

**RI Medicaid**

# **Provider Enrollment and Billing for Doula Services**

June 2022

# Agenda

- Getting Started
- Completing an Application for Enrollment
- Disclosure Questions
- Agreement Screen
- Signing your Application
- Uploading Required Documents and Submitting Application
- Pausing an Application to complete later
- Resuming an Application
- Checking your Application Status
- Billing for Doula Services

# Getting Started

- Before completing the Medicaid Enrollment Application, Doulas will need to obtain a National Provider Identifier (NPI) from the Centers for Medicare and Medicaid (CMS)
  - NPI's can be obtained from the [NPPES](#) site.
  - You will be required to pick a taxonomy (specialty). Please chose:
    - The Doula Taxonomy is 374J00000X – Doula: Nursing Service-Related Providers
- Provider enrollment for the RI Medicaid Program is completed electronically through the Enrollment Portal, in the [Healthcare Portal](#).
- Detailed instructions for completing the electronic application are accessible on the homepage of the [Healthcare Portal](#).
- These slides cover the basics of completing the electronic application.

# Begin Enrollment Process

<https://www.riproviderportal.org>

Home

Wednesday 09/02/2015 11:47 AM EST

**Login** ?

\*User ID

**Log In**

[Forgot User ID?](#)  
[Register Now](#)  
[Where do I enter my password?](#)

**Protect Your Privacy!**  
Always log off and close all of your browser windows

**Would you like to enroll as a Provider?**

[Provider Enrollment](#)

**Would you like to enroll as a Trading Partner?**

[Click here to Enroll](#)

## What can you do in the RI Medicaid Health Care Portal

Through this secure and easy to use internet portal:

- Healthcare providers and Billing Agents can **enroll as a Trading Partner** with RI Medicaid.
- Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services including the Electronic Health Record (EHR) Incentive Program - **MAPIR** - utilizing their Trading Partner ID as their User ID.



[Provider Enrollment User Guide](#)

[Trading Partner Enrollment User Guide](#)

[Trading Partner Agreement](#)

[Website Requirements](#)

[Rhode Island Medicaid Providers](#)

Click here  
for Provider  
Enrollment

More information found in  
User Guide

# Access the Application

Select  
Enrollment  
Application

[Home](#) > Provider Enrollment

Wednesday 09/02/2015 11:46

## Provider Enrollment

### [Enrollment Application](#)

Initiate a new provider enrollment application.

### [Resume Enrollment](#)

Resume an existing enrollment application that has not been submitted.

### [Enrollment Status](#)

Check the current status of an enrollment application.

## Customer Links

### [National Plan & Provider Numeration System](#)

Apply or Verify your National Provider Identifier (NPI).

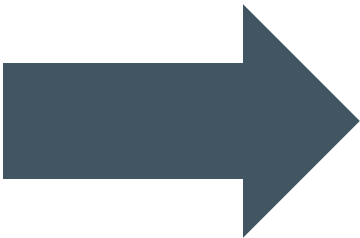
### [Trading Partner Enrollment](#)


Enroll as a Trading Partner in the Healthcare Portal.



# Welcome Screen

This screen is the starting point. On each of the following screens, you must complete the required information. You cannot advance to the next screen without completing the current one. You can go back by using the menu on the left. Review the list of items you will need to complete the process.





Contact Us | Login

Rhode Island Executive Office of Health and Human Services  
Medicaid

Home

Home > Provider Enrollment > Enrollment Application

Friday 04/17/2015 04:19 PM EST

Provider Enrollment: Welcome

?

Welcome

Request Information

Specialties

Provider Identification

Addresses

Languages

Other Information

Disclosures

Agreement

Summary

Welcome to the Rhode Island Medical Assistance Online Provider Enrollment Process

Your suspended application will be presented within the subsequent pages of the enrollment application. Within each page, the data will be presented for review and updates should be applied as appropriate. You will be prompted to navigate through each page and submit "Continue" regardless of the need for any updates. This will validate the application for accuracy prior to submission.

You will need the following information to complete your enrollment request:

National Provider Identifier

Address Information including Postal Code + 4

Taxonomy Codes

Tax ID - either EIN or SSN

License Number

Completed, including signature, W-9 as an attachment

Additional Federally Required Disclosures, as an attachment, if applicable

Please click the "Continue" button to start the enrollment application.

Continue

Cancel

R4.2

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# Provider Enrollment – Request Information Screen

- **Type of Provider Enrollment** – Select either
  - RI Medicaid Provider – Billing Claims Directly to RI Medicaid or
  - MCO & RI Medicaid Provider – Billing Claims Directly to RI Medicaid and through an MCO
- **Provider Enrollment Type** – Select the type of enrollment as **Individual or Group**
- **Provider Type** – Select provider type Doula Services (provider type 119) from the list.
- **Requesting Enrollment Effective Date** – Enter Today's Date
- **Contact information** - should be completed with the primary contact information for the provider.
- Select **Continue or Finish Later**.

The screenshot shows the 'Provider Enrollment: Request Information' screen. At the top, there is a header with the Rhode Island Executive Office of Health and Human Services logo and the text 'Rhode Island Executive Office of Health and Human Services Medicaid'. Below the header, there is a navigation bar with 'Home' and a breadcrumb trail: 'Home > Provider Enrollment > Enrollment Request Information'. The date and time 'Thursday 01/27/2022 01:13 PM EST' are displayed in the top right corner. The main content area is titled 'Provider Enrollment: Request Information' and contains a sidebar with a table of contents: 'Welcome', 'Request Information', 'Specialties', 'Provider Identification', 'Addresses', 'Languages', 'Other Information', 'Disclosures', 'Agreement', and 'Summary'. The 'Request Information' section is active and displays instructions: 'You are initiating a new Enrollment application. Below is the initial enrollment screen. Complete the fields on each screen and select the Continue button to move forward to each page. All mandatory data is required to "Finish Later". The contact person will potentially be contacted to answer any questions regarding the information provided in this enrollment application. Hospitals and Agencies should choose a Provider Enrollment Type of Facility. Health Plans should choose a Provider Enrollment Type of Atypical.' Below the instructions, there is a section for 'Type of Provider Enrollment' with a radio button selection for 'RI Medicaid Provider - Billing Claims Directly to RI Medicaid', 'MCO (Managed Care Organization) Provider - Providing services to RI Medicaid recipients; billing claims through an MCO.', and 'MCO & RI Medicaid Provider - Billing Claims Directly to RI Medicaid and through an MCO.'. The 'Initial Enrollment Information' section contains fields for 'Provider Enrollment Type', 'Provider Type', and 'Requesting Enrollment Effective Date' (set to 01/27/2022). The 'Contact Information' section contains fields for 'Contact Name', 'Contact Phone' (with an extension field), 'Contact Email', 'Confirm Email', and 'Preferred Method of Communication' (set to Email). At the bottom right, there are three buttons: 'Continue', 'Finish Later', and 'Cancel'. The footer contains the text 'R4.4.02' and '© 2022 Gainwell Technologies. All rights reserved. | Privacy Notice'.

# Enrollment Specialties

- **Specialty** – Select specialty Other
- **Effective Date** – Enter Today's Date
- **End Date** – leave blank
- **Taxonomy Code** – Enter the taxonomy from your NPI letter. The Doula Taxonomy is 374J00000X – Doula: Nursing Service-Related Providers
- **Primary** – Select the checkbox if this specialty is the primary specialty.
- Click **Add** to add the specialty.
- Select continue or finish later to move to next screen.

Rhode Island Executive Office of Health and Human Services  
Medicaid

Home

Home > Provider Enrollment > Enrollment Specialties Friday 11/04/2011 11:08 AM EST

### Provider Enrollment: Specialties

[Welcome](#) [Request Information](#) **Specialties**

The provider type is established on the Request Information screen. All subsequent specialties available for the selected provider type can be added on this screen. Only one specialty can be designated as the primary specialty. The taxonomy code is required for each specialty. If your taxonomy does not display in the drop down list, contact our Provider Enrollment Dept. at (401) 784-8100 for local and long distance calls or 800-954-5211 for in-state toll calls.

\* Indicates a required field.  
☑ Indicates a primary record.

Click "+" to view or update the details in a row. Click "-" to collapse the row. Click "Remove" link to remove the entire row.

Specialty	Taxonomy Code	Effective Date	End Date	Action
Click to collapse.				
<b>Type</b> Dentist				
*Effective Date <input type="text"/>		*Specialty <input type="text"/>		
*Taxonomy Code <input type="text"/>		End Date <input type="text"/>		
		Primary <input checked="" type="checkbox"/>		
<input type="button" value="Add"/> <input type="button" value="Reset"/>				

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# Provider Identification – Legal Name

[Home](#) > [Provider Enrollment](#) > Enrollment Provider Identification

Friday 03/18/2016 08:49 AM EST

Provider Enrollment: Provider Identification ?	
<a href="#">Welcome</a>	* Indicates a required field.
<a href="#">Request Information</a>	<b>Provider Legal Name</b>
<a href="#">Specialties</a>	The provider legal name and information is provided once for each enrollment. Ownership Information is required.
<b>Provider Identification</b>	* <b>Provider Legal Name</b> <input type="text"/>
Addresses	* <b>Ownership</b> <input type="text" value="v"/>
Languages	<b>Business Name</b> <input type="text"/>
Banking Information	<b>Provider Identification Numbers</b>
Other Information	The provider identification numbers listed below are additional identifiers for the enrolling providers. Not all fields are required.
Disclosures	* <b>Tax ID</b> <input type="text"/> * <b>Tax ID Type</b> <input checked="" type="radio"/> EIN <input type="radio"/> SSN
Agreement	* <b>Effective Date</b> <input type="text"/> <input type="text"/> <b>End Date</b> <input type="text"/> <input type="text"/> * <b>Fiscal End Date</b> <input type="text" value="v"/>
Summary	* <b>NPI</b> <input type="text"/>
	<b>License #</b> <input type="text"/> <b>Expiration Date</b> <input type="text"/> <input type="text"/>
	<b>Medicare #</b> <input type="text"/>
	<b>DEA #</b> <input type="text"/>
	<b>CLIA #</b> <input type="text"/>
	<b>Supplemental NPI</b> <input type="text"/>
	<b>Supplemental Taxonomy</b> <input type="text"/>
	<input type="button" value="Continue"/> <input type="button" value="Finish Later"/> <input type="button" value="Cancel"/>

- Enter the provider's **legal name** information.
- **Ownership** – Select the type of ownership as Corporation, Trust/Estate, or Government/Nonprofit Corporation, Individual, Legal Services Corporation, Medical Services Corporation, or Partnership.
- **Business Name** – Enter the business name.

# Provider Identification – ID Numbers

[Home](#) > [Provider Enrollment](#) > Enrollment Provider Identification

Friday 03/18/2016 08:49 AM EST

Provider Enrollment: Provider Identification	
<a href="#">Welcome</a>	* Indicates a required field.
<a href="#">Request Information</a>	<b>Provider Legal Name</b>
<a href="#">Specialties</a>	The provider legal name and information is provided once for each enrollment. Ownership Information is required.
<b>Provider Identification</b>	* <b>Provider Legal Name</b> <input type="text"/>
Addresses	* <b>Ownership</b> <input type="text"/>
Languages	<b>Business Name</b> <input type="text"/>
Banking Information	<b>Provider Identification Numbers</b>
Other Information	The provider identification numbers listed below are additional identifiers for the enrolling providers. Not all fields are required.
Disclosures	* <b>Tax ID</b> <input type="text"/> * <b>Tax ID Type</b> <input checked="" type="radio"/> EIN <input type="radio"/> SSN
Agreement	* <b>Effective Date</b> <input type="text"/> <input type="text"/> <b>End Date</b> <input type="text"/> <input type="text"/> * <b>Fiscal End Date</b> <input type="text"/>
Summary	* <b>NPI</b> <input type="text"/>
	<b>License #</b> <input type="text"/> <b>Expiration Date</b> <input type="text"/>
	<b>Medicare #</b> <input type="text"/>
	<b>DEA #</b> <input type="text"/>
	<b>CLIA #</b> <input type="text"/>
	<b>Supplemental NPI</b> <input type="text"/>
	<b>Supplemental Taxonomy</b> <input type="text"/>
	<input type="button" value="Continue"/> <input type="button" value="Finish Later"/> <input type="button" value="Cancel"/>

- **Tax ID** – Enter the provider’s tax ID. If the tax ID is the provider’s Social Security Number, enter the 9-digit number without the dashes (-).
- **Tax ID Type** – Select the tax ID type as Employer Identification Number (EIN) or Social Security Number (SSN).
- **Effective Date** – Enter or select the effective start date for the tax ID.
- **End Date** – Enter or select the end date for the tax ID.
- **Fiscal End Date** – Enter the first letter of the month or select the month the fiscal year ends.
- **NPI** – Enter the provider’s National Provider Identifier (NPI) number.
- **License #** - Enter the provider’s license number.
- **Expiration Date** – Enter or select the date the license expires.
- **Medicare #** - Enter the provider’s Medicare number.
- **DEA # , CLIA #, Supplemental NPI, and Supplemental Taxonomy** – Leave blank

# W-9

**Form W-9**  
Rev. 12/2015  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer Identification Number and Certification**

Give Form to the requester. Do not send to the IRS.

Name (as shown on your federal tax return)

Business name (do not check this box unless you are a sole proprietor or single-member LLC)

Check appropriate box for federal tax classification:  
☒ Individual proprietor ☐ S Corporation ☐ Partnership ☐ Trust/estate  
☐ Limited liability company: Enter the tax classification (S-C corporation, S-1 corporation, Partnership) ☐ Exempt person  
☐ Other tax classification

Address (street, street and apt. or suite no.)  
 123 Main Street  
 City, state, and ZIP code  
 Oakwood, AL 36000

Requester's name and address (optional)  
 456 Main Street  
 City, state, and ZIP code  
 Oakwood, AL 36000

Enter your TIN in the appropriate box. The TIN provided must match the name given on this form. Use to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN on page 3.

**Part I Taxpayer Identification Number (TIN)**

SSN: 1 2 3 - 4 5 6 - 7 8 9

EIN: 1 - 2 3 4 5 6 7 8

Note: If the provider is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

ALL providers must upload a new signed W-9 at the end of the revalidation process.

The business name entered on the W-9 **must match** the provider's legal name.

# Addresses

- **Address Type** – Select the provider's address type as Billing Service, Mail To, Pay To, or Service Location.
- **Primary Address** – Select the checkbox if this is the provider's primary address.
  - Service Location must be checked as the primary address.
- **Location Name** – Enter the address' location name.
- **Location Code** – Select the address' location code as In State, Border, or Out of State.
- **Address** – Enter the address.
- **Town Code** – Select the address' town code.
- **City** – Enter the city name.
- **County** – Select the county.
- **State** – Select the state where the address is located.
- **Zip Code** – Enter the address' zip code.
- **Phone and Ext** – Select the phone number type as Phone, Fax, TeleTypewriter, or Telephone Device for Deaf; enter the phone number, and extension. **Mandatory**

**Provider Addresses**

The provider addresses identify each location where a provider renders services, as well as locations that are used for mail, billing, and payment. Multiple addresses can be added, regardless of the type selected. At least one Service Location and Phone Number is required. To look up your 4 digit zip code extension please go to <http://zip4.usps.com/zip4/welcome.jsp>. For the Location Code field, if you are an out of state provider, please check this [link](#) to determine if you are in a Bordering Community. Click "+" to view or update the details in a row. Click "-" to collapse the row. Click "Remove" link to remove the entire row.

	Location Name	Type	Address	City	State	Action
<input type="checkbox"/>	Click to collapse.					
	<div> <div> <b>*Address Type</b> <input type="text"/> </div> <div> <b>Location Name</b> <input type="text"/> </div> <div> <b>*Address</b> <input type="text"/> </div> <div> <b>*Town Code</b> <input type="text"/> </div> <div> <b>*City</b> <input type="text"/> </div> <div> <b>*State</b> <input type="text"/> </div> <div> <b>Phone</b> <input type="text"/> <input type="text"/> <b>Ext</b> <input type="text"/> </div> </div> <div> <div> <b>Primary Address</b> <input type="checkbox"/> </div> <div> <b>*Location Code</b> <input type="text"/> </div> <div> <b>*County</b> <input type="text"/> </div> <div> <b>*Zip Code</b> <input type="text"/> </div> <div> <b>Phone</b> <input type="text"/> <input type="text"/> <b>Ext</b> <input type="text"/> </div> </div>					

# Service Addresses

If the address selected was a Service Location, enter the service address information:

- **Accepting New Patients** – Select the checkbox if this service address is accepting new patients.
- **ADA Compliant** – Select the checkbox if this service address complies with the Americans with Disabilities Act (ADA).
- **Age Restrictions** – Select the checkbox if this service address has patient age restrictions.
- **Other Restrictions** – Select the checkbox if this service address has other restrictions and enter the restriction.
- **Facility Administrator Last Name, First Name, and License #** - Enter the facility administrator's last name, first name, and license number.
- **Medical Administrator Last Name, First Name, and License #** - Enter the medical administrator's last name, first name, and license number.
- **TDD Capability, Phone, and Ext** – Select the checkbox if the service address has telecommunication devices for the deaf (TDD), and enter the TDD's phone number and extension.
- **TTY Capability, Phone, and Ext** – Select the checkbox if the service address has a teletypewriter (TTY), and enter the TTY's phone number and extension.
- Click **Add** to add the address.

If you have more addresses to add, click + to add another service address.

Service Address Information

If 'Address Type' is changed from 'Service', the service information below will be lost upon Add or Save of address.

Accepting New Patients

Age Restrictions

Facility Administrator Last Name

Medical Administrator Last Name

TDD Capability

TTY Capability

ADA Compliant

Other Restrictions

First Name

First Name

Phone

Phone

Ext

Ext

License #

License #

Add

Reset

Continue

Finish Later

Cancel

# Languages

**Provider Enrollment: Languages**

[Welcome](#)  
[Request Information](#)  
[Specialties](#)  
[Provider Identification](#)  
[Addresses](#)  
**Languages**  
[Banking Information](#)  
[Other Information](#)  
[Disclosures](#)  
[Agreement](#)  
[Summary](#)

Providers that have the ability to interpret multiple languages should select the appropriate ones below.  
Click the **Remove** link to remove the row.

Language	Action
Click to collapse.	
*Language	
<a href="#">Add</a>	

[Continue](#) [Finish Later](#) [Cancel](#)

Providers that have the ability to interpret multiple languages should select the appropriate languages from the list.  
Select the **Add** button after each language.  
When finished, select continue.

# Banking Information

Bank and Bank Account Information

\*ABA Routing Number

\*Account Number

\*Account Type

\*EFT Start Date  EFT End Date

[Continue](#) [Finish Later](#) [Cancel](#)

All providers must enroll in EFT for payment.

- Enter the routing number for your bank.
- Enter the account number.
- Select the account type.
- Select today's date on the calendar or enter today's date.
- End date not required.

\*Account Type

\*EFT Start Date

September, 2015

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

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Today: September 2, 2015

# Other Information – Group or Facility

Additional information is provided for each enrollment, for group/facility and individual providers.

## Certification Information

\*Certification

\*Effective Date

End Date

## Facility Providers

Number of Licensed Beds

Number of Swing Beds

Continue

Finish Later

Cancel

Complete all information on this screen.

Items marked with (\*) must have an answer selected.

If Not Applicable was selected, today's date should be entered for Effective Date.

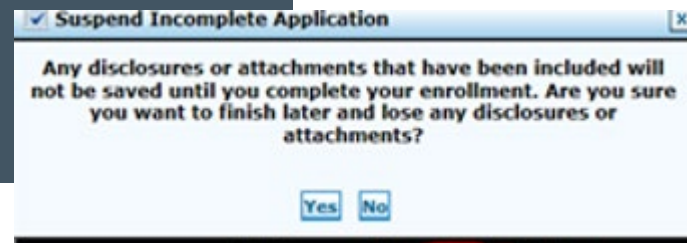


# Disclosures

## IMPORTANT

Disclosures must be completed all at once. If you save your application, all prior work will be saved **EXCEPT** disclosures.

These must be completed when you are ready to submit.

A screenshot of a "Rhode Island Medicaid Disclosure Questions" form. At the top left is the logo for the "EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES" for the "STATE OF RHODE ISLAND". The title "Rhode Island Medicaid Disclosure Questions" is prominently displayed. In the top right corner, there is a green rectangular box with the "Hewlett Packard Enterprise" logo. Below the title, a grey header bar contains the text "ALL PROVIDERS". The main section is titled "1. Programs – Please check all other programs that you want to participate in, in addition to Medicaid:". It lists three options with checkboxes: "☐ Behavioral Health, Developmental Disabilities, and Hospitals CNOM", "☐ Community Medication Assistance Program (CMAP)", and "☐ Dept. of Corrections".

# Disclosures

Answer Yes or No to each question.  
If you answer Yes, answer any additional questions and enter an explanation. If the answer is Not Applicable, enter NA without a slash (/).

Remember, if you do not complete and confirm the application, the disclosure question responses will be lost.

*The next few slides highlight a few of the disclosure questions.*



The image shows a document titled "Rhode Island Medicaid Disclosure Questions" with the "EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES" logo. It includes a section for "ALL PROVIDERS" and a list of programs to check for participation. The Hewlett Packard Enterprise logo is also visible in the bottom right corner.

**EXECUTIVE OFFICE OF  
HEALTH & HUMAN  
SERVICES**

**Rhode Island Medicaid Disclosure Questions**

**ALL PROVIDERS**

1. Programs – Please check all other programs that you want to participate in, in addition to Medicaid:

- ☐ Behavioral Health, Developmental Disabilities, and Hospitals CNOM
- ☐ Community Medication Assistance Program (CMAP)
- ☐ Dept. of Corrections

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# Disclosure Question 12

4. **\*Is there an Owner/Administrator, Agent of the Provider, Managing Employee or Officer for the Corporation?**

☒ Yes ☐ No

**\*a. Name:**

**\*b. Title:**

**\*c. Legal entity or home address:**

**\*d. Social Security Number or Employer Identification Number**

**\*e. Date of Birth** ⓘ



Important:  
Question requires the owner/administrator's  
name, title, and **home address**.

Also, the **Social Security number** and **date of birth** of the owner must be listed.

## Disclosure Question #11

12. List any outstanding balance owed to the RI Executive Office of Health and Human Services Medicaid Program by a previous provider.

\_\_\_\_\_

If the answer is no outstanding balance, enter 0.  
Do not enter decimals or dollar signs.

# Agreement Screen – Supporting Documents

The Agreement screen enables you to submit supporting documents as attachments to your application.

Use the browse button to find the file, and then upload to your application.

Documents can be loaded in the following formats:  
.jpg or.pdf

Files larger than 2MB should be faxed to 401-784-3892.

## Instructions

The terms of enrollment are stated below. You must accept these terms in order to submit the enrollment application. Failure to accept these terms means that no enrollment application is retained or submitted.

Access the summary of enrollment [link](#) to review all data that has been entered into the enrollment application. Changes can be made to the existing application by navigating back to the appropriate screen using the links in the table of contents. Once changes are made, the enrollment application can be reviewed again.

The enrollment application terms must be accepted in order to submit the application for approval.

Once the application is submitted and confirmed, a tracking number will be assigned and a cover sheet can be printed for submission with all hard copy materials to the enrollment office.

## Supporting Documentation

The following actions need to be taken to complete the enrollment process. If you need to submit attachments, please follow the instructions in the Attachments panel below.

**Submit as Attachment:** [W-9](#)

**Submit as Attachment:** Additional Federally Required Disclosures [excel](#) [pdf](#) Please complete if you checked Yes to question 10 on the Disclosures page.

**Submit as Attachment:** License for out of state providers only

**Submit as Attachment:** Approval Letter from DCYF if you are applying as a Licensed Mental Health Counselor

## Attachments

To add an attachment, browse and select the attachment, then select Add.

Click '+' to view or update the details of a row. Click '-' to collapse the row. Click the Remove link to remove the entire row.

	Attachment	Action
	Click to collapse.	
	<b>*Upload File</b> <input type="text"/>	<input type="button" value="Browse..."/>
	<input type="button" value="Add"/>	

# Signing your Application

Please note that the Acceptance checkbox in the Terms of Agreement section at the bottom of the page will remain disabled until the Provider Agreement and Addendum have been read.

Read and Print: [Provider Agreement](#)

Read and Print: [Provider Addendum I Glossary](#)

Read and Print: [Exclusion Letter](#)



You will be submitting the Provider Enrollment application electronically. By submitting this application, you acknowledge that you have read and agree to the policies of the Provider Agreement and Provider Addendum I Glossary for all Programs to which you are applying. Therefore, your signature indicates that you have legal authority to submit this application and understand that your electronic signature is binding to the same extent as your written signature.

\*I accept ☐ I understand that my electronic signature is equivalent to written signature. The electronic signature should be my legal name (first and last name).

\*Your Signature

Title

Agreement Date 09/02/2015

You are unable to sign your document until you open and read each of the document links in blue: Provider Agreement, Provider Addendum and Exclusion Letter. Once you open each, the “I accept” box can be checked and the signature section will open.

Please note that the Acceptance checkbox in the Terms of Agreement section at the bottom of the page will remain disabled until the Provider Agreement and Addendum have been read.

Read and Print: [Provider Agreement](#) ✓

Read and Print: [Provider Addendum I Glossary](#) ✓

Read and Print: [Exclusion Letter](#) ✓

You will be submitting the Provider Enrollment application electronically. By submitting this application, you acknowledge that you have read and agree to the policies of the Provider Agreement and Provider Addendum I Glossary for all Programs to which you are applying. Therefore, your signature indicates that you have legal authority to submit this application and understand that your electronic signature is binding to the same extent as your written signature.

\*I accept ☒ I understand that my electronic signature is equivalent to written signature. The electronic signature should be my legal name (first and last name).

\*Your Signature

Title

Agreement Date 09/02/2015

# Provider Agreements

Read and Print: [Provider Agreement](#)

Read and Print: [Provider Addendum / Glossary](#)

Read and Print: [Exclusion Letter](#)

It is not necessary to sign and fax these documents. Signing the application electronically also signs these three documents.

# Completing Application

You will be submitting the Provider Enrollment application electronically. By submitting this application, you acknowledge that you have read and agree to the policies of the Provider Agreement and Provider Addendum I Glossary for all Programs to which you are applying. Therefore, your signature indicates that you have legal authority to submit this application and understand that your electronic signature is binding to the same extent as your written signature.

\*I accept ☐ I understand that my electronic signature is equivalent to written signature and my electronic signature should be my legal name (first and last name)

\*Your Signature

Title

Agreement Date 12/01/2011



After checking the “I Accept” box and entering your name and title, you have three choices:  
Submit....Finish Later.....Cancel

- Submit – Brings you to your Summary Page. **You must confirm** the information on the Summary to complete application process
- Finish Later – Saves the information **EXCLUDING** Disclosure information
- Cancel – Erases all entered information



# Summary Page

<a href="#">Welcome</a>
<a href="#">Request Information</a>
<a href="#">Specialties</a>
<a href="#">Provider Identification</a>
<a href="#">Addresses</a>
<a href="#">Languages</a>
<a href="#">Banking Information</a>
<a href="#">Other Information</a>
<b>Disclosures</b>
Agreement
Summary

Your summary page allows you to print and review all information.

If changes are needed, you must return to the appropriate page, by clicking on the correct section in the table of contents on the left side of the screen.

# Confirming Your Application

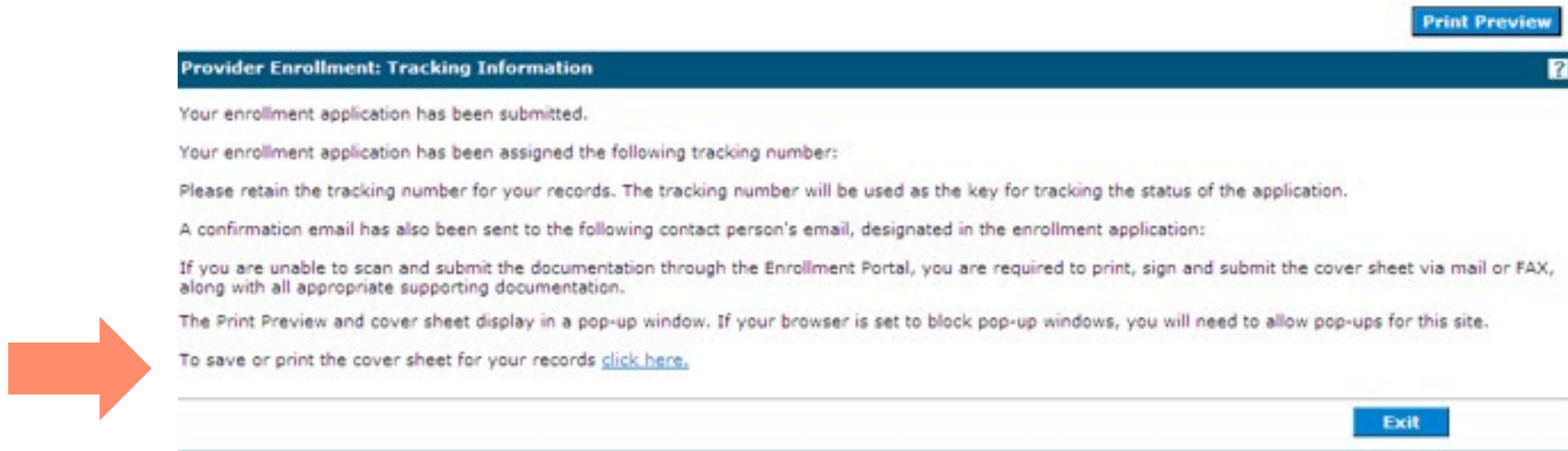


**IMPORTANT:**  
Your enrollment application **WILL NOT** be submitted for processing  
until you click the confirm button.

Instructions for Summary Page			
<p>If changes are required when viewing the Summary page, please select the appropriate link in the Table of Contents panel, navigate back to that page, and make changes. Note that if the Enrollment Type or Provider Type fields are modified on the Request Information page, that you will be required to navigate through the enrollment application wizard again and update all fields that are contingent upon these two fields.</p> <p>Once you have reviewed the contents of this application, select 'Confirm' to submit the enrollment for processing. Please print a copy of this summary for your records.</p>			
<a href="#">Print Preview</a>		<a href="#">Confirm</a>	<a href="#">Finish Later</a>
<a href="#">Cancel</a>			



# Tracking Information Page and Cover Sheet



**Provider Enrollment: Tracking Information** Print Preview

Your enrollment application has been submitted.

Your enrollment application has been assigned the following tracking number:

Please retain the tracking number for your records. The tracking number will be used as the key for tracking the status of the application.

A confirmation email has also been sent to the following contact person's email, designated in the enrollment application:

If you are unable to scan and submit the documentation through the Enrollment Portal, you are required to print, sign and submit the cover sheet via mail or FAX, along with all appropriate supporting documentation.

The Print Preview and cover sheet display in a pop-up window. If your browser is set to block pop-up windows, you will need to allow pop-ups for this site.

To save or print the cover sheet for your records [click here](#).

Exit

After selecting Confirm, you will receive a tracking number.  
Make note of this number.  
You are also able to print a cover sheet for your records,  
or to attach to items you must mail or fax.

# Printing the Cover Sheet

[Print](#)

**Provider Enrollment: Cover Sheet**

Date 2/21/2012

Tracking Number 37652-221-1458-915-3503

Henkel Packard Enterprise

Att: Provider Enrollment  
PO Box 2010  
Warwick, RI 02887-2010

Enrollment form for the following provider:

Listed below is the additional information necessary (if applicable) to successfully complete your enrollment as a Rhode Island Medical Assistance provider. The information listed below must be sent in order to complete your Provider Enrollment Application. Please check mark the items below that will be included with this cover sheet.

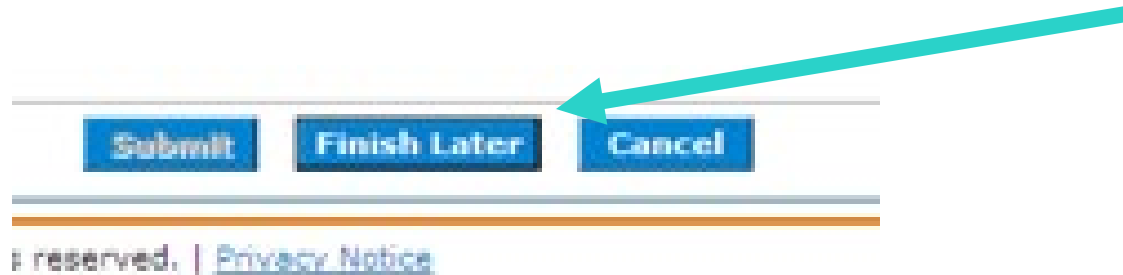
- ☐ Federal W-9 Form, required
- ☐ Additional Federally Required Disclosures, if applicable
- ☐ Copy of DCYF Letter, if applicable
- ☐ Copy of Principal Counselor Certificate, if applicable
- ☐ Copy of Out of State License, if applicable
- ☐ Copy of BHDDH License, if applicable

All of the documents that are checked above must be mailed to HP Enterprise Services (address listed above) or faxed to (401) 784-3892 with this document as a coversheet.

[Print](#) [Close](#)

Use the Print button to print a copy of the Cover Sheet.  
Select Close when completed.

# Finish Application Later



- Once you have started the provider enrollment application process, you can save the enrollment application and finish it later. You must finish the enrollment process within thirty days or your data will be lost. **Note: the responses to the disclosure questions will need to be re-entered when you resume your application.**
- On any screen, click **Finish Later**. The Suspend Incomplete Application dialog box appears.
  - REMINDER: Any disclosures or attachments that have been included will not be saved until you complete your enrollment.
- Click **Yes** to finish the enrollment application within the next thirty days. The Provider Enrollment: Credentials page appears.

# Credentials Page

[Home](#) > [Provider Enrollment](#) > Enrollment Credentials

Friday 11/04/2011 12:20 PM EST

**Provider Enrollment: Credentials** ?

Your enrollment application will be **suspended for 30 days**, pending completion. Upon expiration, you will need to reinitiate a new enrollment application.

Please provide the following information, which will be required to resume your application at a later date. Your password must be between 8 to 20 characters and must include upper and lower case letters as well as numbers. Please retain your created password as it cannot be reset by Rhode Island Medical Assistance. Your Tax ID is provided, if already contained within your provider enrollment application.

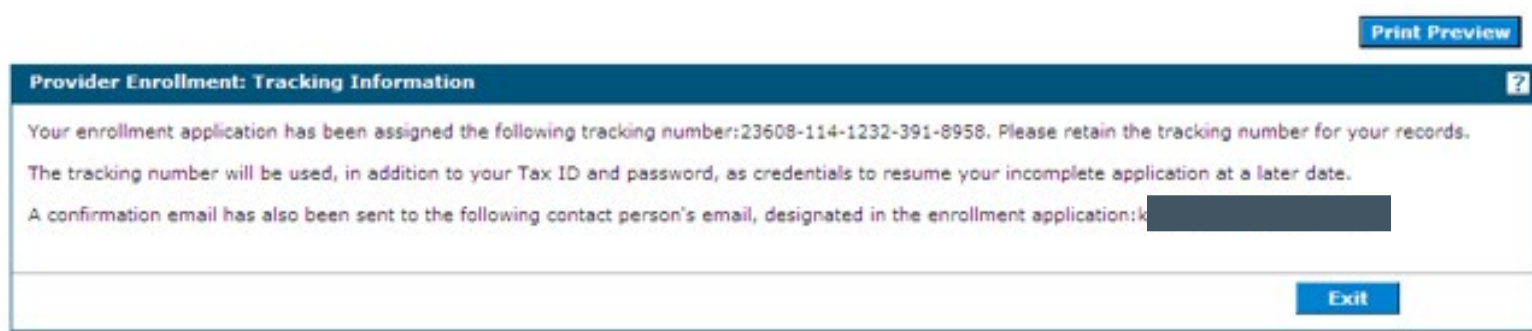
Once this information is entered and the Submit button is selected, a tracking number will be provided. The tracking number, along with the following information, will be used as your credentials to resume your suspended enrollment application.

\* Indicates a required field.

<b>Tax ID</b> 123467898	<b>*Password</b> <input type="password"/>
	<b>*Confirm Password</b> <input type="password"/>

- If you have entered your tax ID, it will appear on this screen. If not, enter it here.
- Enter a password. The password must contain 8 characters including upper and lower case letters as well as numbers. This will be the password you will use to resume your application.
- Select SUBMIT to submit the credentials.

# Tracking Information – Incomplete Application



The screenshot shows a web application window with a dark blue header bar containing the text "Provider Enrollment: Tracking Information" and a help icon. Below the header, the main content area has a light blue background and contains the following text: "Your enrollment application has been assigned the following tracking number:23608-114-1232-391-8958. Please retain the tracking number for your records. The tracking number will be used, in addition to your Tax ID and password, as credentials to resume your incomplete application at a later date. A confirmation email has also been sent to the following contact person's email, designated in the enrollment application:k [REDACTED]". At the bottom right of the window is a blue button labeled "Exit".

Print Preview

Provider Enrollment: Tracking Information ?

Your enrollment application has been assigned the following tracking number:23608-114-1232-391-8958. Please retain the tracking number for your records.

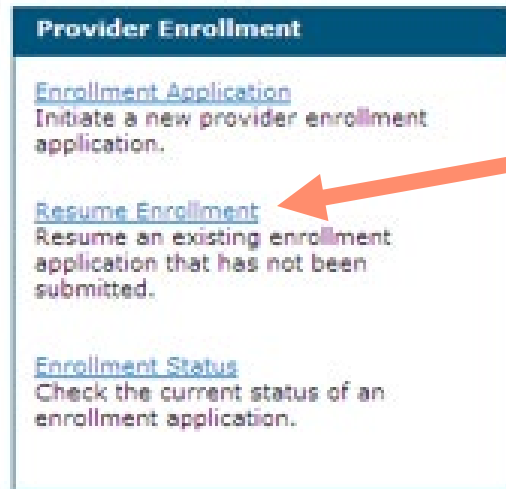
The tracking number will be used, in addition to your Tax ID and password, as credentials to resume your incomplete application at a later date.

A confirmation email has also been sent to the following contact person's email, designated in the enrollment application:k [REDACTED]

Exit

- You will receive a tracking number. Print or write this number in a secure place.
- This tracking number, with your password will allow you to resume your application.

# Resume Enrollment



**Provider Enrollment**

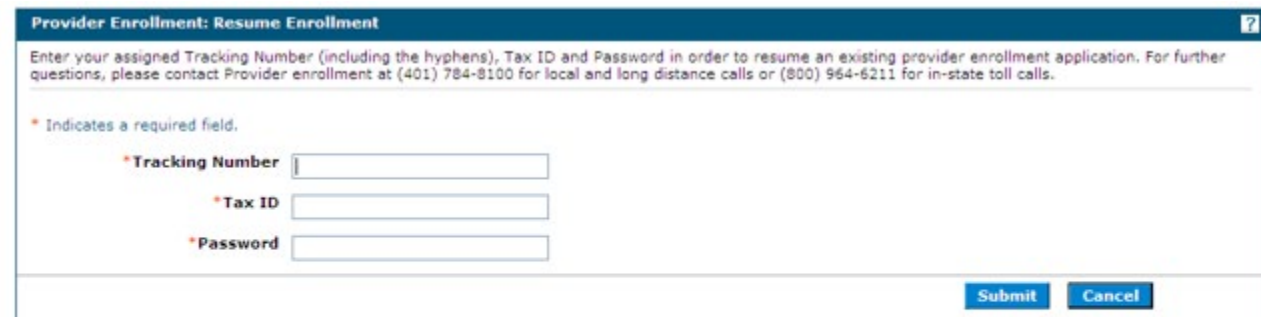
[Enrollment Application](#)  
Initiate a new provider enrollment application.

[Resume Enrollment](#)  
Resume an existing enrollment application that has not been submitted.

[Enrollment Status](#)  
Check the current status of an enrollment application.

To resume an application:

- Enter the Healthcare Portal by clicking on Provider Enrollment (see slide 4)
- **Select Resume Enrollment.**



**Provider Enrollment: Resume Enrollment** ?

Enter your assigned Tracking Number (including the hyphens), Tax ID and Password in order to resume an existing provider enrollment application. For further questions, please contact Provider enrollment at (401) 784-8100 for local and long distance calls or (800) 964-6211 for in-state toll calls.

\* Indicates a required field.

\*Tracking Number

\*Tax ID

\*Password

Enter the Tracking Number, Tax ID and Password to resume your application.  
**Reminder: Disclosure Question Responses are not saved on incomplete applications.**



# View Enrollment Status

**Provider Enrollment**

Enrollment Application  
Initiate a new provider enrollment application.

Resume Enrollment  
Resume an existing enrollment application that has not been submitted.

Enrollment Status  
Check the current status of an enrollment application.

To view enrollment status:

- Enter the Healthcare Portal by clicking on Provider Enrollment (see slide 4)
- **Select Enrollment Status.**

# View Enrollment Status

Provider Enrollment - Status

[Back to Home](#)

Enter your assigned Tracking Number (including the hyphens) and Tax ID to verify the current status of your enrollment application. For any further queries, please contact Provider Enrollment at (401) 784-8100 for local and long distance calls or (800) 964-6211 for in-state toll calls.

\* Indicates a required field.

\*Tracking Number

\*Tax ID Number

Search

Cancel

Provider Enrollment - Summary

Below is the status of your provider enrollment application. For any further queries, please contact Provider Enrollment at (401) 784-8100 for local and long distance calls or (800) 964-6211 for in-state toll calls.

Tracking Number
Date Submitted
Status
Status Date

- Enter your Tracking Number and Tax ID. Select Search.
- Any of the following statuses may appear:
  - **Approved** – The enrollment application has been approved for enrollment.
  - **Denied** – The enrollment application has been denied.
  - **Enrolled** – The enrollment application has been enrolled.
  - **Pending** – The enrollment application is waiting to be processed.
  - **Resubmit** – The enrollment application was incomplete, please resubmit

# Time Out!

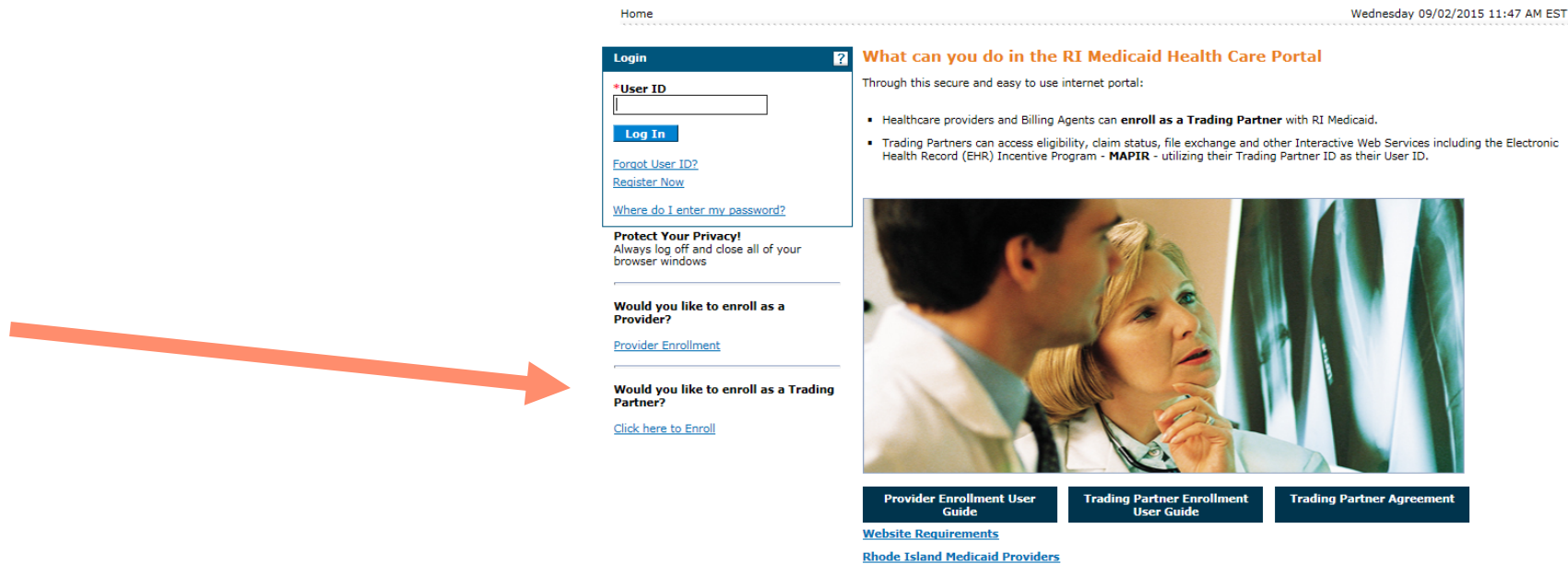
For security purposes, your session will time out after 30 minutes of inactivity. If you anticipate that your application will be idle for more than 30 minutes, save your work, exit, and enter the process again.

Remember: Your disclosure question responses WILL NOT be saved, so you need to allow time to complete these in their entirety and submit, or your responses will be lost.



# Next Steps

- After you receive confirmation that you are enrolled as a RI Medicaid provider, you must enroll as a Trading Partner in the Healthcare Portal. This allows you to exchange information electronically with RI Medicaid.
- From the Healthcare Portal homepage, select “Enroll as a Trading Partner” and complete the application.
- For additional help, review the [instruction guide](#) for enrolling.



The screenshot shows the RI Medicaid Health Care Portal homepage. At the top, there is a navigation bar with 'Home' on the left and the date 'Wednesday 09/02/2015 11:47 AM EST' on the right. The main content area is divided into two columns. The left column contains a 'Login' section with a 'User ID' input field, a 'Log In' button, and links for 'Forgot User ID?', 'Register Now', and 'Where do I enter my password?'. Below this is a 'Protect Your Privacy!' section with a warning to log off. At the bottom of the left column, there are two sections: 'Would you like to enroll as a Provider?' with a 'Provider Enrollment' link, and 'Would you like to enroll as a Trading Partner?' with a 'Click here to Enroll' link. An orange arrow points from the left towards the 'Click here to Enroll' link. The right column features a heading 'What can you do in the RI Medicaid Health Care Portal' followed by a paragraph and two bullet points. Below the text is a photograph of a man and a woman looking at a screen. At the bottom of the right column, there are three buttons: 'Provider Enrollment User Guide', 'Trading Partner Enrollment User Guide', and 'Trading Partner Agreement'. Below these buttons are two links: 'Website Requirements' and 'Rhode Island Medicaid Providers'.

Home Wednesday 09/02/2015 11:47 AM EST

**Login** ?

\*User ID  
[Input Field]

**Log In**

[Forgot User ID?](#)  
[Register Now](#)  
[Where do I enter my password?](#)

**Protect Your Privacy!**  
Always log off and close all of your browser windows


**Would you like to enroll as a Provider?**  
[Provider Enrollment](#)

**Would you like to enroll as a Trading Partner?**  
[Click here to Enroll](#)

**What can you do in the RI Medicaid Health Care Portal**

Through this secure and easy to use internet portal:

- Healthcare providers and Billing Agents can **enroll as a Trading Partner** with RI Medicaid.
- Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services including the Electronic Health Record (EHR) Incentive Program - **MAPIR** - utilizing their Trading Partner ID as their User ID.

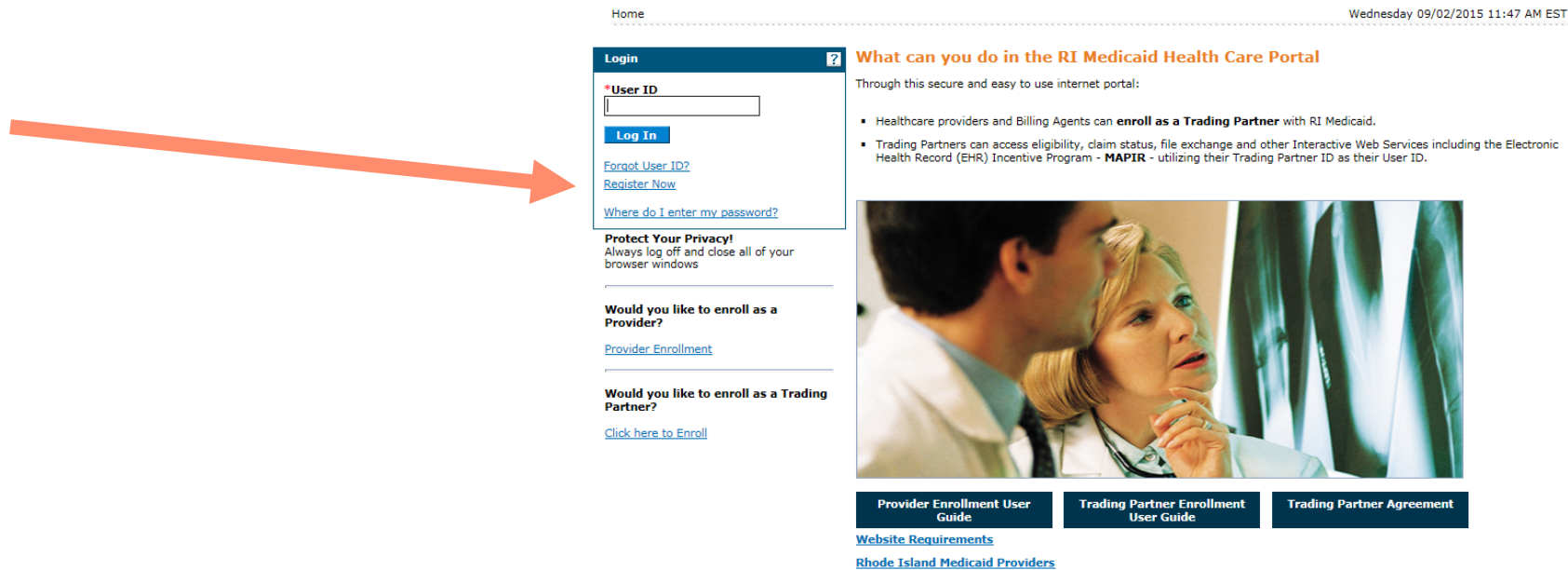


**Provider Enrollment User Guide** **Trading Partner Enrollment User Guide** **Trading Partner Agreement**

[Website Requirements](#)  
[Rhode Island Medicaid Providers](#)

# Next Steps

- Once you receive your Trading Partner number, you must register that Trading Partner number in the Healthcare Portal and set up your security credentials.
- From the Healthcare Portal homepage, select “Register Now” and complete the registration process.
- For additional help, review the [instruction guide](#) for registering.



The screenshot shows the Rhode Island Medicaid Health Care Portal homepage. At the top, there is a navigation bar with "Home" on the left and the date "Wednesday 09/02/2015 11:47 AM EST" on the right. The main content area is divided into two columns. The left column contains a "Login" section with a "User ID" input field, a "Log In" button, and links for "Forgot User ID?", "Register Now", and "Where do I enter my password?". Below this is a "Protect Your Privacy!" section with a warning to log off. Further down are sections for "Would you like to enroll as a Provider?" with a "Provider Enrollment" link, and "Would you like to enroll as a Trading Partner?" with a "Click here to Enroll" link. The right column features a heading "What can you do in the RI Medicaid Health Care Portal" followed by a description of the portal's security and a list of services: "Healthcare providers and Billing Agents can enroll as a Trading Partner with RI Medicaid." and "Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services including the Electronic Health Record (EHR) Incentive Program - MAPIR - utilizing their Trading Partner ID as their User ID." Below the text is a photograph of a man and a woman looking at a screen. At the bottom, there are three buttons: "Provider Enrollment User Guide", "Trading Partner Enrollment User Guide", and "Trading Partner Agreement". Below these buttons are two links: "Website Requirements" and "Rhode Island Medicaid Providers". A large orange arrow points from the left towards the "Register Now" link in the login section.

# Healthcare Portal (HCP)

- The Trading Partner ID you receive once you complete the steps on the previous two pages allows the user access to the Healthcare Portal. HCP is an interactive website used to:
  - Check recipient Medicaid eligibility
  - Check if the recipient is enrolled in a managed care plan
  - Check claim status
  - View, download and save the remittance advice.
  - Here is a link to a [user guide](#) for the HCP.

The screenshot displays the Rhode Island Executive Office of Health and Human Services Medicaid Healthcare Portal (HCP) interface. The header includes the state seal and navigation links: My Home, Eligibility, Claims, Files Exchange, and Patient Share. The user is logged in as KAREN MURPHY, with a Trading Partner ID of 601000016. The main content area features a welcome message, a photo of two healthcare professionals, and a list of interactive web services such as Approve Eligibility/TPL, Check Debit Authorization, and View Remittance Advice. The footer contains the version number R4.4.02 and copyright information for Gainwell Technologies.

Executive Office of  
HEALTH & HUMAN  
SERVICES  
STATE OF RHODE ISLAND

Rhode Island Executive Office of Health and Human Services  
Medicaid

Contact Us | Logout

My Home | Eligibility | Claims | Files Exchange | Patient Share

My Home Wednesday 02/23/2022 01:34 PM EST

**User Details**  
Welcome KAREN MURPHY  
My Profile  
Manage Accounts

**Trading Partner**  
Name KAREN MURPHY  
Trading Partner ID 601000016  
Trading Partner Profile

**Welcome Health Care Professional!**

**Interactive Web Services**  
Approve Eligibility/TPL  
Check Debit Authorization  
Check Dental/Vision Limits  
Check Prior Authorization  
Enter Eligibility  
Enter TPL (Third Party Liability)  
EHR Incentive Program - MAPIR  
Message Center  
Roster Billing  
NDC Lookup  
View Remittance Advice  
View Remittance Advice Payment Amt

We are committed to make it easier for physicians and other providers to perform their business. Our secure site provides the ability to verify member eligibility, search for claims, and conduct electronic file exchanges (upload/download).

R4.4.02 © 2022 Gainwell Technologies. All rights reserved. | Privacy Notice

# Billing

## Eligibility Information

- Doula services are considered In Plan for recipients enrolled in:
  - Rhody Health Partners
  - Medicaid Expansion
  - Rite Care
  - ICI Demonstration
  - Rite Share

Providers will need to be enrolled in the Managed Care Health Plans and bill the appropriate plan if a recipient is covered by one of the programs above.

Providers will use the Healthcare Portal to check recipient eligibility. See example on next page of an eligibility response.

# Billing

## Sample of an Eligibility Response

1. Benefit Plan Details box, you can see that the recipient is Medicaid eligible: Categorically Needy Services.
2. Medicare Details displays if the recipient is enrolled in Medicare A, B and/or D.
3. TPL Details displays if the recipient has commercial coverage or a managed care plan.

**EXECUTIVE OFFICE OF HEALTH & HUMAN SERVICES**  
STATE OF RHODE ISLAND

Rhode Island Executive Office of Health and Human Services  
Medicaid

[My Home](#) [Eligibility](#) [Claims](#) [Files Exchange](#) [Patient Share](#)

[Eligibility](#) > Verify Eligibility Response Thursday 02/24/2022 11:19 AM EST

**Eligibility Verification Response** [Back to Eligibility Verification Request](#) [Expand All](#) | [Collapse All](#)

Verification Response ID 202205508448

**Recipient Information**

Recipient ID		Recipient Name	
Birth Date		Gender	Male
Date Of Death			

**Benefit Plan Details**

Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorically Needy Services	01/01/2022	02/24/2022	\$0.00	Limitations apply to Vision and Dental services
DEA Assisted Living	01/01/2022	02/24/2022	\$0.00	Refer to DEA policy for covered services
Coordinated Care	01/01/2022	02/24/2022	\$0.00	Eligible for Coordinated Care Services

**Service Type Code Details - Covered**

**Medicare Details**

Carrier Name	Policy Number	Coverage	Effective From Date	Effective To Date
MEDICARE CLAIMS DEPT.	267396257M	Medicare B	02/01/2022	02/24/2022
PDP UNKNOWN	267396257M	MEDICARE PART D - GENERAL	02/01/2022	02/24/2022

**TPL Details**

Carrier Name	Policy Number	Coverage	Effective From Date	Effective To Date
NEIGHBORHOOD HEALTH PLAN OF RI - RHODY HEALTH		Rhody Health Partners	01/01/2022	02/24/2022

**Premium Payment Details**

**Demographic Details**



# Electronic Vs Paper Claims

## Claim Information

- Claim will be billed on the CMS 1500 paper claim form or electronically using the standard 837P (professional transaction)
  - Gainwell Technologies providers [free billing software](#) for Medicaid providers and training on how to use the billing software if needed.

### Electronic

- Faster turnaround time
- No original signature required
- Quicker corrections
- Free Provider Electronic Solutions (PES) Software for Billing
- Cost savings

### Paper

- Slower Turnaround Time due to Manual Data Entry
- Requires an original signature
- Cost of postage and forms
- Claims with Manufacturer's Invoices, Consent Forms and Medical Records Require Paper Billing

# Billing

**DRAFT - NOT FOR OFFICIAL USE**

**HEALTH INSURANCE CLAIM FORM**  
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

**1. MEDICARE** ☐ **MEDICAID** ☐ **TRICARE** ☐ **CHAMPVA** ☐ **GROUP HEALTH PLAN** ☐ **DISA (CLIA)** ☐ **OTHER** ☐

**2. PATIENT'S NAME** (Last Name, First Name, Middle Initial) **3. PATIENT'S BIRTH DATE** (MM DD YY) **4. INSURED'S NAME** (Last Name, First Name, Middle Initial)

**5. PATIENT'S ADDRESS** (Ave., Street) **6. PATIENT RELATIONSHIP TO INSURED** (Married, Single, Divorced, Widowed, Other) **7. INSURED'S ADDRESS** (Ave., Street)

**8. CITY** **9. STATE** **10. ZIP CODE** **11. TELEPHONE** (Include Area Code)

**12. OTHER INSURED'S NAME** (Last Name, First Name, Middle Initial) **13. INSURED'S POLICY GROUP OR REGA NUMBER**

**14. OTHER INSURED'S POLICY OR GROUP NUMBER** **15. EMPLOYMENT? (Current or Previous)** **16. INSURED'S DATE OF BIRTH** (MM DD YY)

**17. AUTO ACCIDENT?** **18. OTHER CLAIM?** (Designated by NUCC) **19. INSURANCE PLAN NAME OR PROGRAM NAME**

**20. RESERVATION FOR NUCC USE** **21. CLAIM CODES** (Designated by NUCC) **22. IS THERE ANOTHER HEALTH BENEFIT PLAN?** (Yes/No)

**23. PATIENT'S OR AUTHORIZED REPRESENTATIVE'S SIGNATURE** **24. PROVIDER'S OR AUTHORIZED REPRESENTATIVE'S SIGNATURE**

**25. DATE** **26. DATE OF SERVICE** (MM DD YY) **27. DATE OF BIRTH** (MM DD YY)

**28. NAME OF REFERRING PROVIDER OR OTHER SOURCE** **29. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES** (From MM DD YY To MM DD YY)

**30. ADDITIONAL CLAIM INFORMATION** (Designated by NUCC) **31. OUTSIDE LAB?** (Yes/No) **32. SUBMISSION CODE** **33. ORIGINAL REF NO.**

**34. PROVIDER OR NATURE OF SERVICE** (A-E) **35. PROCEDURE, SERVICE, OR SUPPLY** (F) **36. CHARGE** (G) **37. UNIT** (H) **38. SCHEDULING PROVIDER ID #**

**39. FORMAL TAX ID NUMBER** **40. PATIENT'S ACCOUNT NO.** **41. ACCEPT ASSIGNMENT?** (Yes/No) **42. TOTAL CHARGE** **43. AMOUNT PAID** **44. PAYEE'S NAME**

**45. SIGNATURE OF PHYSICIAN OR SUPPLIER** **46. SERVICE FACILITY LOCATION INFORMATION** **47. BILLING PROVIDER INFO & PI #**

**48. DATE** **49. SIGNATURE**

Ensure original signature is present, Box 31

All required fields are complete

Claim form instructions can be found on the [EOHHS](#) website.

# Billing

## Billing Details

- Procedure Codes
  - S9445 – Patient education, not otherwise classified, non-physician provider (prenatal services, per 60 minutes). The rate per session is \$100 and a maximum of 3 is allowed per pregnancy.
  - 59510 – Routine obstetric care including antepartum care, cesarean delivery, and postpartum care (labor & delivery doula services). The rate is \$900 and a maximum of 1 is allowed per pregnancy.
  - 59400 – Routine obstetric care including antepartum care, vaginal delivery (with or without episiotomy, and/or forceps) and postpartum care.
  - S9446 – Patient education, not otherwise classified, non-physician provider (post natal services, per 60 minutes). The rate is \$100 and a maximum of 3 is allowed per pregnancy.

## Claim Edit Information

- Claims will suspend if more than 7 services are billed and paid.
  - The suspense edit is 103 – number of paid claims per recipient
- Claims that suspend with Edit 103 will deny with Explanation of Benefits (EOB) code:
  - 547 – Provider has exceeded the number of claims authorized.

# Timely Filing

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.

Medicaid must receive a claim for services for Medicaid clients with no other health insurance and no previous denial from Medicaid within 12 months of the date of service in order to process claims for adjudication.



# Resources

- EOHHS [website](#)/Provider and Partners
- Link to Provider Enrollment [User Guide](#)
- Link to complete an [Enrollment](#)
- Information about the [Health Care Portal](#)
- Link to enroll as a [Trading Partner](#)
- Link to additional [Medicaid Trainings](#)
  - Recommended trainings: Welcome New Provider and Billing 101
- Link to [Provider Electronic Solutions Software](#) (PES) for billing

# Questions?

Please contact our Customer Service Help Desk at

- (401) 784-8100 for local and long-distance calls
- (800) 964-6211 for in-state toll calls.



# Thank you