State offices will be closed in observance of the following Holidays in 2021.

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victory Day</td>
<td>Monday, August 9</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Monday, September 6</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>Monday, October 11</td>
</tr>
<tr>
<td>Veterans’ Day</td>
<td>Thursday, November 11</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Thursday, November 25</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Saturday, December 25</td>
</tr>
<tr>
<td></td>
<td>(State Employees celebrate on Monday, December 27)</td>
</tr>
</tbody>
</table>

The RI Medicaid Customer Service Help Desk/Call Center will also be closed on the same days.

The RI Medicaid Health Care Portal (HCP) is available 24 hrs./7 days for Member Eligibility, Claim Status, View Remittance Advice and View Remittance Advice Payment Amount.

Click [here](#) for the HCP login page.

**Please Note!**
# August 2021

## Provider Update

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Attention Home Health Agencies

We are writing to inform you of two changes related to the authorization and payment of pediatric private duty nursing and certified nursing assistant services that will take effect on 07/01/2021.

Medicaid now has the ability to enter authorizations for CNA services (S5125) for children under twenty-one (21) and PDN services (T1000) for children under and over twenty-one (21) directly into the MMIS. The process will be as follows: We ask that you submit your prior authorization requests via secure email (for up to a 6 month timeframe, along with Home Health Certification and Plan of Care – Form 485), with a copy to the parents, to Mary-Ellen Jenkins (MaryEllen.Jenkins@ohhs.ri.gov) and Robin Etchingham (robin.etchingham@ohhs.ri.gov). Clinical Assessments will be conducted, when appropriate, and approved hours will be entered directly into the MMIS (Medicaid payment system) and available for you to view on the provider portal as you do today by selecting “Check Prior Authorization.” The member will also need to show active eligibility for “Severely Disabled Home Care Services.” We will also respond to your email indicating the hours that were approved for the specific time period so that both you and the child’s parents are aware of the decision. Additionally, effective 07/01/2021, your agencies will be able to bill for PDN services for children over 21 directly through the system. These claims will no longer require the manual, off-line payment processing that exists today.

There are a few caveats to note:
- Severely Disabled Home Care Services members who turn 21 will have their CNA services authorized under the waiver program into which the child transitions, i.e., LTSS Core or the DD waiver.
- Severely Disabled Home Care Services prior authorizations for CNA services will end three months following the month of the enrolled member’s twenty-first birthday.
- In the event CNA services are authorized under both Severely Disabled Home Care Services and the BHDDH waiver claims will be paid through the BHDDH waiver for the units authorized under the Debit Authorization only.
- If a member has dual enrollment in Severely Disabled Home Care Services and one of the following LTSS waivers: Core Community Services, DEA Waiver, Habilitation Community Services, and, if there are overlapping dates of service with prior authorizations under both enrollments, claims may process under both.
- Medicaid coverage of Adult PDN is limited to children enrolled in the Severely Disabled Home Care Services program as they transition to adulthood.
- PDN services will continue to be authorized by Medicaid, regardless of the program into which the child transitions.
- Ex., Severely Disabled Home Care program enrollees who age into the BHDDH/DD waiver will continue to get their PDN services authorized by Medicaid.
- We will enter all current authorizations for both PDN and CNA services into the MMIS prior to July 1st so that you can begin billing for these services for dates of service 7/1/2021 forward.
- Claims for dates of service prior to 7/1/2021 for clients over 21 years old for PDN services (T1000) will still require claims to be submitted on paper and paid as a “System Payout.”

Gainwell is still in the process of implementing necessary changes that are needed to go live. Please hold any billing for PDN services (procedure code T1000) for members that are over 21 until after 7/12/21. The effective date of service for the program “Severely Disabled Home Care Services” will still be as of date of service 7/1/21.

For general questions about the process, please contact lissa.dimauro@ohhs.ri.gov. For any billing questions unrelated to approval of eligibility and hours please contact Marlene.Lamoureux@Gainwelleotechnologies.com. Thank you for your attention to this matter.
Prior Authorization Requirements To Be Reinstated October 1, 2021

Prior Authorizations for all services except behavioral healthcare previously extended to June 30, 2021 will be extended through September 30, 2021. Effective October 1, 2021, prior authorization requirements will be reinstated for all services except for behavioral healthcare services. Effective January 1, 2022, prior authorizations will be reinstated for behavioral healthcare services. For those services that require a prior authorization, providers will need to proactively ensure that members’ services are authorized prior to providing them. To review the list of services that require prior authorization, please see https://eohhs.ri.gov/providers-partners/billing-and-claims/prior-authorization.

Should you have questions please contact the Customer Service Help Desk at (401) 784-8100 for local and long-distance calls (800) 964-6211 for in-state toll calls.

Inpatient Hospital Providers

The inpatient hospital DRG base rate has been increased to $13,203.00, effective 7/1/2021. The new base rate represents a 2.4% increase, over the existing base rate of $12,894.00. The DRG Calculator located on the EOHHS website has been updated to reflect the change.

If you have questions please contact the Customer Service Help Desk at 401-784-8100 or for in-state toll calls 800-964-6211 or your Provider Representative.
Provider Enrollment Revalidation Requirements

Effective September 1, 2021, provider enrollment revalidation requirements will no longer be waived. Providers will now be expected to respond to enrollment revalidation information requests from Gainwell in a timely manner. As required per usual protocols that were in place prior to March 2020, providers will be required to return information to Gainwell within 35 days of a request. If you would like more information about this process, please visit https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/provider_revalidation.pdf.

HHS Announces Provider Relief Fund Reporting Update

The U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), is issuing new reporting requirements and announcing that it will be amending the reporting timeline for the Provider Relief Fund Program (PRF) due to the recent passage of the Coronavirus Response and Relief Supplemental Appropriations Act.

These reporting requirements will apply to providers who received the Medicaid PRF funds. The reporting requirements released today do not apply to funds from: Nursing Home Infection Control, Rural Health Clinics Testing, and COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing, Treatment and Vaccine Administration for the Uninsured recipients.

Additionally, starting today, PRF recipients may begin registering for gateway access to the Reporting Portal where they will ultimately submit their information in compliance with the new reporting requirements HHS is issuing.

Read the full press release here [hhs.gov][clicktime.symantec.com].

Learn more about the reporting requirements and new portal here [hhs.gov][ktime.symantec.com].
Dental Relines Policy

The Executive Office of Health and Human Services (EOHHS) has updated the policy on Dental Relines. The policy changes to be implemented include: no requirement for Prior Authorization on Reline Services and Benefit Service limits to be put in place for Dental Relines beginning April 27, 2021.

As part of this policy, Gainwell Technologies will remove the Prior Authorization requirement and include coverage for Fee for Service for Reline procedures. Gainwell Technologies will update additional Reline Procedure Codes, (D5730 and D5731) in the Medicaid Management Information System (MMIS) to reflect a payable status with service limits in place for the Reline Procedure Codes.

To accommodate these policy changes, the following codes will require auditing on limiting the services within the RI MMIS:

Reference file updates will be performed to add/update the procedure codes and pricing
Four new audits will be created to ensure the services are paid according to the EOHHS guidelines:
Relines can not be billed within six 6 months of initial Denture (183 days)
Relines can only be billed once every 12 months (365 days)

Mandibular Reline Allowed Once Within 12 Months
  D5741-Reline Mandibular Partial Denture (DIRECT)
  D5751-Reline Complete Mandibular Denture (INDIRECT)
  D5761-Reline Mandibular Partial Denture (INDIRECT)
  D5731-Reline Complete Mandibular Denture (DIRECT)

Maxillary Reline Allowed Once Within 12 Months
  D5730-Reline Complete Maxillary Denture (DIRECT)
  D5740-Reline Maxillary Partial Denture (DIRECT)
  D5750-Reline Complete Maxillary Denture (INDIRECT)
  D5760-Reline Maxillary Partial Denture (INDIRECT)

Limit to Billing Within 6 Months of Initial Maxillary Dentures
  D5730-Reline Complete Maxillary Denture (DIRECT)
  D5740-Reline Maxillary Partial Denture (DIRECT)
  D5750-Relin eComplete Maxillary Denture (INDIRECT)
  D5760-Reline Maxillary Partial Denture (INDIRECT)

Initial Denture:
  D5110-Complete Denture-Maxillary
  D5211 Maxillary Partial Denture Resin
  D5213-Maxillary Partial Denture Metal*

Limit to Billing Within 6 Months of Initial Mandibular Dentures
  D5731-Reline Complete Mandibular Denture (DIRECT)
  D5741-Reline Mandibular Partial Denture (DIRECT)
  D5751-Reline Complete Mandibular Denture (INDIRECT)
  D5761-Reline Mandibular Partial Denture (INDIRECT)

Initial Denture:
  D5120-Complete Denture-Mandibular
  D5212 Mandibular Partial Denture Resin
  D5214-Mandibular Partial Denture Metal*

* Benefit for under age 21.
<table>
<thead>
<tr>
<th>Acne Agents, Topical</th>
<th>Antibiotics, GI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed status to Non-preferred</td>
<td>Changed status to Preferred</td>
</tr>
<tr>
<td>Tazorac cream</td>
<td>vancomycin capsule (AG)</td>
</tr>
<tr>
<td></td>
<td>vancomycin capsule</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Antibiotics, Topical</th>
<th>Bronchodilators, Beta Agonist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed status to Non-Preferred</td>
<td>Changed status to Non-Preferred</td>
</tr>
<tr>
<td>gentamicin cream</td>
<td>albuterol HFA (Proventil) (AG)</td>
</tr>
<tr>
<td>gentamicin ointment</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>COPD Agents</th>
<th>Glucocorticoids, Inhaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed status to Non-Preferred</td>
<td>Changed status to Non-Preferred</td>
</tr>
<tr>
<td>Bevespi Aerosphere</td>
<td>Pulmicort 0.25, 0.5 mg respules</td>
</tr>
<tr>
<td></td>
<td>Pulmicort 1 mg respules</td>
</tr>
<tr>
<td><strong>Changed status to Preferred</strong></td>
<td></td>
</tr>
<tr>
<td>Anoro Ellipta</td>
<td>Budesonide 0.25, 0.5 mg respules</td>
</tr>
<tr>
<td></td>
<td>Budesonide 1mg respules</td>
</tr>
</tbody>
</table>

| Immunomodulators, Atopic Dermatitis      |                                    |
| Changed status to Preferred              |                                    |
| Eucrisa                                  |                                    |

To view the entire Preferred Drug List please check the Rhode Island EOHHS Website at: [http://www.eohhs.ri.gov/ProvidersPartners/GeneralInformation/ProviderDirectories/Pharmacy.aspx](http://www.eohhs.ri.gov/ProvidersPartners/GeneralInformation/ProviderDirectories/Pharmacy.aspx)
Pharmacy Spotlight

Treatment of Hepatitis C
Prior Authorization Guidelines
Effective: August 1, 2021

Introduction:
Hepatitis C has been identified as a significant etiology of chronic liver disease, associated comorbidities, liver cancer, need for transplantation and death. These guidelines document eligible beneficiaries and the information that must be submitted in order to determine a coverage determination. Modifications to the Preferred Drug List require approval by the Rhode Island Medicaid Pharmacy and Therapeutics Committee.

Detailed prescribing and drug warning information may be obtained at:

http://www.fda.gov/Drugs/DrugSafety/ucm522932.htm

Prior Authorization is required for medications not on the Preferred Drug List.

General Approval Criteria:

A. Prescribers must be enrolled as a billing provider or an ordering, prescribing or referring (OPR) provider with Rhode Island Medicaid.

B. Beneficiaries:
   i. All patients with documented Hepatitis C Stages 0 through 4 are eligible for treatment.

C. Required Documentation:
   i. Prior Authorization is not required when prescribing Mavyret®.
   ii. Prior Authorization is not required for prescribing Vosevi® when used as a salvage medication after prior treatment failure. See package insert for FDA approved indication, and prescribing information.
   iii. Neither Mavyret® nor Vosevi® require genotyping.
   iv. Treatment request for non-preferred medications require genotyping.
   v. History of prior Hepatitis C treatment if relevant.
   vi. Treatment plan which includes:

(continued)
Pharmacy Spotlight

Treatment of Hepatitis C
Prior Authorization Guidelines
Effective: August 1, 2021 (continued)

Treatment plan which includes:

i. Medication name, dose and duration.

ii. Agreement to submit post treatment viral load data if requested.

D. Treatment recommendations as of August 1, 2021:

i. Preferred agents: Mavyret® and Vosevi®.

ii. Non preferred agents: all other agents with exception of ribavirin;
   i. Will be approved if patient is completing a cycle of therapy initiated prior to current policy implementation date, or
   ii. Will be reviewed on a case by case basis. The Prior Authorization request must include clinical documentation of need for an alternative, non-preferred agent.

E. Continuity of Treatment;

i. When transitioning between publicly funded delivery systems (i.e. between Fee for Service Medicaid and managed Care Medicaid, between managed Care Medicaid and Fee for Service Medicaid or between the Department of Corrections and the Medicaid Program) any medication approval by the prior delivery system will be honored for the portion of the treatment that remains after the transition.

F. Policy Effective Date: August 1, 2021.

i. Above policy replaces all prior Hepatitis C policies including revision with implementation date of March 1, 2021.

Approved:
Jerry Fingerut, MD.

Date:
June 7, 2021
Meeting Schedule:
Pharmacy and Therapeutics Committee and Drug Utilization Review Board

The next meeting of the Pharmacy & Therapeutics Committee (P&T) is scheduled for:

Date: September 21, 2021
Registration Deadline: September 14, 2021 by 5pm EST
Meeting: 8:00 AM
Location: Gainwell Technologies – Virtual
Registration by email to: karen.mariano@gainwelltechnologies.com

Click here for agenda

The next meeting of the Drug Utilization Review (DUR) Board is scheduled for:

Date: September 21, 2021
Registration Deadline: September 14, 2021 by 5pm EST
Meeting: 10:30 AM
Location: Gainwell Technologies - Virtual
Registration by email to: karen.mariano@gainwelltechnologies.com

Click here for agenda

2021 Meeting Dates:
September 21, 2021
December 14, 2021
FYI:

The application fee to enroll as a Medicaid provider is $599.00 as of January 1, 2021.

Please note that effective September 1, 2021, the RI Medicaid Application Fee will no longer be waived. Effective September 1, 2021, providers that submit provider applications will be required to pay the RI Medicaid Application Fee.

See more information regarding providers who may be subject to application fees here.

Prior Authorization Requests

Please do not fax prior authorization requests that contain more than 15 pages. If your request is over 15 pages please mail your requests to:

Gainwell Technologies
Prior Authorization Department
PO Box 2010
Warwick, RI 02887-2010

Physician Medical (PMI) Form: Update to Signatory Requirements

To improve access to Medicaid Long-Term Services and Supports (LTSS), EOHHS will now accept Physician Medical (PMI) Forms that are signed by the applicant’s physician, PA, NP, as well as a registered nurse or discharge planner (who holds, at a minimum, a bachelor’s degree in nursing or social work). PMI Forms are used for determining if an individual who is disabled or over 65 years old meets a Nursing Home needs-based level of care (LOC), and is therefore clinically eligible for Medicaid LTSS. To review the full policy, please visit our website https://www.eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/Medicaid-Policy_PM1-Signatory-Change_032221.pdf [clicktime.symantec.com]
Ordering, Prescribing, and Referring Providers
Frequently Asked Questions

Q: What provider types does this apply to?
A: Inpatient
   Outpatient (except clinic visits-rev codes 510-519,
   ER visits-rev codes 450-459 and observation-rev codes 760-769),
   Pharmacy
   Skilled Home Health
   Independent Radiology,
   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
   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 healthcare 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.
Ordering, Prescribing, and Referring Providers

Frequently Asked Questions Continued

**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:** 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.

**Q:** What will happen to a “qualifying” claim submitted without an OPR listed?

**A:** The claim will be denied by RI Medicaid with EOB Message 574—Referring/Ordering Provider required and missing or invalid.

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

**A:** UB-04 – Box 79 – Other– Referring Provider NPI, Box 81CC (Row d) Referring Provider Taxonomy Code

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

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

**A:** For clearing houses/vendors and professional claims the OPR information should be entered in Loop 2310A, and for institutional claims the information should be entered on Loop 2310F.
Ordering, Prescribing, and Referring Providers
Frequently Asked Questions Continued

Q: If the attending provider is the same as the ordering/referring/prescribing provider(s) do you have to list the OPR in addition to the attending?
A: Yes. In situations where the attending provider is the same as the OPR, the NPIs are still required. If the OPR is not listed, even if the NPI is the same as the attending, the claim will deny.

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: Do Medicare crossover claims require the OPR provider to be enrolled?
A: Yes, Medicare crossover claims are subject to the enrollment requirement.

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 OPR provider. Where do I go to enroll in the Medicaid program?
A: RI Medicaid has an OPR registration process in the Healthcare Portal. OPR providers are not able to submit claims for reimbursement. The OPR registration process can be accessed by visiting the Healthcare Portal and clicking Enroll as an OPR Provider. The OPR Provider User Guide is found on the home page of the Healthcare Portal.

Q: Will claims submitted with an NPI for a non-Medicaid OPR be denied?
A: Yes, claims for a non-Medicaid OPR will be denied.

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.
Attention Home Care Providers

For claims that are submitted by a home care agency, a member must have RI Medicaid eligibility, a prior authorization and an active enrollment for the dates of service into one of the below waiver/programs.

- Core Community Services
- DEA Waiver Community Waiver Program (Office of Healthy Aging (OHA))
- BHDDH Community Support
- Medicaid Preventive Services
- Habilitation Community Services
- DEA Copay Services (@Home Cost Share program)

To verify program enrollment and eligibility sign into the Health Care Portal. Verify that a member has RI Medicaid and program eligibility under the “Eligibility” tab. For DEA Copay clients (@Home Cost Share program) you will see DEA Copay Services and they will not have Medicaid Eligibility.

For claims to process and pay, there also needs to be a prior authorization on file for the correct number of units and dates of service that you will be submitting your claims for.

The Prior Authorizations are viewable under “Interactive Web Services” on the right of the home page of the portal. Please select “Check Prior Authorization”.

If either their eligibility or a prior authorization is missing on the portal then please call or email DHS. Below is the contact information for DHS programs:

DHS Help Line 401-415-8455 or dhs.ltss@dhs.ri.gov

For DEA Waiver (OHA) or DEA Copay (@Home Cost Share program) clients please contact the regional case manager at Tri-County Community Action, West Bay CAP, East Bay CAP, or Child and Family Services.

If you can see eligibility and a prior authorization on the Health Care portal but you do not see it in the EVV system, then please contact Sandata directly.

SAM Providers:
For questions regarding the Rhode Island SAM closed system, please email Customer Support: Rlcustomercare@sandata.com or call 1-855-781-2079.

Questions or issues with the SAM EVV system, please contact Sandata’s Customer Care via email at Rlcustomercare@sandata.com or 1-855-781-2079.

Alternate EVV/Third-Party

Questions or issues with the Alt. EVV/Third Party system, please contact Sandata’s Customer Care via email at rialtevv@sandata.com.

You should always ask for your ticket number when you contact Sandata Customer Care for an issue. If a Customer Care ticket has not been acknowledged after two (2) business days (a response from Sandata acknowledging the ticket issue), you may escalate with the ticket number to Meg Carpinelli via email at Margaret.Carpinelli@ohhs.ri.gov

Important: Please note you should not email Meg directly with an issue. You must open a ticket with Sandata first. If the ticket is not acknowledged after 2 business days, you can then escalate.

If you have any billing issues after verifying that a member has eligibility and a prior authorization in place please reach out to Marlene.Lamoureux@gainwelleotechnologies.com or 401-784-3805.
Emailing for Technical Support

When sending an email to EDI (riediservices@dxc.com) or your provider rep for assistance, it is important to include vital information so that we may best assist you. In your email please include your: name, phone number, user id, NPI and Trading Partner ID (if applicable).

If you are emailing about login issues, please include the platform you are trying to access (Healthcare Portal, PES, etc).

If you are getting an error message, please include a screenshot of the error, or let us know exactly what the error message says. Depending on the platform you are using, there are multiple reasons an error could kick back, so providing this specific information in your email will help us to best assess the root of the issue and how to solve it.

Below are screenshots of the most commonly used platforms that you may be logging into.

Healthcare Portal:

![Healthcare Portal Screenshot]

PES (aka Provider Electronic Services):

![PES Screenshot]
<table>
<thead>
<tr>
<th>ISSUE</th>
<th>POSSIBLE THINGS TO CHECK/DO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Login Issues</strong></td>
<td></td>
</tr>
</tbody>
</table>
| You are getting an error message that your security question answer is incorrect | • We are not able to reset security questions. Only the owner of the account can change their questions and answers.                                                
|                                                                      | • If you are getting an error that your security question answer is incorrect it is typically indicative that your username is wrong. Please go back to the home page and make sure you are typing in your username correctly. |
|                                                                      | • *Please type slowly to ensure there are no mistakes*                                                                                                       |
|                                                                      | • Additionally, please make note of your security questions and answers to ensure that you are entering the correct answer each time.                         |
| You are getting an error message that your password is incorrect     | • Passwords are CASE-SENSITIVE. So please take care to ensure you are entering your password correctly and that caps-lock is not on.                       |
| You are getting questions you do not recognize -OR- you do not remember your username. | • Have you already enrolled as a trading partner or delegate?                                                                                               |
|                                                                      | • You need to have already enrolled as a trading partner - OR- have had your admin user create a delegate account before being able to sign in.               |
|                                                                      | • Please make sure you have **REGISTERED** and **VERIFIED** your account. If you have not registered and verified your account, you will be prompted with questions you do not recognize. |
| You are getting an error when resetting your password on the Portal  | • The Portal is VERY specific on what a password can be.                                                                                                   |
|                                                                      | • Your password must be **EXACTLY 8 characters** (no more, no less), with at least one capital letter, one lowercase letter, and NO special characters.        |
|                                                                      | • For example, something like “Portal21” would work, but something like “Pa55w@rd2021!” would not.                                                          |
Providers can access the Healthcare Portal directly, without going through the EOHHS website, by going to this address:


Click here to view the UPDATED RI Medicaid memo regarding telehealth and COVID-19

**Attention: Physicians and Non-physician Practitioners**

**CPT Consultation Codes**  
Effective January 1, 2010, the Centers for Medicare and Medicaid eliminated the use of all consultation codes (inpatient and office/outpatient codes) for Medicare beneficiaries. Please refer to the MLN Matters number MM6740 Revised for complete information. However, existing policies and rules governing Medicare advantage or non-Medicare insurers were not revised.

RIMA has not revised their policy on the use of consultation codes. RIMA still requires the use of CPT Consultation codes (ranges 99241-99245 and 99251-99255). Some providers may have already or will receive notifications regarding recoupment when the consultation codes are not utilized.
Substance Abuse Residential Treatment Code Update

Rhode Island Executive Office of Health & Human Services (EOHHS) requires that Managed Care Organizations (MCOs) and Rhode Island Medicaid providers adhere to the specifications outlined in the following table:

<table>
<thead>
<tr>
<th>ASAM Level</th>
<th>ASAM Description</th>
<th>HCP Code</th>
<th>Rev Code</th>
<th>Bill Type</th>
<th>Taxonomy Code</th>
<th>Notes</th>
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<tr>
<td>Level 3.1</td>
<td>Clinically Managed Low-intensity Residential Service</td>
<td>H0018</td>
<td>1003</td>
<td>86X</td>
<td>324500000x</td>
<td>Provider must bill both HCPC and Rev code</td>
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<td>Clinically Managed Population-specific High-intensity</td>
<td>H0010</td>
<td>1002</td>
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<td>Clinically Managed High-Intensity Residential Service</td>
<td>H0010</td>
<td>1002</td>
<td>86X</td>
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<tr>
<td>Level 3.7</td>
<td>Medically Monitored Intensive Inpatient Services</td>
<td>H0011</td>
<td>1002</td>
<td>11x</td>
<td>324500000x</td>
<td>Provider must bill both HCPC and Rev code</td>
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<tr>
<td>Level 3.7-WM</td>
<td>Medically Monitored Inpatient Withdrawal Management</td>
<td>H0011</td>
<td>116, 126, 136, 146, 156</td>
<td>11x</td>
<td>324500000x</td>
<td>Provider must bill both HCPC and Rev code</td>
</tr>
</tbody>
</table>

MCOs and providers must begin engaging in the appropriate implementation processes, such that the aforementioned specifications will be effectuated for all claims with a Date of Service start date of October 1, 2021. Please ensure adequate provider education regarding claims billing is completed prior to the October 1st launch date.

Please contact your Medicaid MCO provider representative if you have further questions about this change.

Cost Report Submission—Deadline Extended

EOHHS is extending the nursing facility cost report submission deadline from May 28, 2021 to July 30, 2021.
NURSING HOMES, ASSISTED LIVING, AND HOSPICE PROVIDERS

Payment Delivery for Interim Payments

Due to the ongoing COVID-19 State of Emergency, Interim payments will continue to be automatically deposited into the bank account associated with your Gainwell Technologies MMIS account.

This will alleviate the need for in-person visits to the Gainwell Technologies office.

The next system payment will be deposited into the bank account directly, in line with the financial calendar on August 13, 2021.

Gainwell Technologies will securely mail the member information to providers detailing which client and date of service the payment is for.

We will continue to communicate with providers on any changes.

Long Term Supports and Services
Cost of Care

Since the start of the COVID-19 public emergency, Medicaid has not permitted any increase in a client's cost of care (also known as “patient share”). The federal waiver prohibiting cost of care increases has ended in November, 2020.

All LTSS recipients are being reviewed for potential cost of care increases, effective January 1, 2021. Cost of care increases will NOT be retroactive.

Clients may have accrued assets over the $4,000 limit due to the implementation of this policy change. DHS will review assets upon recertification. Recertifications will begin in the month following the end of the Federal Public Health Emergency (PHE). The PHE is extended through 2021, or with a 60-day notice of cancelation.

DME Providers—Enteral Nutrition Guidelines

The Enteral Nutrition Guidelines have been updated. Guidelines can be found here in the Enteral Nutrition and Total Parental Nutrition section of the provider manual.

http://www.eohhs.ri.gov/ProvidersPartners/ProviderManualsGuidelines/MedicaidProviderManual/DME/CoverageGuidelinesforDurableMedicalEquipment.aspx
# State FY 2022
## Claims Payment and Processing Schedule

### SFY 2022 Financial Calendar

<table>
<thead>
<tr>
<th>MONTH</th>
<th>LTC CLAIMS Due at Noon</th>
<th>EMC CLAIMS Due by 5:00PM</th>
<th>EFT PAYMENT</th>
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</table>

View the SFY 2022 Payment and Processing Schedule on the EOHHS website
[http://www.eohhs.ri.gov/ProvidersPartners/Billingamp;Claims/PaymentandProcessingSchedule.aspx](http://www.eohhs.ri.gov/ProvidersPartners/Billingamp;Claims/PaymentandProcessingSchedule.aspx)
Notable Dates in August

* August 4th - United States Coast Guard Day
* August 7th - National Lighthouse Day
* August 9th - National Book Lovers Day
* August 19th - World Humanitarian Day