

Rhode Island Executive Office of Health and Human Services
Medicaid Program



RI Medicaid

Conflict Free Case Management

May, 2024
Version 1.0

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Revision History

Version	Date	Sections Revised	Reason for Revisions
1.0	May 2024	All Sections	Newly Created
1.1	September 2024	Service Limits	Updated billing guidelines

Table of Contents

Contents

Table of Contents	3
Introduction	4
Purpose of Coverage Policy	4
General Policy Requirements	4
Enrollment Guidelines	5
How to Enroll	5
Key Information Needed to Enroll	5
Trading Partner Enrollment	6
Member Eligibility	6
Billing Procedures	7
Requirement to Verify Eligibility	7
Claims Submission Formats	7
Procedure Codes and Rates	8
Service Limits	8
Payment for Services	8
Appendix	9
Contact Information	9
Additional Resources	9

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Introduction

Case Management services were previously performed within the Waiver program and in most part by the agency to which the client is associated. The new Case Management provider will provide conflict-free case management (CFCM) to Medicaid long-term services and supports (LTSS) beneficiaries who are participants in the State's home and community-based services (HCBS) programs. This initiative will establish a network of qualified CFCM entities with the capacity to serve approximately 11,000 RI HCBS participants who have a varying and changing array of LTSS needs.

Purpose of Coverage Policy

The purpose of this policy is to establish the rules of payment for services provided to individuals determined to be eligible for RI Medicaid. The [General Rules](#) for RI Medicaid along with this policy are to be used together to determine eligibility for services.

General Policy Requirements

The Rhode Island Medicaid Program will only reimburse providers for medically necessary services. The RI Medicaid conducts both pre-payment and post-payment reviews of services rendered to recipients. Determinations of medical necessity are made by the staff of the RI Medicaid Program, trained medical consultants, and independent State and private agencies under contract with the RI Medicaid.

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Enrollment Guidelines

Before a provider can begin seeing RI Medicaid members, an active provider enrollment with Medicaid is required.

CFCM providers can only enroll with RI Medicaid as a facility and will be required to obtain CFCM certification through EOHHS prior to submitting the RI Medicaid enrollment application.

How to Enroll

Enrollment is completed using the RI Medicaid Healthcare Portal (HCP). To access the RI Medicaid Portal, the following link should be utilized: <https://www.riproviderportal.org>.

The [RI Medicaid Provider Enrollment user guide](#) can be found on the portal home page.

Key Information Needed to Enroll

- NPI-providers will need to obtain a new NPI to enroll. Agencies can apply for a new NPI on the NPPES site: [NPPES \(hhs.gov\)](https://www.nppes.gov)
- Address Information including Postal code +4
- Taxonomy code 251B00000X
- Tax ID -EIN
- [CFCM certification](#)
- Completed W-9, including signature.
- Additional Federally Required Disclosures
- Provider Enrollment type will be Facility and Provider type will be Conflict Free Case Management.

CFCM services will be out of plan, therefore clients enrolled in Managed Care arrangements will receive this Fee-for-Service.

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Trading Partner Enrollment

To submit RI Medicaid claims electronically, it is necessary to be enrolled as a Trading Partner. Providers will need to apply for a Trading partner number via the [Healthcare Portal](#) (HCP) following enrollment or add their new CFCM NPI to their existing Trading partner account.

Please visit the HCP page on the EOHHS website for more information on:

- Enrolling as a Trading Partner
- Registering a Trading Partner
- How to use the HCP

Member Eligibility

- Members will have base Rhode Island Medicaid Eligibility
- The Benefit plan detail will list member enrollment in Conflict-Free Case Management.

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Billing Procedures

Requirement to Verify Eligibility

Member eligibility can be verified by accessing the Eligibility tab on HCP and entering the member's social security number or Medicaid ID number. Providers can also call the Gainwell Customer Service Help Desk at 401-784-8100 or Toll Free 1-800-964- 6211 for in-state toll calls and border communities. The provider will be required to have the beneficiary's name, date of birth and social security number.

Timely Filing Guidelines

The Rhode Island Executive Office of Health and Human Services has a claim submission restriction of **twelve (12)** months from the date the service was provided to Medicaid recipients.

RI Medicaid must receive a claim for services for Medicaid clients within 12 months of the date of service to process claims for adjudication.

Claims Submission Formats

When submitting claims to Medicaid directly (that is, for a patient who is eligible for Medicaid but not enrolled in an MCO at the time of service), providers have a choice of using the 837 Professional Electronic Claim transaction or CMS 1500 Paper Claim Form (version 02/2012).

To submit claims electronically, providers have access to the free [Provider Electronic Solutions](#) (PES) software. The software along with written instructions for download and setup can be found on the EOHHS website. Providers may also use their own claims billing software or submit claims through a clearing house.

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Procedure Codes and Rates

- G9012-this procedure code will allow 1 unit.
- Procedure code G9012 **must be billed** with either one of the following modifiers.
 - **HC**-Adult Program, Geriatric
 - **HI**-Integrated Mental Health and Intellectual Disability
- Partial monthly billing is allowed and modifier 52 will reduce the rate to 50%.

Procedure code/modifier	Rate
G9012 HC	\$170.87
G9012 HC 52	\$ 85.44
G9012 HI	\$170.87
G9012 HI 52	\$85.44

Service Limits

The following are the general limits when billing:

- Billing should be submitted during a calendar month, for e.g., Jan1-Jan 31
- Only 1 unit for a full month can be billed during a calendar month. Referrals received between the 1st-15th of the month will count as full month billing.
- For partial month billing, the CFCM provider must receive a referral between the 16th and 30th of the month and must include modifier 52 on the claim to indicate partial month billing.

Payment for Services

Payment for services is made by EFT (electronic funds transfer) only. Providers will submit EFT information during the enrollment process.

Payment frequency is determined by the State Fiscal Year (SFY) Claims Payment and Processing Schedule. The schedule can be found [here](#) on the EOHHS website.

**Rhode Island Executive Office of Health and Human Services
Medicaid Program**

Appendix

Access to the RI Medicaid Healthcare Portal (HCP) <https://www.riproviderportal.org>.

Access to Certification standards for CFCM providers and the Certification application [Conflict-Free Case Management | Executive Office of Health and Human Services \(ri.gov\)](#)

The Healthcare Portal Resource Page can be accessed using the following link:
<http://www.eohhs.ri.gov/ProvidersPartners/HealthcarePortal.aspx>.

State Fiscal Year (SFY) Claims Payment and Processing Schedule
<https://eohhs.ri.gov/providers-partners/billing-and-claims/payment-and-processing-schedule>

Executive Office of Health and Human Services: <https://eohhs.ri.gov/>

Contact Information

Provider Services: riproviderservices@gainwelltechnologies.com

Provider Enrollment: rienrollment@gainwelltechnologies.com

Customer Service Help Desk: 401-784-8100 (Local); 1-800-964-6211 (Toll Free)
Available Monday through Friday 8:00 A.M -5:00 P.M. (EST)

EOHHS: ohhs.ltssnwd@ohhs.ri.gov

Additional Resources

Electronic Data Interchange
[RI Medicaid Program HIPAA 5010 | Executive Office of Health and Human Services](#)

CMS 1500 Claim Form Example
https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500_form_1.pdf

Instructions to complete CMS 1500 Claim Form
https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2021-03/cms1500_directions_1.pdf