New Provider Introduction to the Rhode Island Medicaid Program

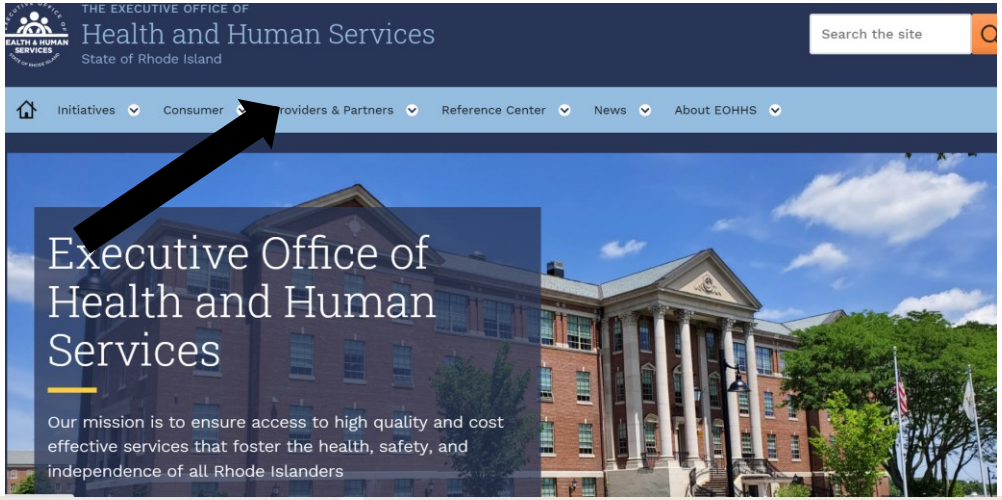
PR0099 V1.6 5.2022

Contents

- Using the EOHHS Website
- Healthcare Portal
- Basic Information for Providers

Using the EOHHS Website

EOHHS Website…Your Information Gateway



Bookmark this webpage:
www.eohhs.ri.gov

Most provider resources are available on the Providers and Partners tab.
Click on the tab to see a drop down list of available resources.

Our Initiatives

- Accountable Entities
- Children's Cabinet
- Drug Overdose
- Equity Council
- HCBS Final Rule
- *See all initiatives*

News

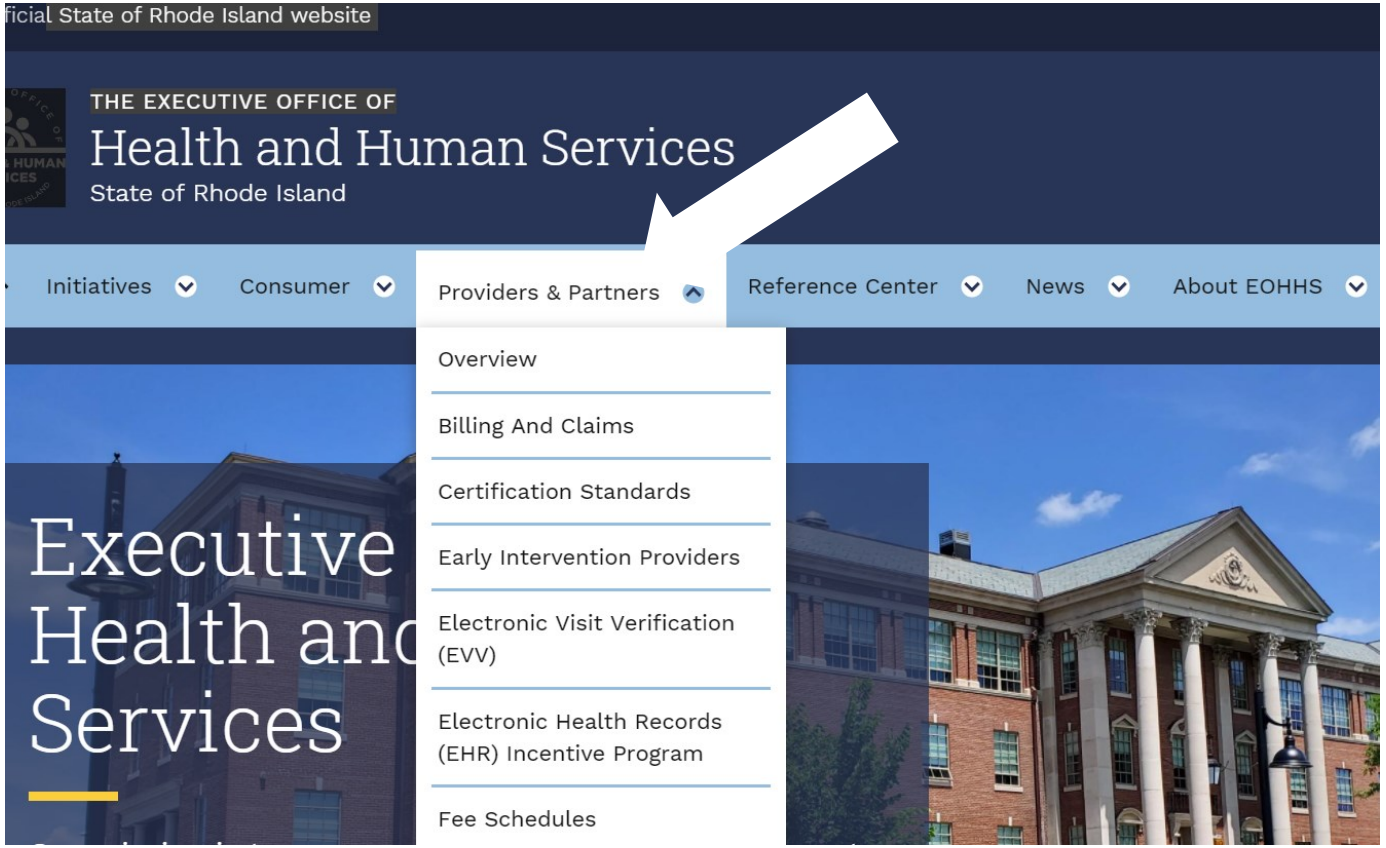
- LTSS Notice about 5G Coverage 1/21/2022
- RIte Share: Employer Participation and Cost-Effectiveness January 2022
- Memo to MTM – January 6, 2022
- Capacity Building Grant Announcement 12/21/2021
- CARES Act Funding Application Process for Early Intervention Providers Begins December 13th, 2021

I want to:

- Apply for programs or update my information
- Customer Service Guide
- File an Appeal
- Change My Health Plan

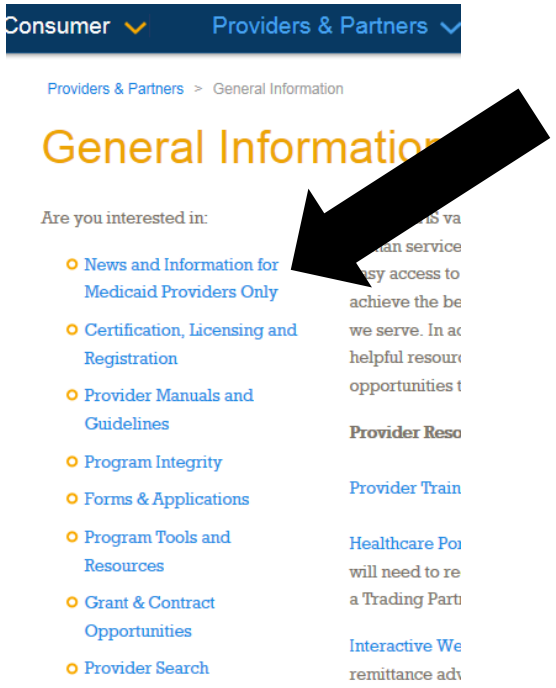
Providers And Partners Tab

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



General Information Page

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

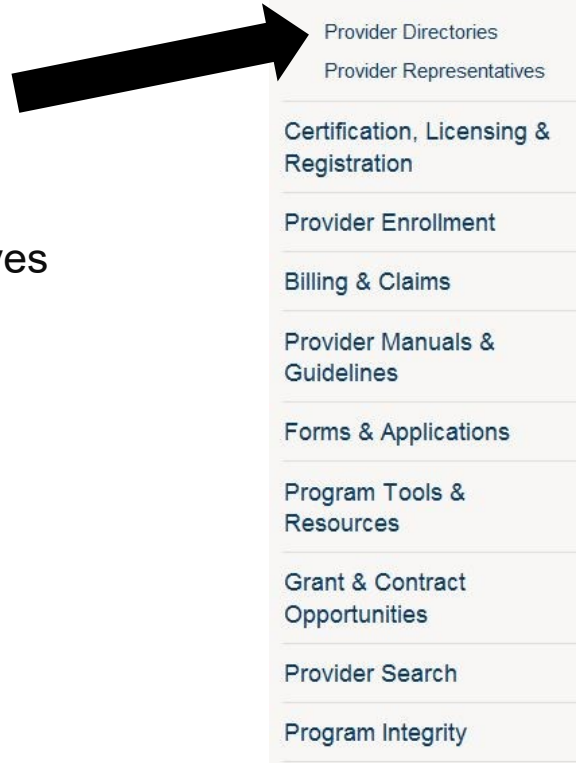


General Information Page

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.



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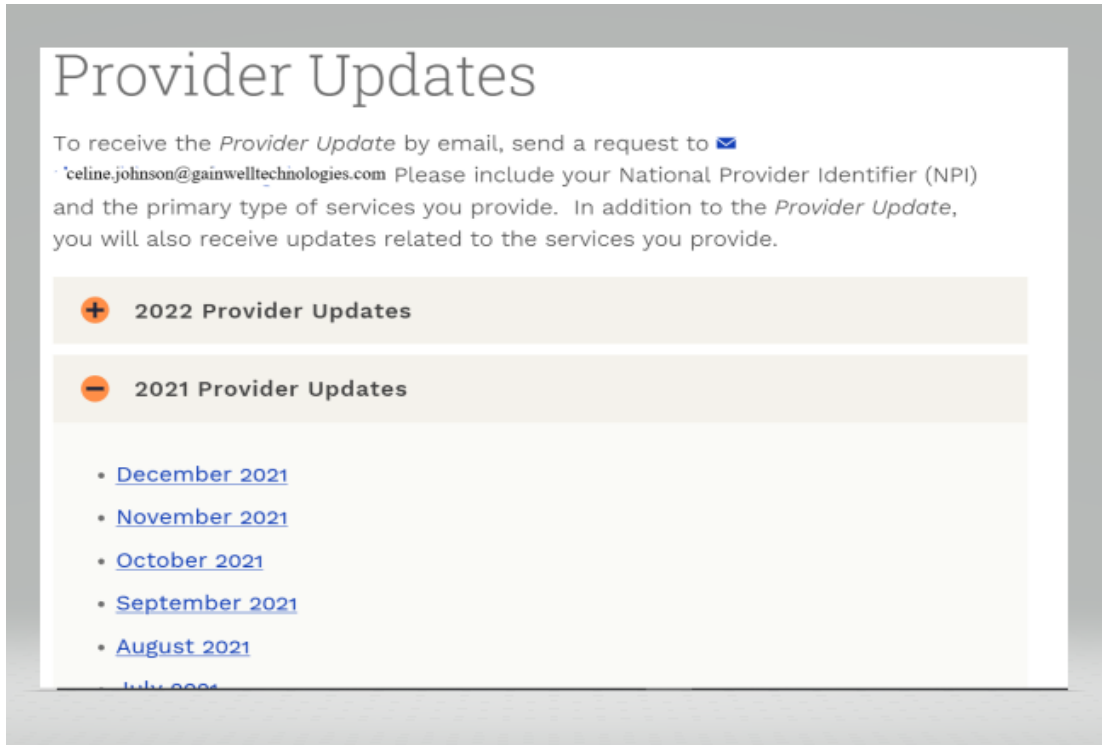
Provider Updates

The monthly Provider Update contains news and information for providers. It is the way that providers learn about new initiatives and changes in RI Medicaid.

Providers may subscribe to the Provider Update to receive it in their Inbox as soon as it is published.



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Provider Manuals and Guidelines

This page contains links for Provider Reference Manuals for Medicaid providers.

Click on the Medicaid Provider Manual link in blue.

Providers & Partners > Provider Manuals & Guidelines

Provider Manuals & Guidelines

Medicaid

- MEDICAID PROVIDER MANUAL
- Healthcare Portal
- Provider Services
- Provider Types
- Provider News & Updates
- Pharmacy
- Provider Search
- HIPAA

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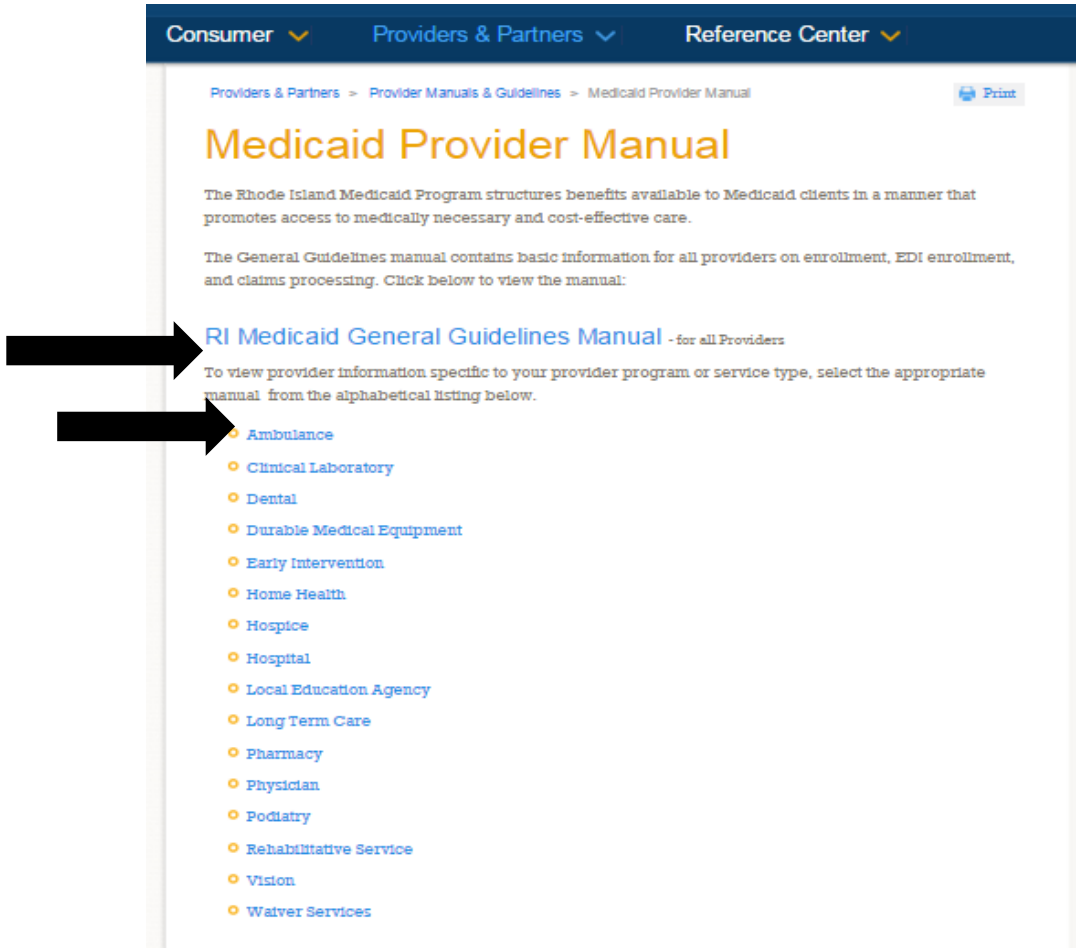
Medicaid Provider Manual

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.



Consumer | Providers & Partners | Reference Center

Providers & Partners > Provider Manuals & Guidelines > Medicaid Provider Manual

Print

Medicaid Provider Manual

The Rhode Island Medicaid Program structures benefits available to Medicaid clients in a manner that promotes access to medically necessary and cost-effective care.

The General Guidelines manual contains basic information for all providers on enrollment, EDI enrollment, and claims processing. Click below to view the manual:

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

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Provider Training and Education

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.

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

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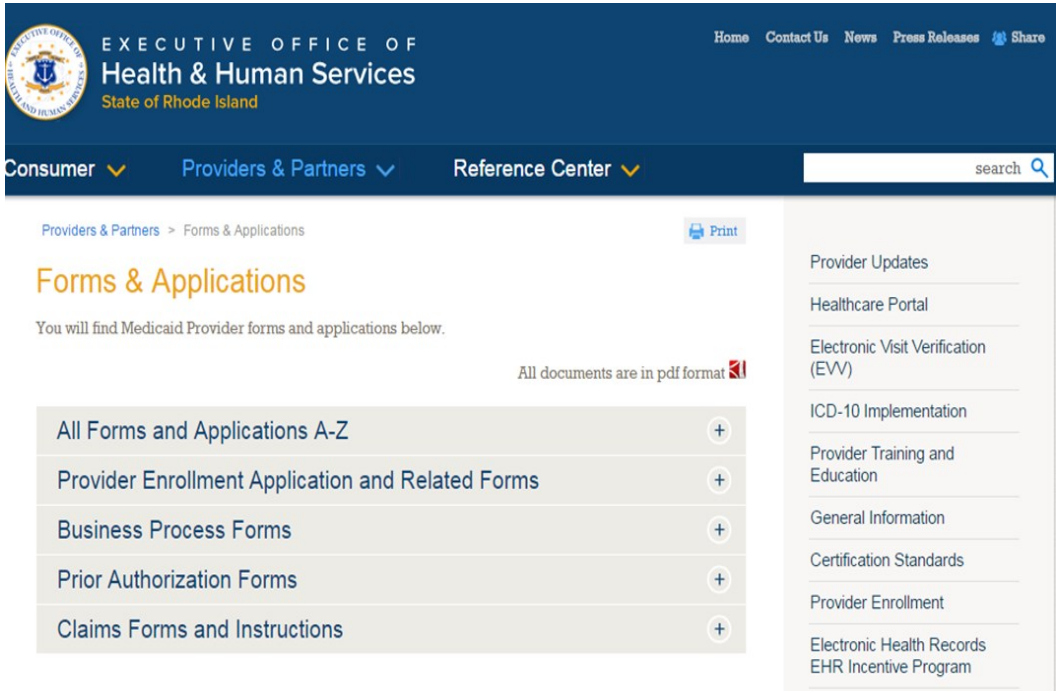
Forms and Applications

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

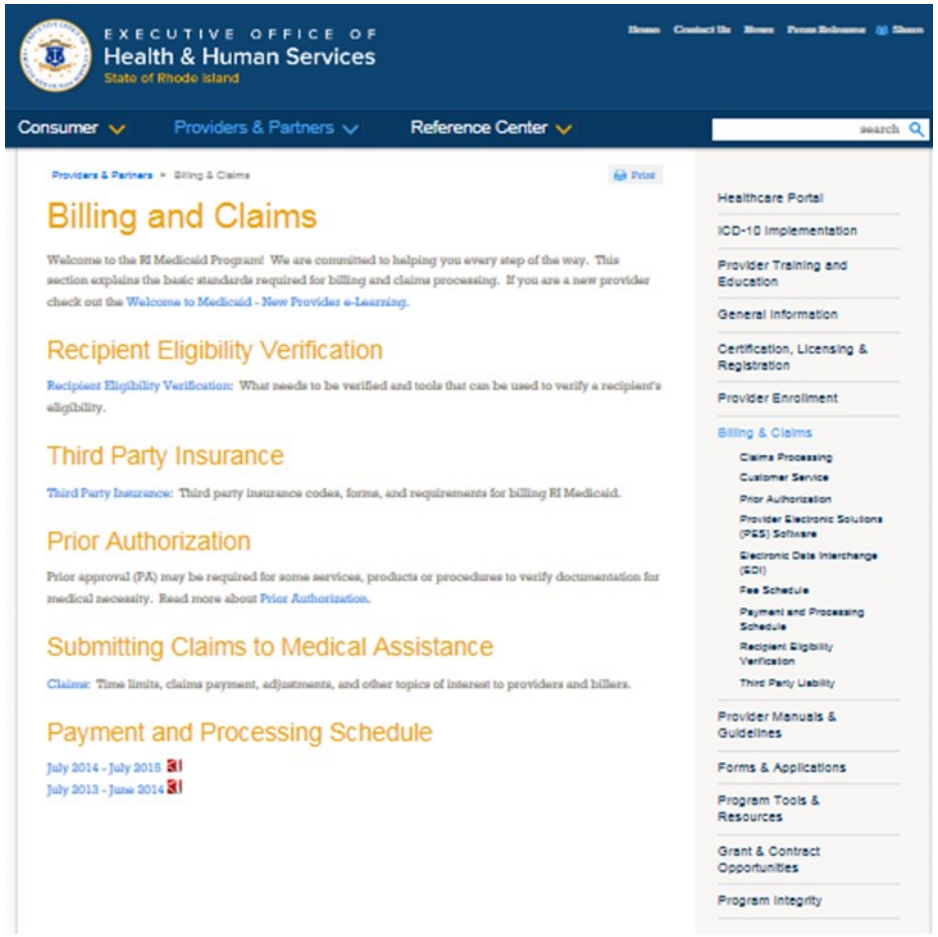
If you know the name of the form, you can also locate it through the **A-Z** list on this page.



Billing and Claims

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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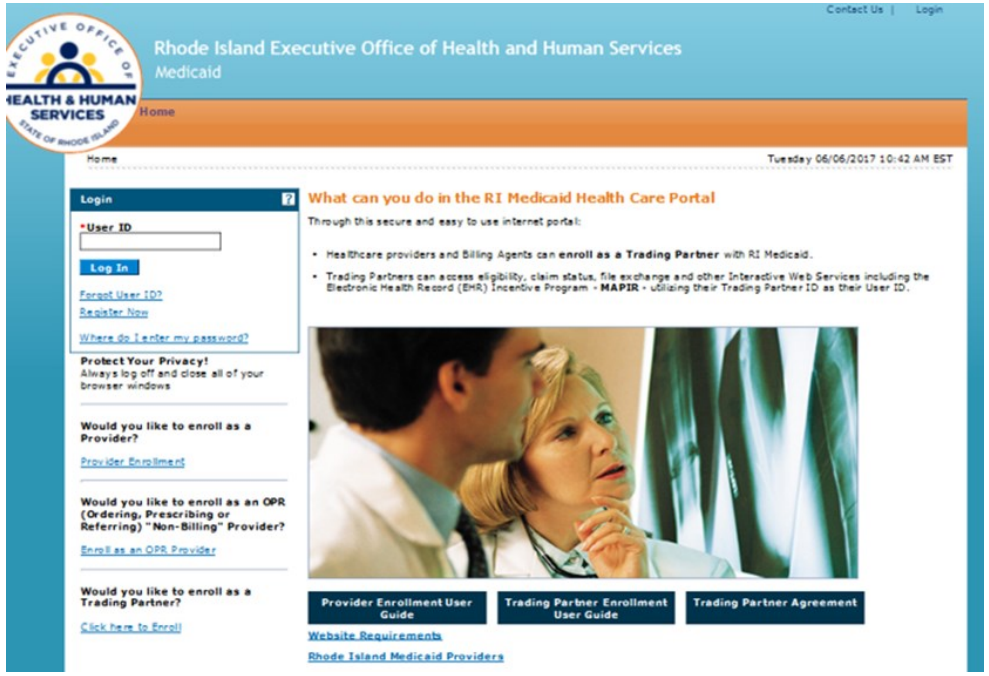
Healthcare Portal

RI Medicaid - Healthcare Portal

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

- Enrollment as a Medicaid Provider
- Eligibility verification
- Claim searches
- Remittance Advice
- Prior Authorization
- and many other business functions

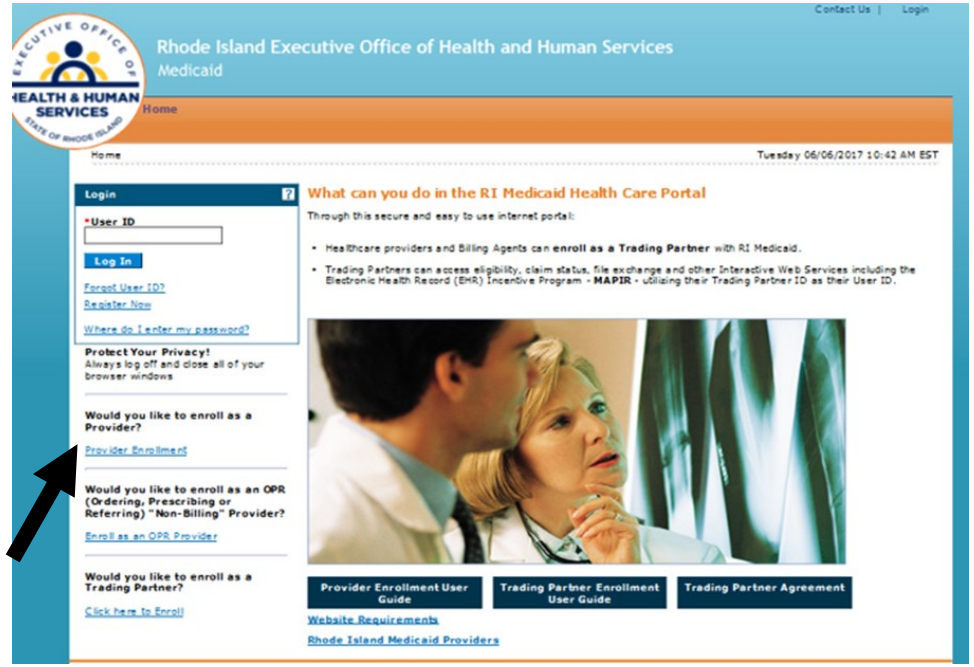
You may log in to the Healthcare Portal to access information 24 hours per day, 7 days per week.



Provider Enrollment

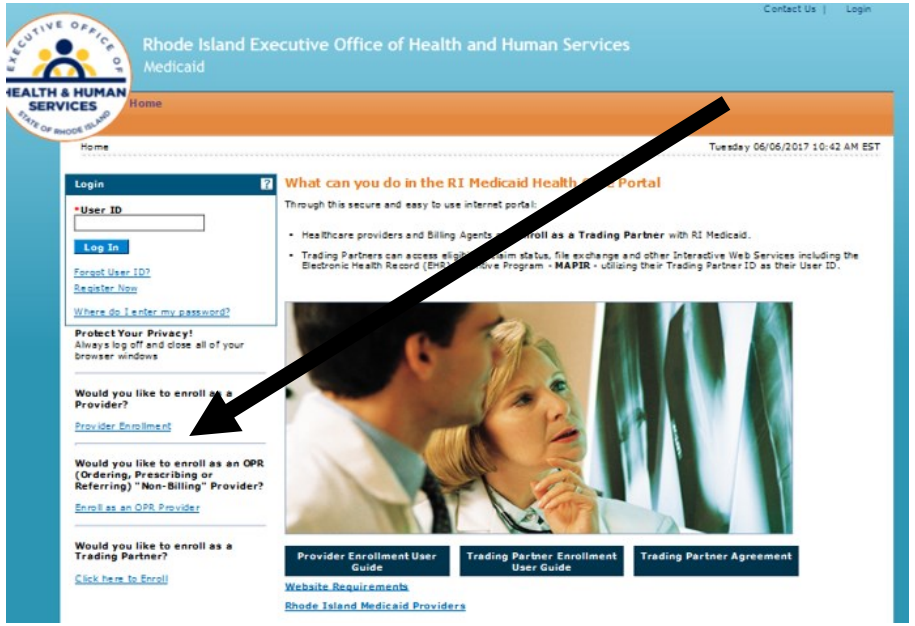
To enroll as a Medicaid provider, you must complete the online application in the Healthcare Portal.

Click on Provider Enrollment to complete online application.



Enrolling as a Trading Partner

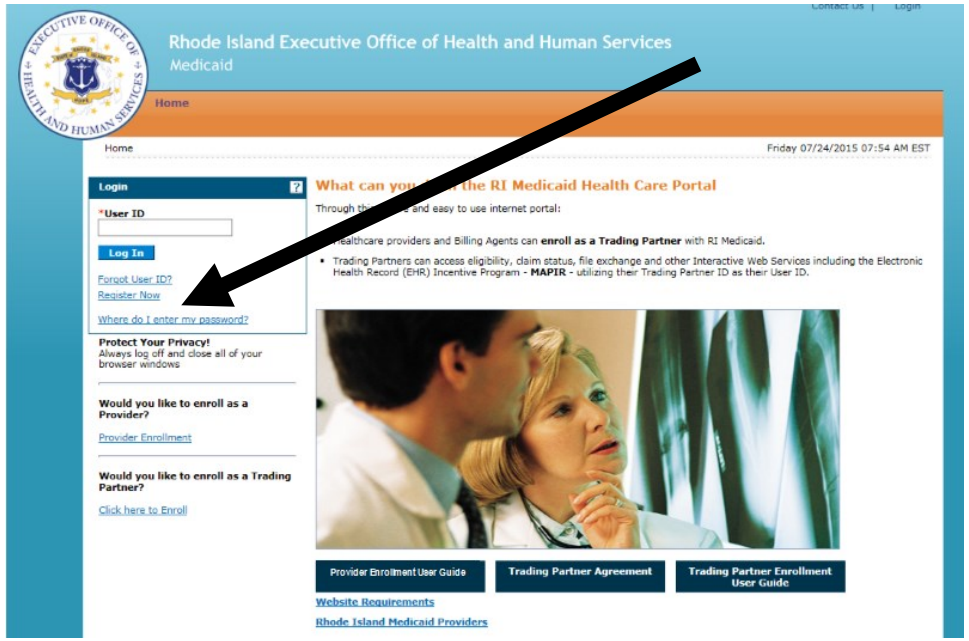
After enrolling as a Medicaid provider, providers must enroll as a Trading Partner to conduct business electronically with RI Medicaid. Billing agents must also enroll as a Trading Partner.



- Enrollment as a Trading Partner is done electronically within the Healthcare Portal.
- To access the **Healthcare Portal**, go to
- https://www.riproviderportal.org/HCP/Default.aspx?alias=www.riproviderportal.org/hcp/provider
- A step-by-step user guide for Trading Partner enrollment can be accessed from the tabs on the bottom of the page.
- To complete the on-line Trading Partner application, click the enrollment link, shown with the orange arrow.

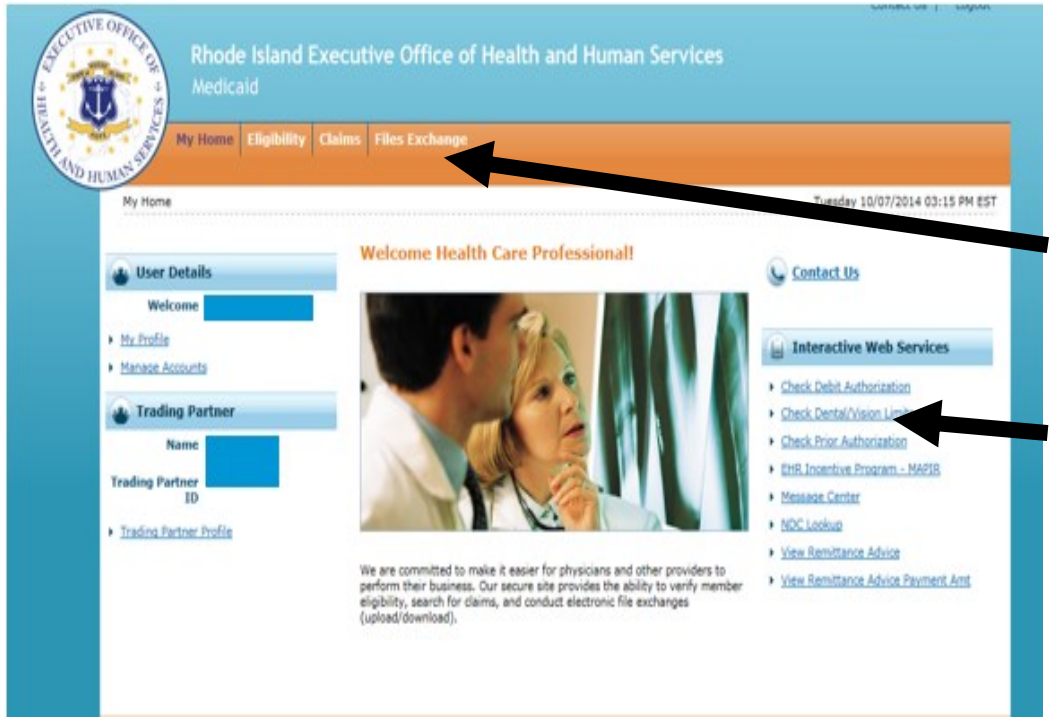
Registering to Use the Healthcare Portal

Once a Trading Partner ID is obtained, you must register in the Healthcare Portal before you can access information.



- Return to the home page of the Healthcare Portal.
- Select the “Register Now” link and follow the instructions.
- On the bottom of the Healthcare Portal Resource page, you will find a user guide to help you through the registration process. Print this guide to help you enroll.
- https://eohhs.ri.gov/providers-partners/healthcare-portal

Log In to the Healthcare Portal…….



After registering, you will be able to log in to the portal and select the function you need from a list of Business Actions.

Some actions are across the orange tool bar, and some are in a list on the right.

Eligibility Search

Eligibility

Thursday 08/14/2014 10:36 AM EST

Eligibility Verification Request

* Indicates a required field.

Please select or enter valid Provider information. Either a Billing Provider or Rendering Provider can be specified. Status indicated for the Billing Provider is based upon the current state.

NPI 1[redacted] Provider Type [redacted] Taxonomy 261QM2800X

Billing Provider C[redacted]

Rendering Provider _

The Provider ID will only be used for atypical providers who do not qualify for an NPI and Taxonomy.

Provider ID _

Please enter in Recipient ID. **For CNOM Providers only:** If the Recipient ID is not known, please enter the Recipient's Last Name, First Name, Middle Initial (if known), Birth Date, Effective From Date, and Payer.

Recipient ID

Last Name First Name MI Birth Date

Payer

Date range may be 12 months prior to today through the end of the current date, with a maximum 3-month date span.

*Effective From Date Effective To Date

Service Type Code

Service Type Code #1 Service Type Code #2

Service Type Code #3 Service Type Code #4

Service Type Code #5 Service Type Code #6

Show More Service Type Codes

For an eligibility search, select the NPI, provider type, and taxonomy. Then select the billing provider.

Enter the recipient's ID number and from/to dates of service and click search.

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Eligibility Response

The eligibility response will show the benefits for the recipient.

Selecting the plus sign in each section will expand that section to display more information.

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Claim Status Search

Search Claims

All Claims

Covered Provider Information

Please select or enter valid Provider information. Status indicated for the Billing Provider is based upon the current state.

NPI 1[redacted] Provider Type S[redacted] Taxonomy 261QM2800X

Billing Provider C[redacted]

The Provider ID will only be used for atypical providers who do not qualify for an NPI and Taxonomy.

Provider ID _

Claim Information

ICN will override other search parameters

ICN

Recipient and Service Information

Recipient ID and Service From and To dates are required fields for the search when ICN information is not entered.

Recipient ID 03[redacted]

Service From 11/03/2013 To 11/09/2013

Original Billed Amount RX Number

Search Reset

Search Results

To see the Claim Detail and Claim Line Item Details, click on the '+' next to the ICN.

Total Records: 1

	ICN	HIPAA Status Category	HIPAA Status Code	HIPAA Entity Code	Service Date	Total Charges	Paid Amount
+	4[redacted]	F1-Finalized Payment			11/03/2013 - 11/09/2013	$70.00	$70.00

To search for the status of a claim, select the NPI, provider type, taxonomy, and billing provider.

Then enter the ICN OR the recipient ID and the service from/to dates and select search.

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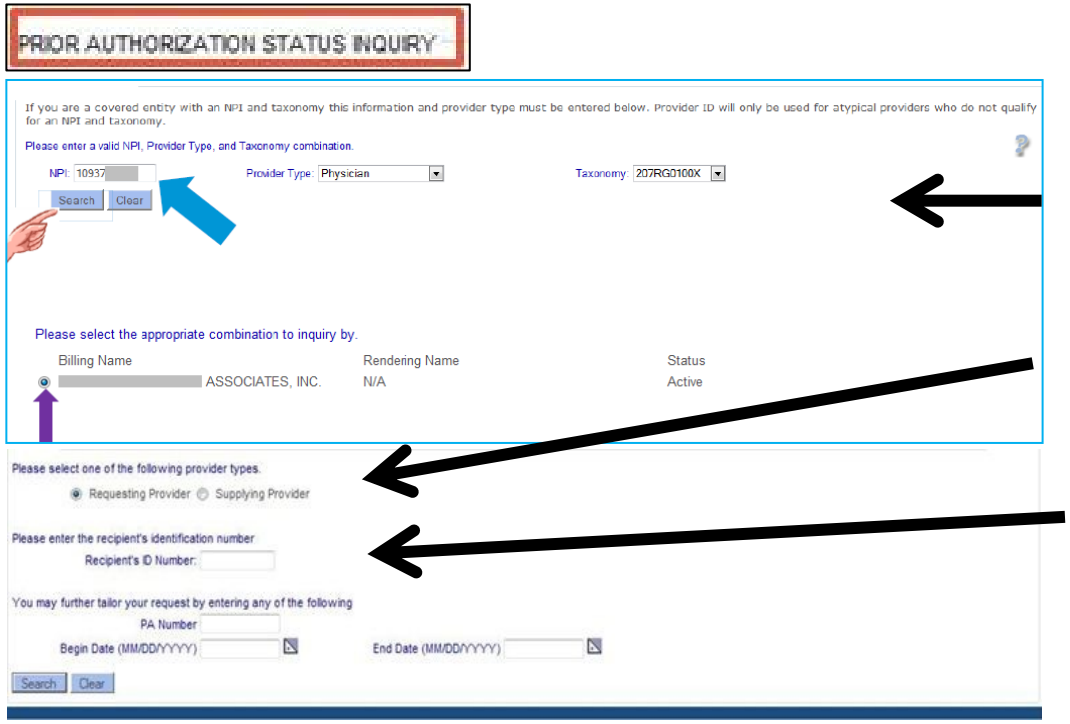
Prior Authorization Status Inquiry



To search for the status of a Prior Authorization, complete the top section and search for provider name.

Be sure to select if you are the requesting or supplying provider.

Then complete as many fields as possible to narrow the search, but the minimum information is Provider information and Recipient ID number.

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Locating Remittance Advice

REMITTANCE ADVICE

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: 1679799217 Go Provider Type: Substance Abuse Rehab Taxonomy: 261QM2800X

Search Clear

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
CODAC INC	N/A	Active

Please select a provider number.

Provider ID:

Search Clear

Retrieve the last four Remittance Advice Reports by selecting the appropriate NPI, Provider Type and Taxonomy code.

After clicking search, click the circular button next to the correct billing name. In this example, there is only one choice.

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Locating Remittance Advice

REMITTANCE ADVICE

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: 1932213337 Go Provider Type: Dentist Taxonomy: 1223G0001X

Search Clear

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
WILLIAM NAUGHTON, DDS	N/A	Inactive

Please select a provider number.

Provider ID:

Search Clear

REMITTANCE ADVICE FILES AVAILABLE VIA THE WEB

Remittance Date

20091211
20120211
20130614
20140801

Only the four most recent will be accessible – download and save or print promptly. Once a new one is added, the oldest will no longer be available.

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Remittance Advice Payment Account Inquiry

REMITTANCE ADVICE PAYMENT AMOUNT INQUIRY

REMITTANCE ADVICE

If you are a covered entity with an NPI and taxonomy this information and provider type must be entered below. Provider ID will only be used for atypical providers who do not qualify for an NPI and taxonomy.

Please enter a valid NPI, Provider Type, and Taxonomy combination.

NPI: 1679799217 Go Provider Type: Substance Abuse Rehab Taxonomy: 261QM2800X

Search Clear

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
CODAC INC	N/A	Active

Please select a provider number.

Provider ID:

Search Clear

Please enter a valid date range.

Start Date: 01/01/2014 End Date: 07/29/2014

Search Clear

REMITTANCE ADVICE PAYMENT AMOUNT RESULTS

Payment Date	RA Number	Payment Amount	Payment Type
04/11/2014	0001	$9,996.04	EFT
03/28/2014	0001	$1,347.68	EFT
03/14/2014	0001	$5,916.68	EFT
02/28/2014	0001	$6,599.28	EFT

For a Remittance Advice Payment Account Inquiry, select the NPI, Provider Type and Taxonomy and hit search.

Then enter the start and end dates of your search.

Information is blocked for privacy.

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Basic Information for Providers

Billing Rhode Island Medicaid Program

Electronic billing is always the preferred method of claim submission. When necessary, RI Medicaid does accept UB-04, CMS-1500, and the ADA 2012 standardized claim forms. Medicaid also utilizes its proprietary Waiver/Rehab claim form.

If circumstance requires the need for paper claim submission, please mail your claims to:

Gainwell Technologies
PO Box 2010
Warwick, RI 02887-2010

Access the EOHHS website “Forms and Applications” section to print the Waiver/Rehab claim form and for claim instructions for all claim types.

Paper Claims vs. Electronic Claims

Electronic Claims

- Cost savings
- Faster turnaround time
- Free software
- No original signature required
- Quicker connections
- Quicker reimbursement (usually next scheduled financial cycle.

Paper Claims

- Higher costs (postage, forms)
- Longer reimbursement wait time
- Requires original signature
- Slower turnaround time due to manual data entry

For additional information about electronic claim submission and our free software, please visit the EOHHS website, click on the Providers and Partners tab, then Billing and Claims. On the right side of the page, select the Provider Electronic Solutions (PES) Software Link.

You may also contact the Electronic Data Interchange Coordinator via email at mary-jane.nardone@gainwelltechnologies.com

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Timely Filing

Important Timely Filing Information

In order for a claim to be processed for adjudication, the Medicaid claim must:

- Be received within 12 months of the date of service (DOS) for services, or
- If the claim is over a year old, then within 90 days of the date of denial.

Any claim that does not meet these criteria will be denied for timely filing.

Adjustments to a paid claim, with a DOS over a year old, will be accepted up to 90 days from the remittance advice date for the original claim payment.

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Timely Filing – Third Party Payer

Claims over a year old, that involve a third party payer must be submitted:

- Within 90 days from the Explanation of Benefits (EOB) date from the other payer. The other insurance actual Explanation of Benefits must be attached to the claim.

Any claim with a DOS over 1 year old, received with a third party payer EOB date greater than the 90 days will be denied for timely filing.

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Timely Filing – Exception

The criteria for overriding the 12 month timely filing limit are:

- Retroactive recipient or provider eligibility (within 90 days of claim submission),
- Previous denial (other than timely filing, within 90 days of claim submission)

Provider computer printouts are not considered acceptable proof of timely filing.

Claims submitted for the DOS over 1 year must be submitted on paper to the appropriate Provider Representative and must include the necessary documentation.

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Provider Representatives

Each provider type is assigned a Provider Representative to assist with any extraordinary claim issues, unique policy questions, general provider education or to navigate the Medicaid Program.

A listing of Provider Representative is found on the EOHHS website by clicking Providers and Partners. From the General Information page, click on Provider Representatives on the right.

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Contact Information

Celine Johnson

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401-400-4229

Dental, Podiatry, Vision, Independent Labs, Certified Nurse Anesthesist, Community Health Workers (CHW),

Marlene Lamoureux

marlene.lamoureux@gainwelltechnologies.com
571-895-4938

LMW Health Care-Westerly, Prime Healthcare-Landmark, Prospect Charter Care-Roger Williams, Prospect Charter Care-St. Joseph's, South County, Independent Hospital Physician Group, Skilled Nursing, Durable Medical Equipment (DME), Nursing Homes, Eleanor Slater, FQHC, Hospice, ICF-MR, Audiologist, Indian Health, Severely Disabled Nursing Home Care, Personal Choice/Hab, Case Mgmt, Self-Directed Community Service, Personal Care/Homemaker, Meals on Wheels, Independent Provider

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Contact Information

Karen Murphy
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571-348-5933

Care New England Hospitals, Butler, Kent, Women & Infants, Care NE Hospital Based Physician Group, OOS Hospital & Physician Group, Lifespan Hospitals, Bradley, Miriam, Newport, Rhode Island, Lifespan Hospital Based Physician Groups, Physicians, Licensed Therapists, Physician Assistants, Dialysis Center, Free Standing Ambulance Surgical Ctr, RICLASS, Psychologists, Assisted Living, Nurse Practitioner, Case management, Children's Behavioral Health Group, LEA-Contracted Providers, Adult Day Care, Shared Living, Group Homes-Private, Day Habilitation, Waiver Case Manager-Other, Local Education Agency, Early Intervention, Substance Abuse Rehab, CMHC, Habilitation Group Home, BHDDH Behavioral Health Group, DCYF, Other Therapies/Hippotherapy, Lead Center, Home/Center Based Therapeutic Services, Cedar Family Center, Co-Located Services, BHDDH, PACE, Home Stabilization, Centers for Excellence, Peer Recovery Services, Emergency Behavioral Health Services..

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Contact Information

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571-895-6866

Pharmacy

Mary-Jane Nardone
mary-jane.nardone@gainwelltechnologies.com
571-895-4941

EDI Coordinator

Ambulance, Chiropractor, Physical Therapy.

Customer Service Help Desk
401-784-8100 or
Toll Free 1-800-964-6211

Monday through Friday
8:00 AM-5:00 PM

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Contact Information

Kelly Leighton
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571-348-5975

Provider Service Manager

Dorothy Pizzarelli
dorothy.pizzarelli@gainwelltechnologies.com
401-244-9564

Customer Service Supervisor

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Thank you

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