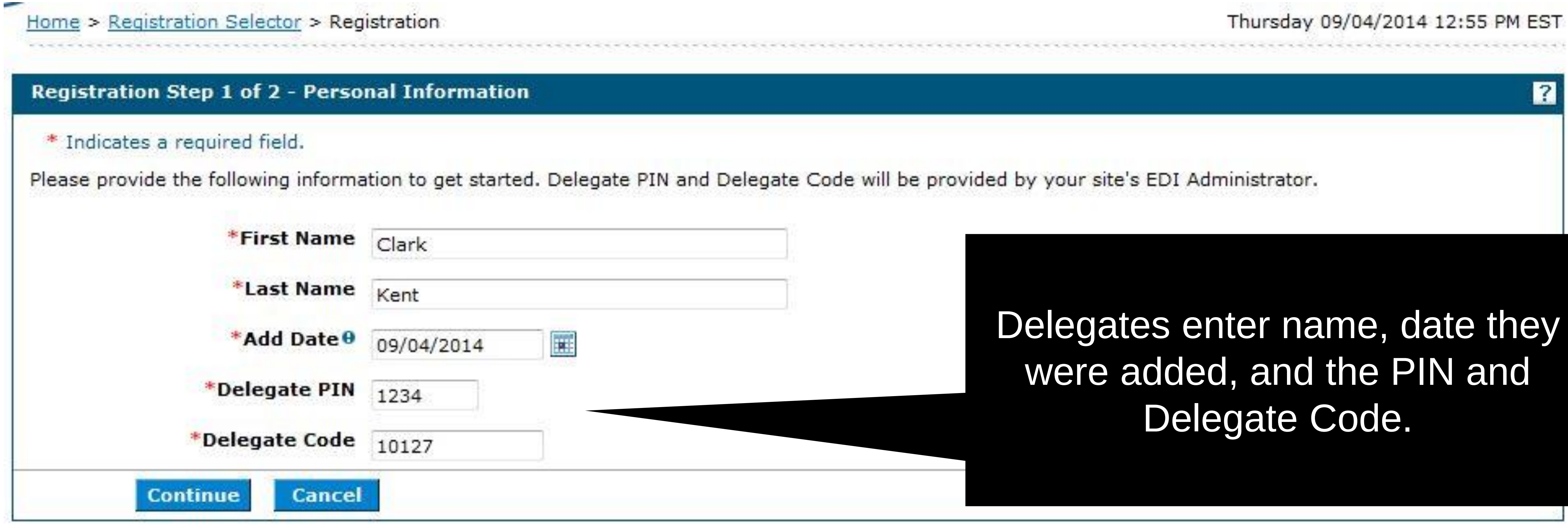
You are a new Delegate User

- Delegate users are enrolled by the master user.
- The master user at your facility will initiate your registration as a new delegate user.
- You must complete your registration in the Healthcare Portal.

Access to the Healthcare Portal – Step 2

You are the new Master User	You are a new Delegate User
– After you are granted access to the Portal, you must reset your profile. – Log into the Portal and select “My Profile” on the left. – Change the name, email address, password, site key, and security questions. – If you are the billing contact, also change your name on the “Trading Partner Profile”	– Complete your registration by following these instructions: **http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/HCP_Registering_to_use.pdf** – The master user at your facility will grant access to the information you need for your job functions.

Delegate Registration



Delegates enter name, date they were added, and the PIN and Delegate Code.

To register, delegate users will need the following information to complete registration:

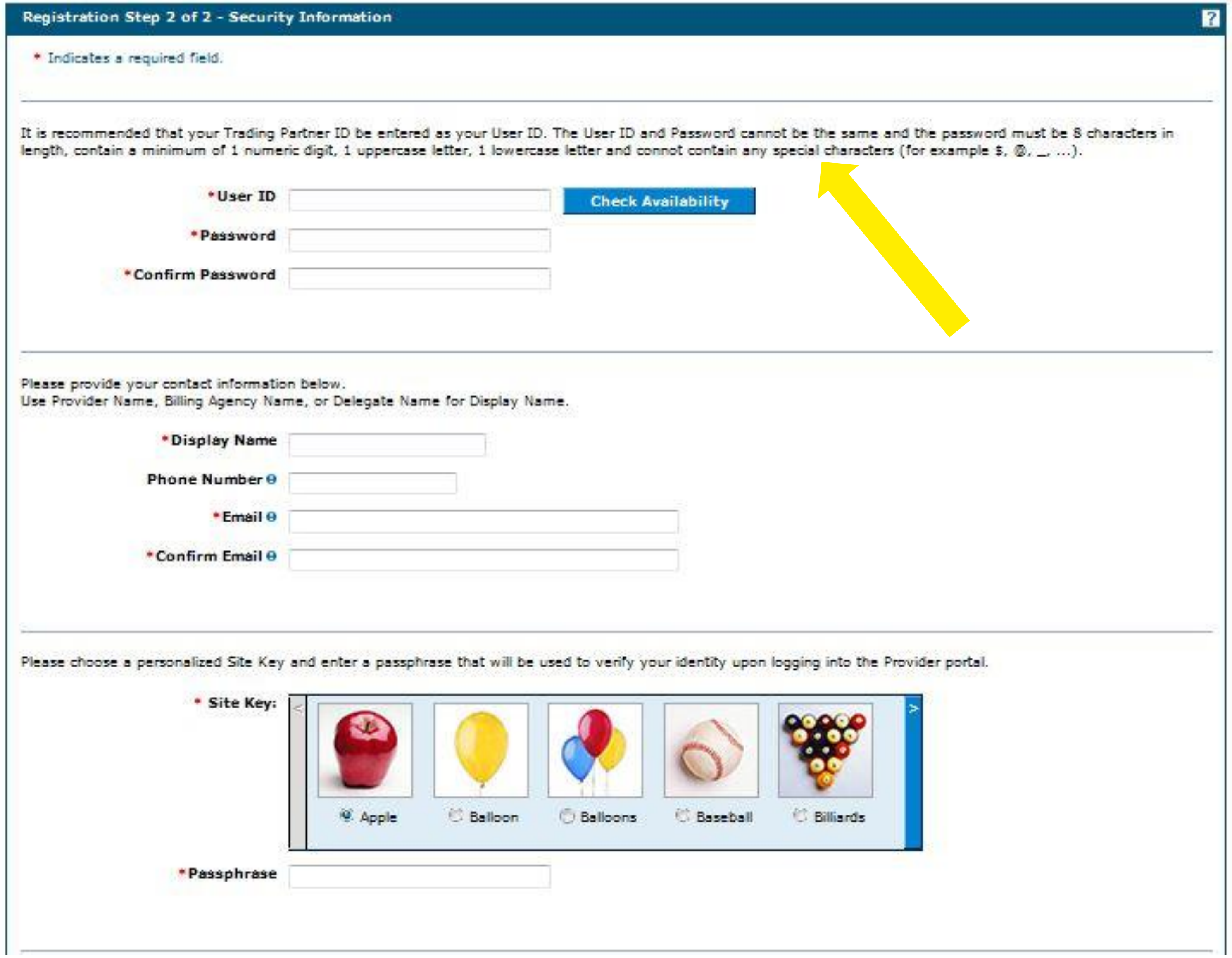
Name as registered	Add date
Delegate pin	Delegate code

Only the master user can give you this information.

Security Information

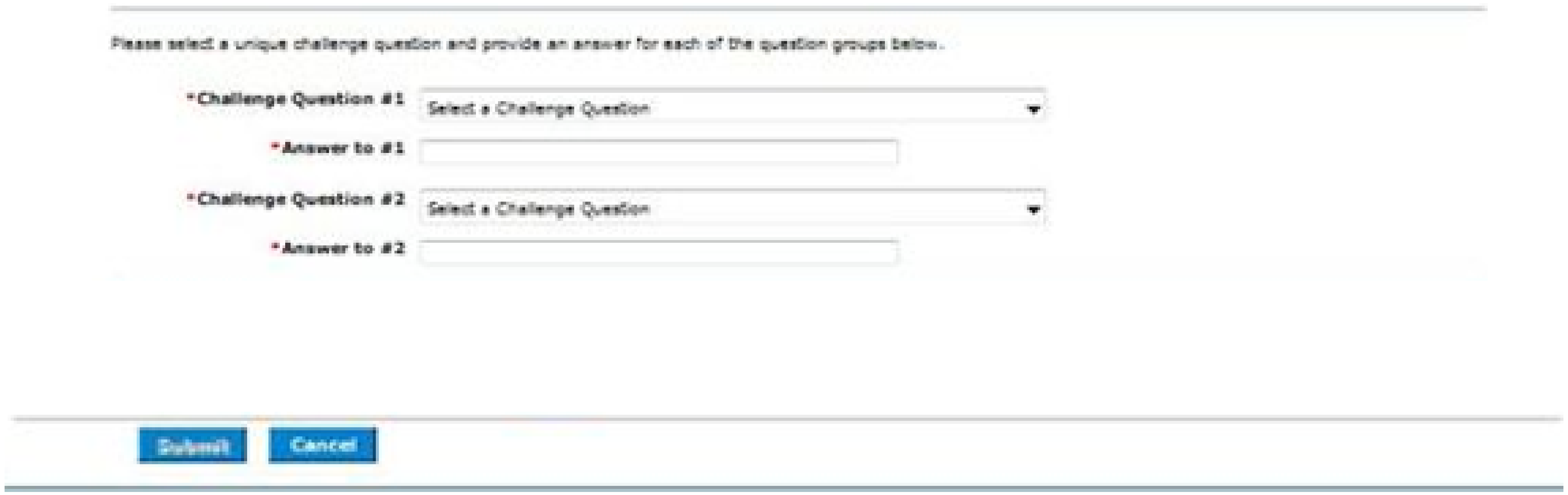
Both Master Users and Delegate Users will set up security information:

- User ID
  - Trading Partner number for Master User
  - Select a name for Delegate User
- Password – see criteria on screen, shown with arrow
- Display name
  - Trading Partner Name (company name) for Master User
  - Your full name for Delegate user
- Be sure to type email address carefully!
- Select a site key
- Enter a passphrase – different from password



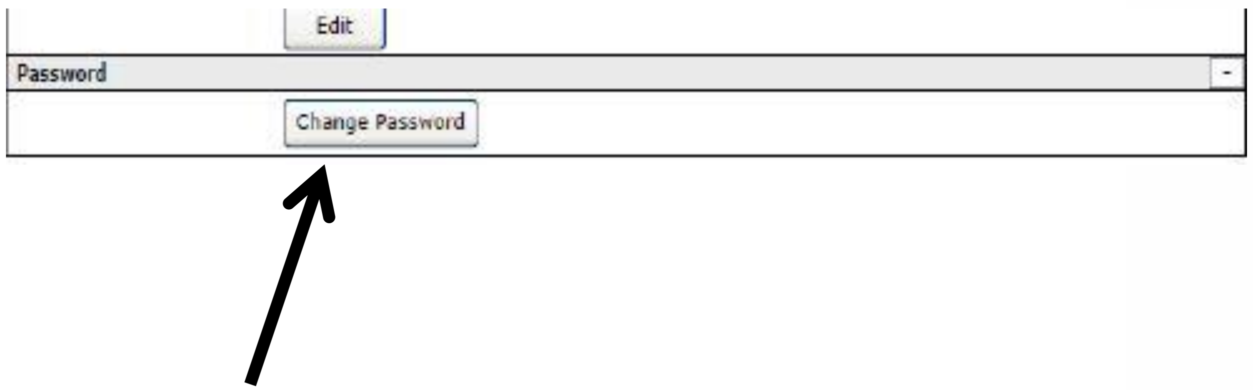
Security – Part 2

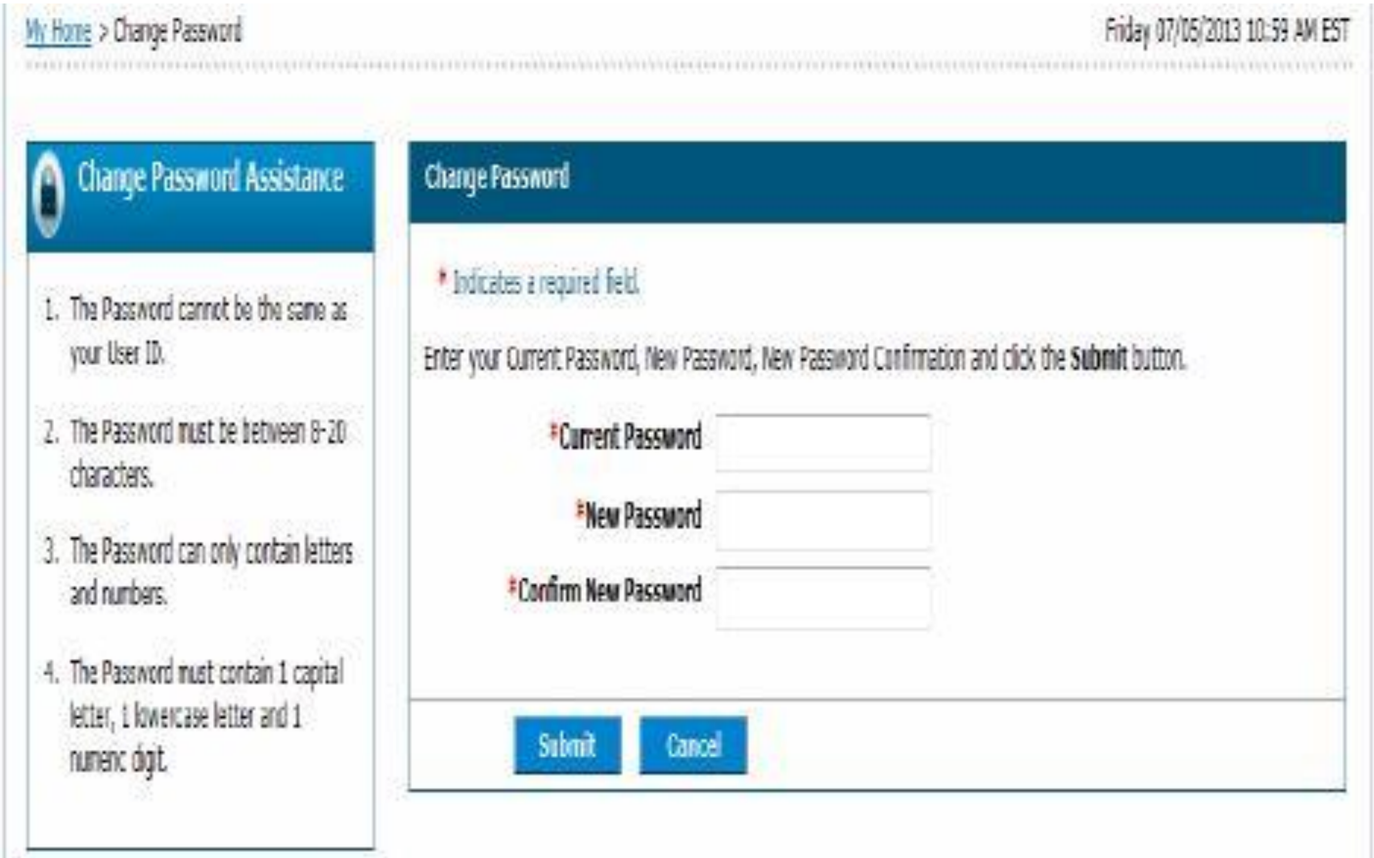
- Select and answer two security questions
- Click submit to select your changes



Change Password

- Users can change their password at any time by clicking the Change Password box on the bottom of the My Profile page which will open the box on the right. You must know your existing password to change to a new one.

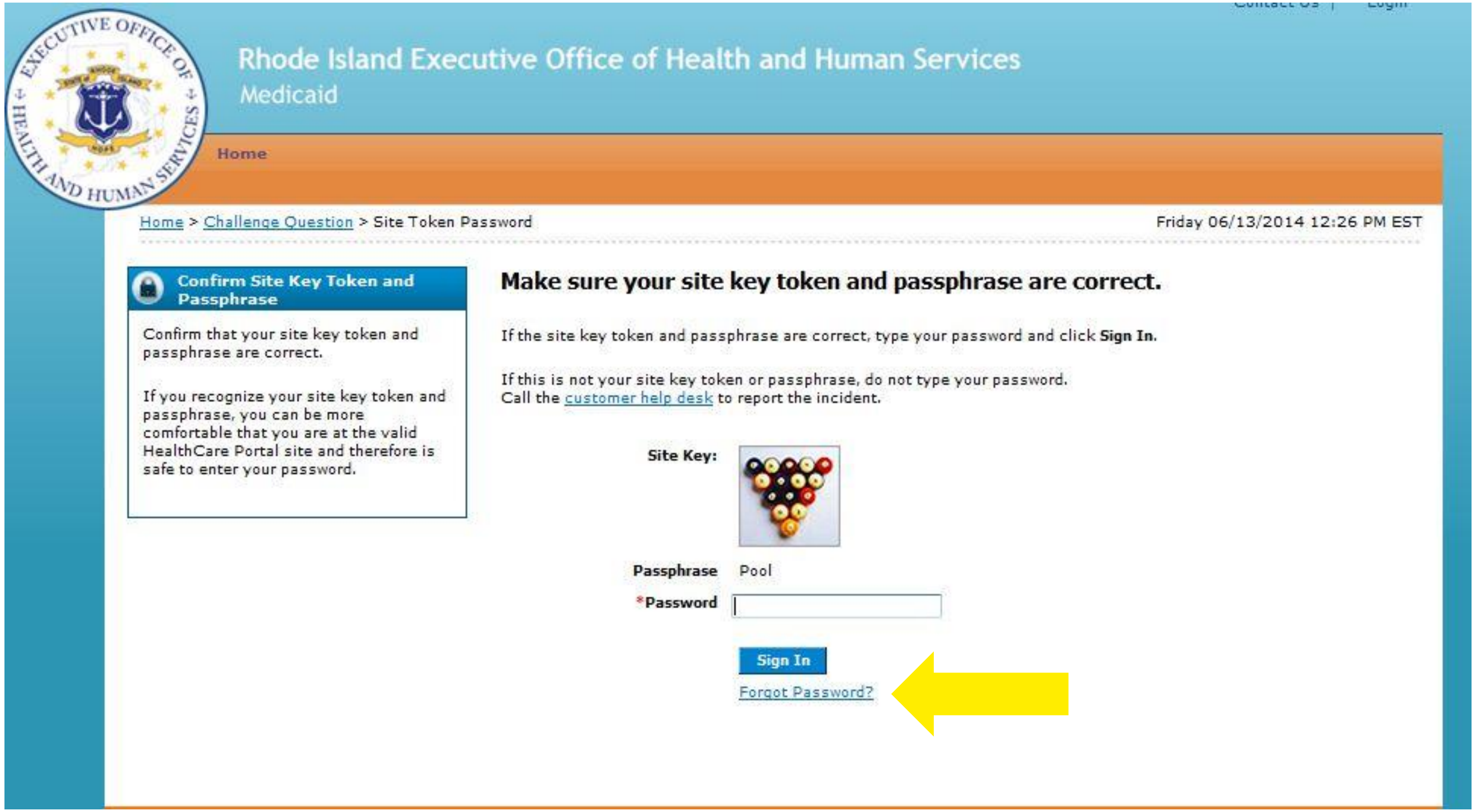




Forgot Password

If you forget your password, click the forgot password link, when you try to login.

This will email a temporary password to you. Login with the temporary and then change to a new permanent password.



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Verify Eligibility

The Healthcare Portal is used to verify eligibility before providing services to a beneficiary.

Click on the eligibility tab to begin.

If you are a Trading Partner, and the eligibility tab is missing, follow the instructions here:

http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/Access_to_Web_Services.pdf

Eligibility Tab

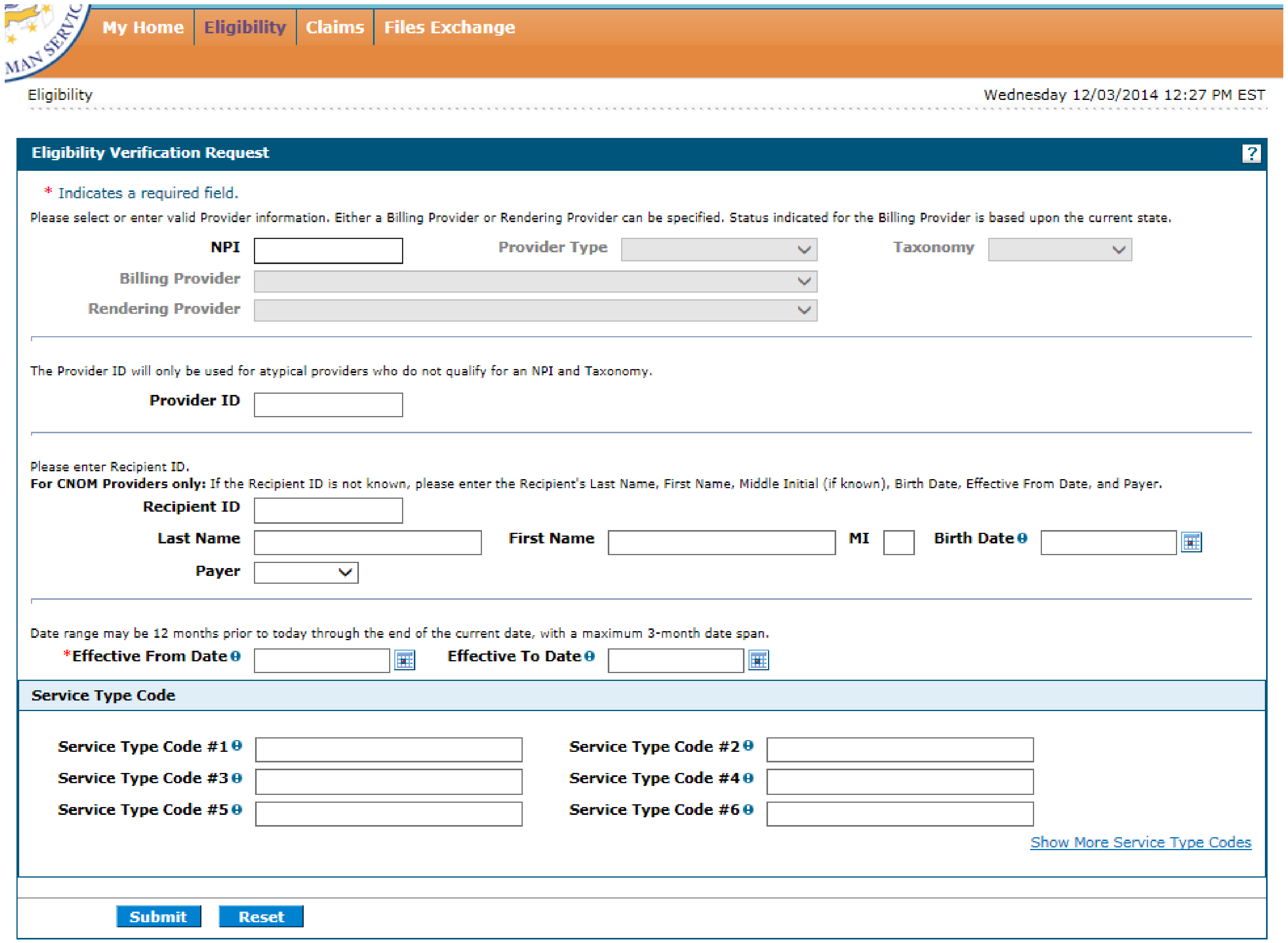
To verify eligibility, you must select the NPI, Provider Type, and Taxonomy.

Next select the correct billing provider.

Enter the recipient’s Medicaid ID number.

Finally enter the effective from and to dates of service. You are able to search back one year but with a maximum 3 month interval.

To finish, select submit.

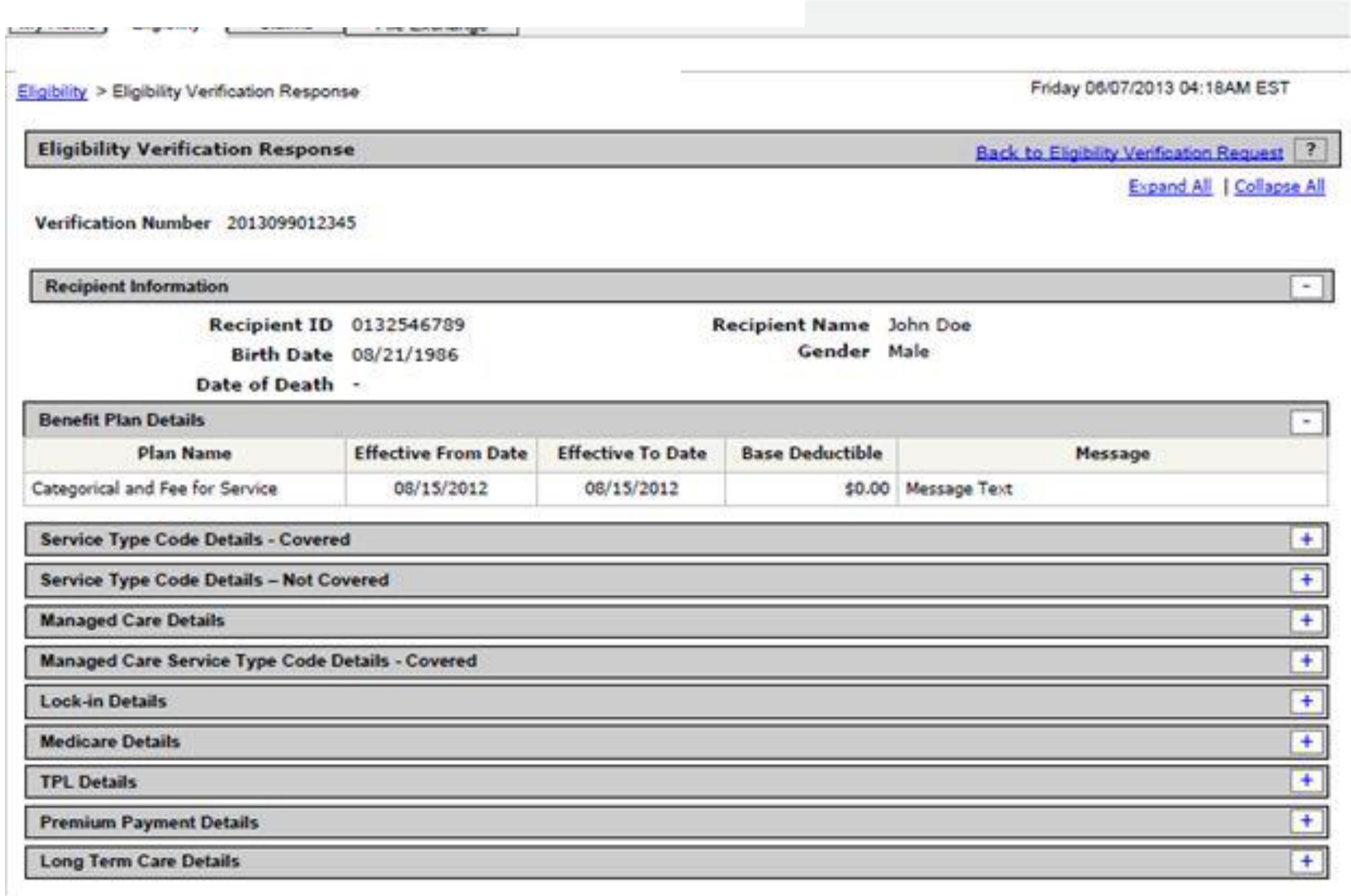


Eligibility Response

An eligibility response will be returned.

Demographic information is followed by Benefit plan information.

The dark gray sections can be expanded by clicking the plus sign.
This is display more details on the beneficiaries benefits.

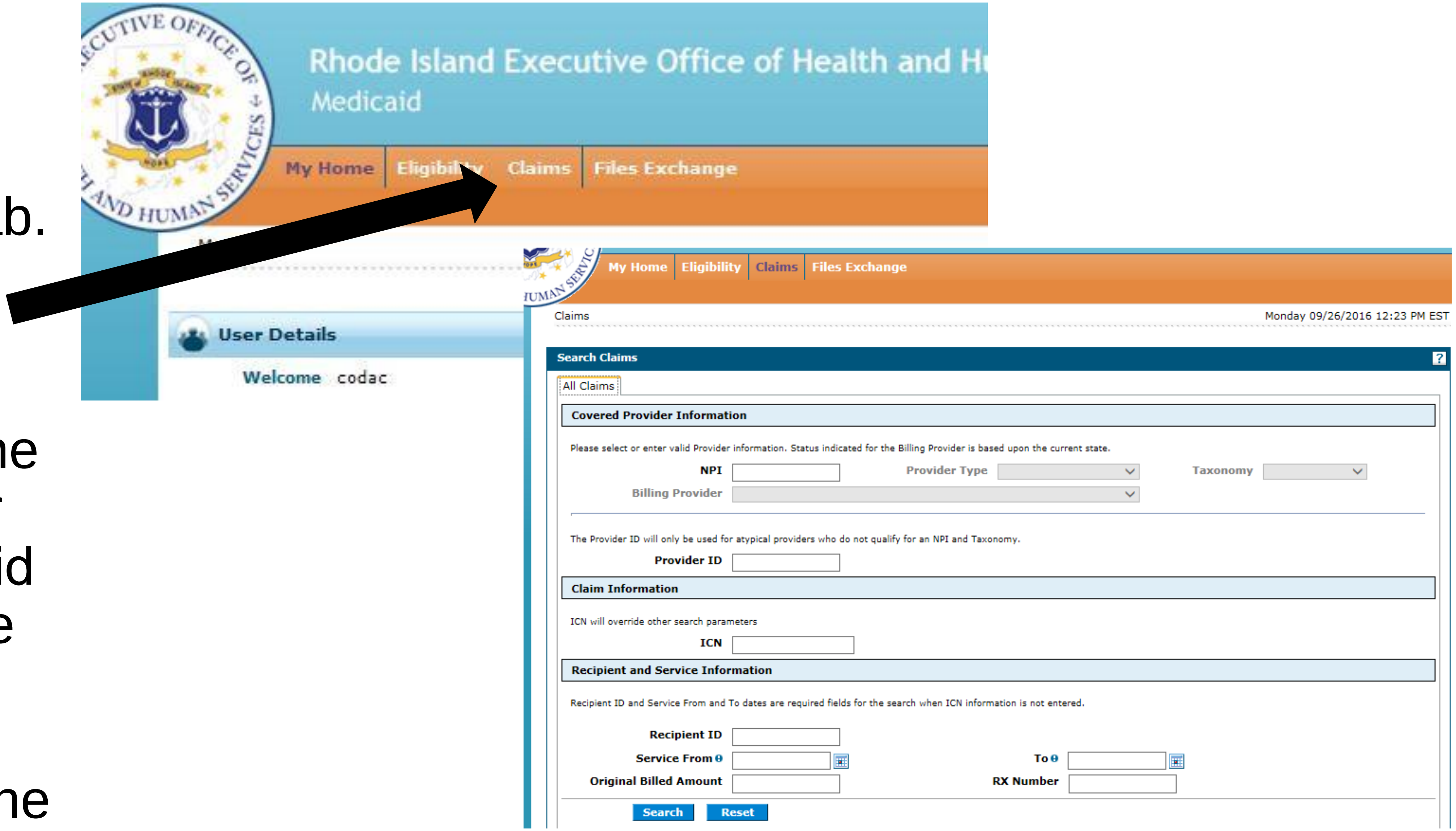


Claims Search

You can search for a specific claim by selecting the claims tab.

After entering the provider information, you can enter either the claim number (ICN) or the recipient's Medicaid ID number and service dates.

Select search to find the claim status.



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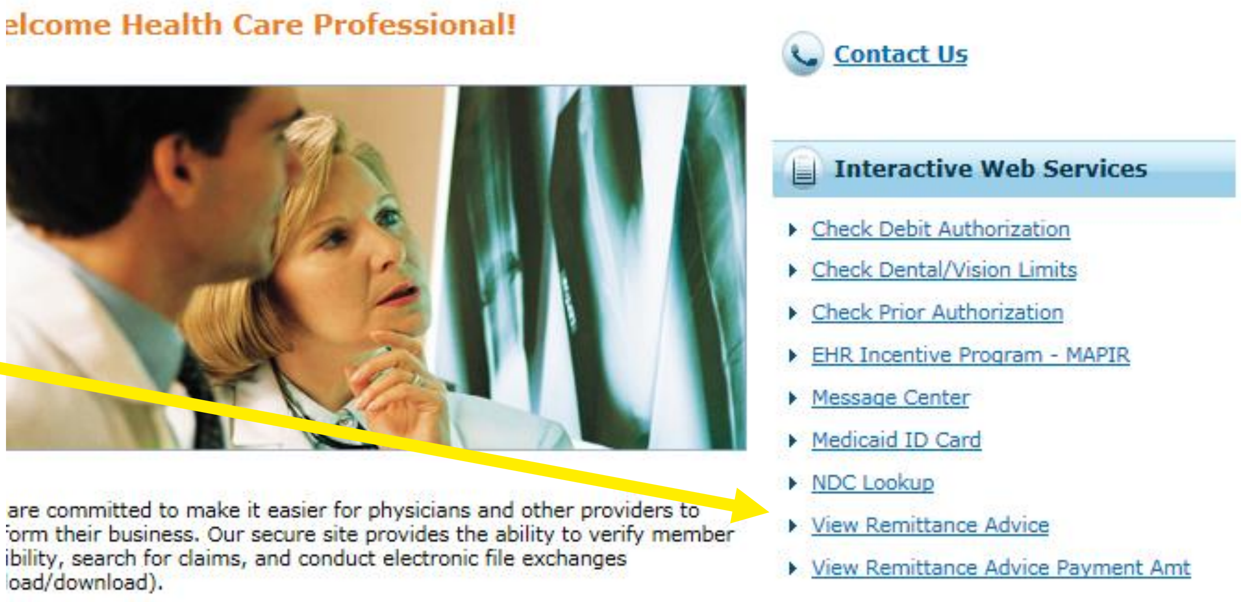
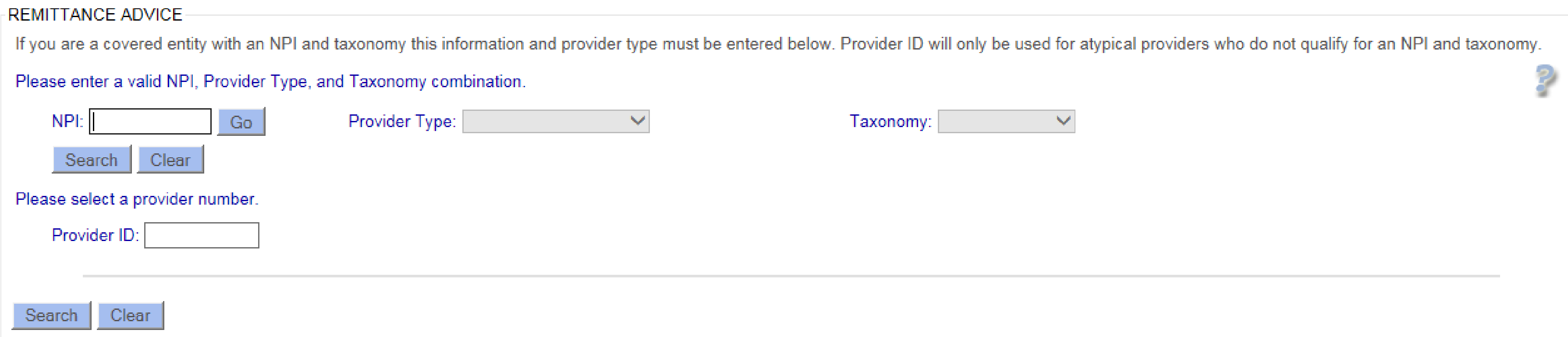
Remittance Advice

If you have been assigned access to view remittance advice documents, access will appear on your home page.





Select the provider information (NPI, Type, and Taxonomy) and click search.

Select the provider from the list and click search again.

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View and Download Remittance Advice

REMITTANCE ADVICE FILES AVAILABLE VIA THE WEB

Remittance Date
20160819
20160902
20160916
20160930

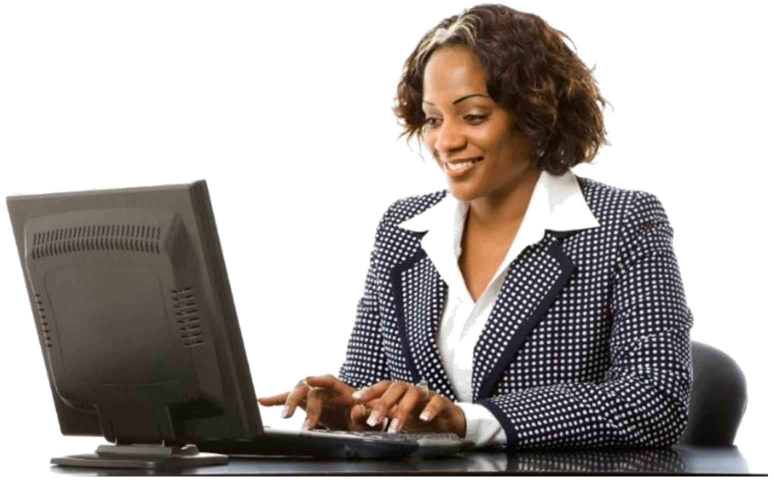
The available Remittance Advice documents will be listed.
Only four documents can be accessed.
Once a new one is available, the oldest is dropped.

It is critical that providers save or print a copy of the remittance advice in a timely manner.
Old remittance advice documents are not available.

Suggested Trainings:

Visit the Provider Training and Education Page on the EOHHS website:
http://www.eohhs.ri.gov/ProvidersPartners/ProviderTrainingandEducation.aspx

Helpful Trainings for all Providers:
Billing 101



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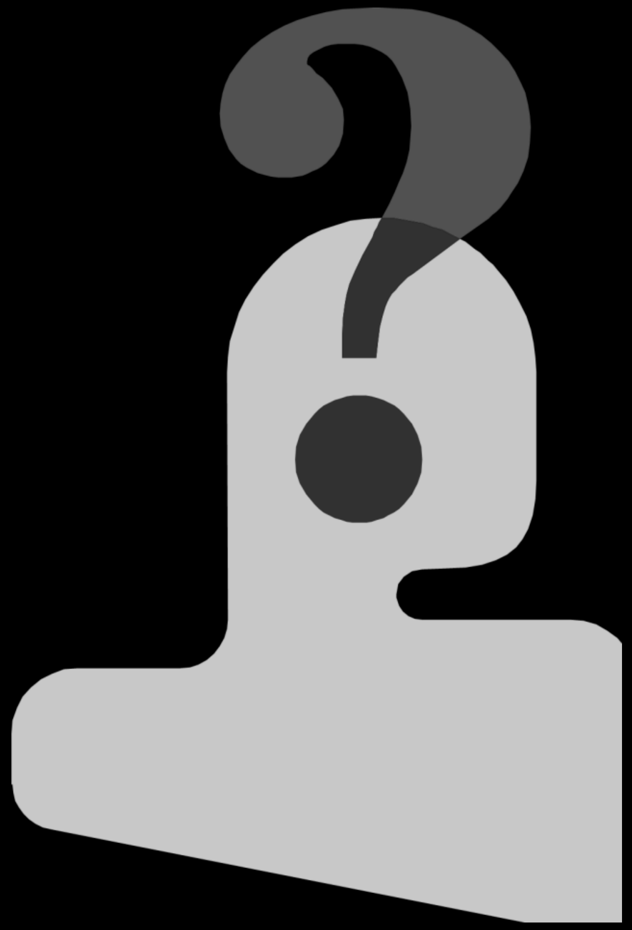
Questions?



Thank you.