Table of Contents

- Trading Partner Enrollment in Healthcare Portal
- Trading Partner Registration in Healthcare Portal
- Provider Training and Education
- Provider Reference Manuals
- Provider Update
- Provider Electronic Solutions Software (PES)
- Provider Representatives
- Customer Service Help Desk
Welcome:

RI Medicaid is committed to assisting you as a new provider. This guide will help you get started, and to identify resources available to you.
Now that you have enrolled as a Medicaid provider, you must enroll as a Trading Partner, to conduct business electronically with RI Medicaid. This is done through the Healthcare Portal.

The Healthcare Portal provides access to information needed to conduct business with RI Medicaid, including:

- Eligibility verification
- Claim searches
- Remittance Advice
- Prior Authorization
- and many other business functions

Click below to access the Healthcare Portal

www.riproviderportal.org
Trading Partner Enrollment

Select the “Enroll as a Trading Partner” link, and complete the online application.

Click here for the Enrollment Instruction Guide
Trading Partner Registration

After your Trading Partner application is approved, you will be assigned a Trading Partner identification number. You must then register that number in the Healthcare Portal.

Begin by selecting the “Register Now” link.

Full instructions are found in the Registering to Use the Healthcare Portal Guide.
Resources for RI Medicaid Providers

Other resources for providers are found on the Provider Training and Education page, accessed from the Providers and Partners dropdown, on the EOHHS website.

On this page you will find the Provider E-Learning Center, as well as the training schedule for any upcoming live training sessions.
Self-Paced Trainings

Two trainings have been developed to help you get started. These presentations can be viewed at your own pace, or printed for your reference.

Welcome to Medicaid
This training provides information on verifying recipient information, claim status, claim submission and payment, and timely filing.

Navigating the EOHHS Website
This training helps providers locate information on the website, including claim forms and instructions, prior authorization forms, fee schedules, and Provider Reference Manuals.
Provider Reference Manuals have been developed that contain coverage guidelines and payment policy specific to the provider type or services provided.

Click here for Provider Manuals
The **Provider Update** is published monthly, on the first of the month.

This publication contains the most up to date information on processing or payment changes, as well as coverage changes.

The **Provider Update** is posted to the website, but providers are encouraged to subscribe to electronic delivery.

To subscribe: send an email to deborah.meiklejohn@hpe.com
Provider Electronic Solutions Software (PES) is free software available for billing RI Medicaid claims.

Providers can download the software and the claims guides from the EOHHS website by clicking here: PES Software
Provider Representatives

Each program or service type has a specific Provider Representative assigned to provide support, information and training. The chart on the next slide contains the Provider Representatives contact information and focus areas.

L to R: Deb Meiklejohn, Karen Murphy, Marlene Lamoureux, Mary Jane Nardone, Sandra Bates
<table>
<thead>
<tr>
<th>Provider Representative</th>
<th>Contact Information</th>
<th>Focus Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandra Bates</td>
<td><a href="mailto:sandra.bates@hpe.com">sandra.bates@hpe.com</a> 401-784-8022</td>
<td>Ambulance, Dental Services, Dialysis Center, Federally Qualified Health Centers, Free Standing Ambulatory Surgical Centers, Independent Labs, Indian Health Services, Lifespan Hospitals and Physician Groups, Vision, Podiatry, Chiropractor, Certified Nurse Anesthetists</td>
</tr>
<tr>
<td>Marlene Lamoureux</td>
<td><a href="mailto:marlene.lamoureux@hpe.com">marlene.lamoureux@hpe.com</a> 401-784-3805</td>
<td>Durable Medical Equipment, Eleanor Slater Hospital, Home Health, Hospice, ICF-MR, Personal Care Aide/Assistant, Nursing Homes, Out of State Hospitals and Physician Groups, Independent Hospitals and Physician Groups, Audiologist, Nutrition</td>
</tr>
<tr>
<td>Karen Murphy</td>
<td><a href="mailto:karen.murphy3@hpe.com">karen.murphy3@hpe.com</a> 401-784-8004</td>
<td>Adult Day Care, Assisted Living, Care New England Hospitals and Physician Groups, Physicians, Physician’s Assistant, Case Manager/Social Worker, CEDARR, Children’s Services, Community Mental Health Centers, DCYF, Early Intervention, Free Standing Psychiatric Hospital, Lead Center, LEA, Licensed Therapist, MH Rehab, MR/DD, Other Therapies, Psychologist, Substance Abuse Rehab, Waiver Group Homes</td>
</tr>
<tr>
<td>Ann Bennett</td>
<td><a href="mailto:ann.bennett2@hpe.com">ann.bennett2@hpe.com</a> 401-784-3840</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Mary-Jane Nardone</td>
<td><a href="mailto:mary-jane.nardone@hpe.com">mary-jane.nardone@hpe.com</a> 401-784-8014</td>
<td>EDI Coordinator</td>
</tr>
<tr>
<td>Deborah Meiklejohn</td>
<td><a href="mailto:deborah.meiklejohn@hpe.com">deborah.meiklejohn@hpe.com</a> 401-784-3859</td>
<td>Training and Documentation Specialist</td>
</tr>
</tbody>
</table>
Customer Service Help Desk

In addition to your Provider Representative, our Customer Service Help Desk is available to answer your inquiries about eligibility, claim status, prior authorization status, and research of claim denials.

The RI Medicaid Customer Service Help Desk is available Monday – Friday from 8:00 AM to 5:00 PM.
Local and long distance number: (401) 784-8100
In-state toll call and border community number: (800) 964-6211
Thank you for viewing this presentation.

We hope these resources are helpful to you as a new RI Medicaid provider.