

New Provider Introduction to the Rhode Island Medicaid Program

PR0099 V1.4 2/6/2020

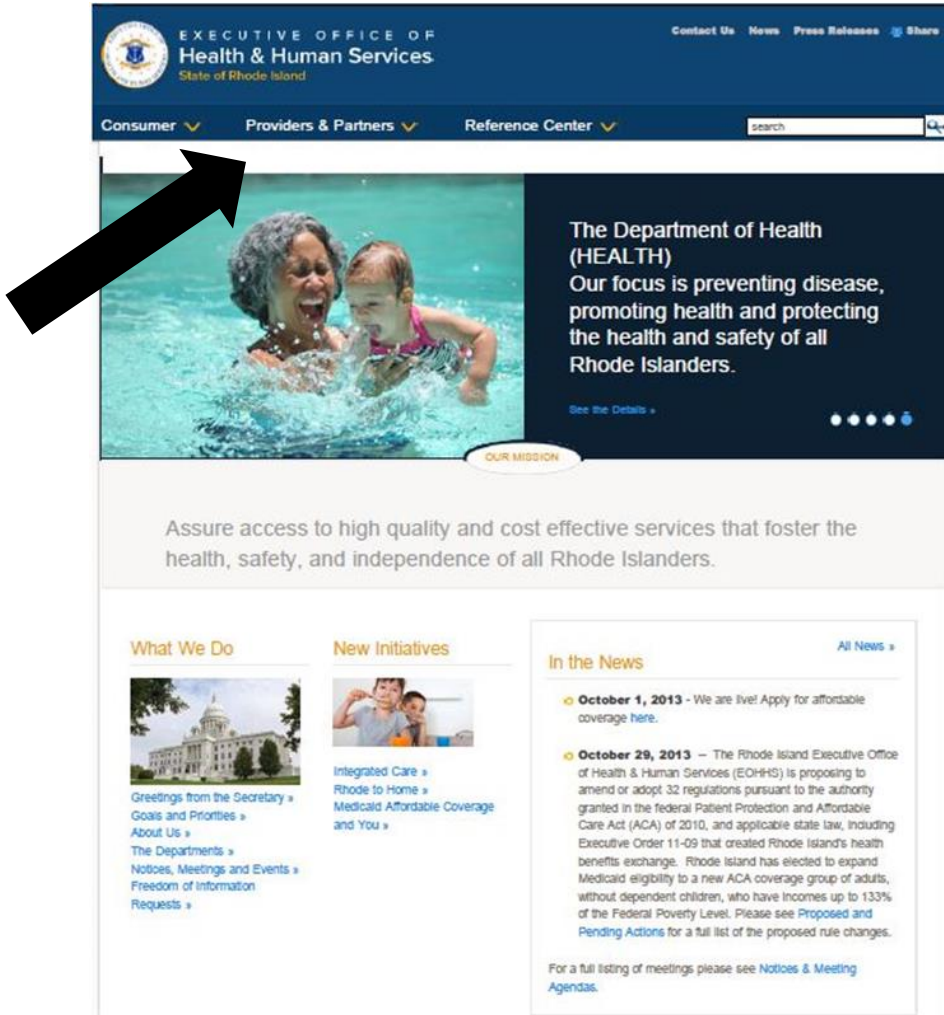


Contents

- 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.

Providers And Partners Tab

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

The screenshot displays the website header for the Executive Office of Health & Human Services, State of Rhode Island. The navigation bar includes tabs for 'Consumer', 'Providers & Partners', and 'Reference Center'. A white arrow points to the 'Providers & Partners' tab, which is currently selected and has opened a dropdown menu. The dropdown menu lists the following resources: Provider Updates, Healthcare Portal, Electronic Visit Verification (EVV), ICD-10 Implementation, Provider Training and Education, General Information, Certification Standards, Provider Enrollment, Electronic Health Records EHR Incentive Program, Billing & Claims, Provider Manuals & Guidelines, Forms & Applications, Program Integrity, HIV AIDS Providers, and Early Intervention Providers. To the right of the dropdown menu, a dark blue banner features the text: 'Executive Office of Health and Human Services – Healthcare/Medicaid Program Innovation today to transform Rhode Island’s health and human services system...'. Below this text is a link 'See the Details on Healthcare »' and a set of five blue dots with 'Previous' and 'Next' labels. At the bottom of the banner, the text 'effective services that foster the Rhode Islanders.' is partially visible.

General Information Page

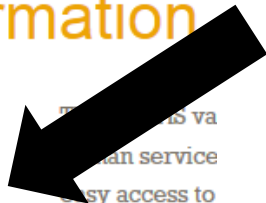
Consumer ▾ Providers & Partners ▾

Providers & Partners > General Information

General Information

Are you interested in:

- [News and Information for Medicaid Providers Only](#)
- [Certification, Licensing and Registration](#)
- [Provider Manuals and Guidelines](#)
- [Program Integrity](#)
- [Forms & Applications](#)
- [Program Tools and Resources](#)
- [Grant & Contract Opportunities](#)
- [Provider Search](#)



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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.



Provider Updates

Provider Updates

To receive the *Provider Update* by email, send a request to deborah.meiklejohn@hpe.com. Please include the primary type of services you provide. In addition to the *Provider Update*, you will also receive updates related to the services you provide.

- [April 2017](#) 
- [March 2017](#) 
- [February 2017](#) 
- [January 2017](#) 
- [December 2016](#) 
- [November 2016](#) 
- [October 2016](#) 
- [September 2016](#) 
- [August 2016](#) 

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.

Provider Manuals and Guidelines

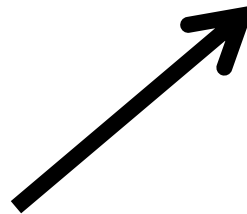
- This page contains links for Provider Reference Manuals for Medicaid providers.
- Click on the [Medicaid Provider Manual](#) link in blue.

[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](#)

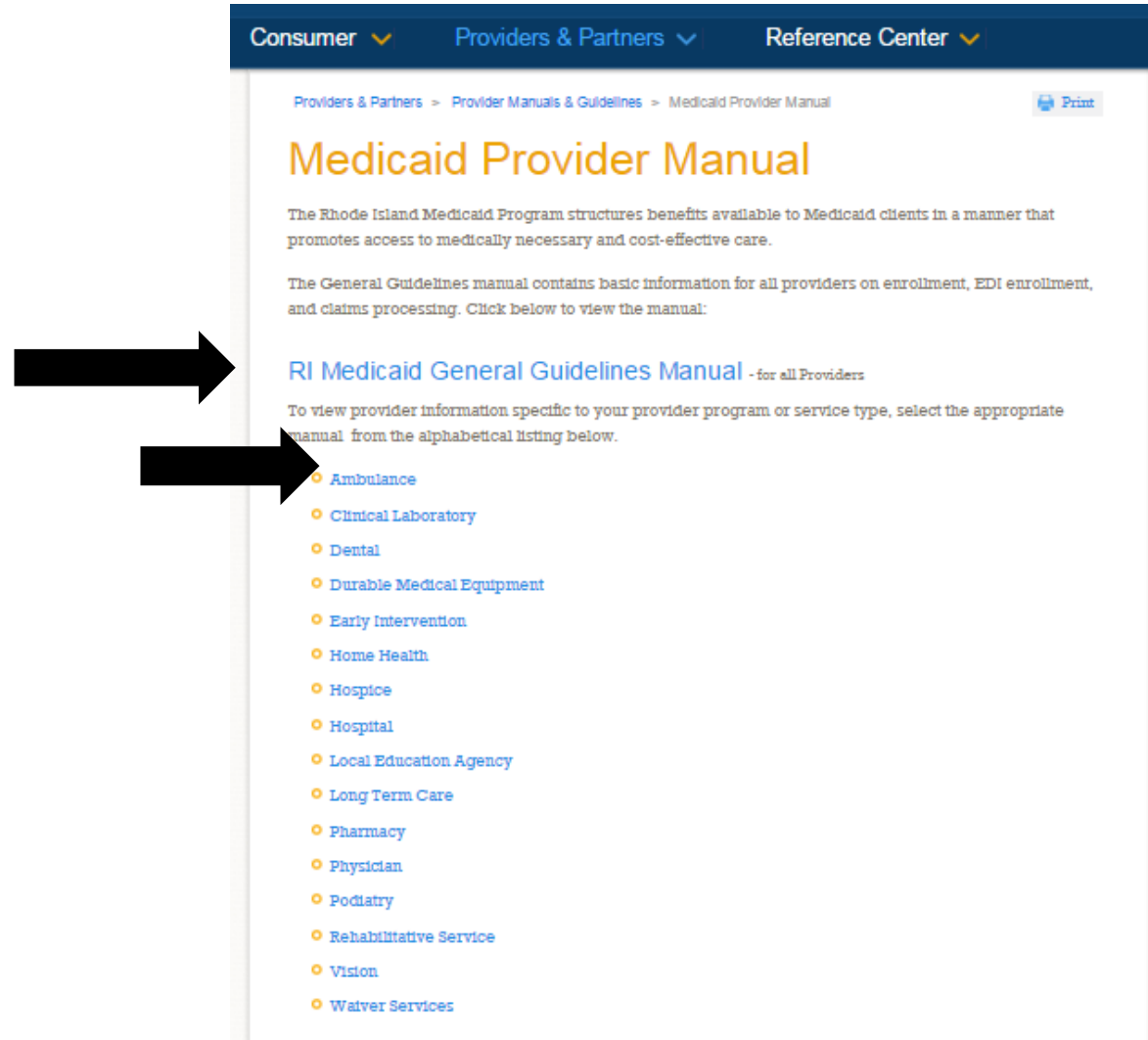


Medicaid Provider Manual

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.



The screenshot shows the 'Medicaid Provider Manual' page. At the top, there are navigation tabs for 'Consumer', 'Providers & Partners', and 'Reference Center'. Below the navigation, the page title is 'Medicaid Provider Manual'. The main content area includes a description of the Rhode Island Medicaid Program and a link to the 'RI Medicaid General Guidelines Manual - for all Providers'. Below this, there is an alphabetical listing of specific manuals for various provider types, with 'Ambulance' being the first item in the list. Two black arrows point from the text on the left to the 'RI Medicaid General Guidelines Manual' link and the 'Ambulance' link in the listing.

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](#)

Provider Training and Education

[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](#) 

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.

Forms and Applications

The screenshot shows the website for the Executive Office of Health & Human Services, State of Rhode Island. The header includes the state seal and navigation links for Home, Contact Us, News, Press Releases, and Share. Below the header, there are dropdown menus for Consumer, Providers & Partners, and Reference Center, along with a search bar. The main content area is titled "Forms & Applications" and includes a breadcrumb trail: "Providers & Partners > Forms & Applications". A "Print" button is visible. The text states: "You will find Medicaid Provider forms and applications below." and "All documents are in pdf format". A list of categories is shown with plus signs next to each item:

- All Forms and Applications A-Z
- Provider Enrollment Application and Related Forms
- Business Process Forms
- Prior Authorization Forms
- Claims Forms and Instructions

On the right side, there is a sidebar menu with the following items:

- Provider Updates
- Healthcare Portal
- Electronic Visit Verification (EVV)
- ICD-10 Implementation
- Provider Training and Education
- General Information
- Certification Standards
- Provider Enrollment
- Electronic Health Records EHR Incentive Program

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

The screenshot shows the website for the Executive Office of Health & Human Services, State of Rhode Island. The main navigation bar includes 'Consumer', 'Providers & Partners', and 'Reference Center'. The 'Providers & Partners' menu is expanded to show 'Billing & Claims'. The main content area features several sections: 'Billing and Claims' (with a welcome message and a link to 'Welcome to Medicaid - New Provider e-Learning'), 'Recipient Eligibility Verification', 'Third Party Insurance', 'Prior Authorization', 'Submitting Claims to Medical Assistance', and 'Payment and Processing Schedule'. A sidebar on the right lists various topics under 'Healthcare Portal', including 'Billing & Claims' which is further broken down into 'Claims Processing', 'Customer Service', 'Prior Authorization', 'Provider Electronic Solutions (PES) Software', 'Electronic Data Interchange (EDI)', 'Fee Schedule', 'Payment and Processing Schedule', 'Recipient Eligibility Verification', and 'Third Party Liability'.

This page contains important information for billing and claims, including:

- Recipient Eligibility Verification
- Third Party Insurance
- Prior Authorization
- Submission of Claims
- Payment Processing Schedule

Healthcare Portal

RI Medicaid - Healthcare Portal

The screenshot shows the homepage of the Rhode Island Medicaid Healthcare Portal. At the top left is the logo for the Executive Office of Health & Human Services, State of Rhode Island. The header includes the text "Rhode Island Executive Office of Health and Human Services" and "Medicaid". A navigation bar contains "Home" and "Contact Us | Login". The main content area features a "Login" section with a "User ID" input field and a "Log In" button. Below this are links for "Forgot User ID?", "Register Now", and "Where do I enter my password?". A "Protect Your Privacy!" section advises users to log off and close browser windows. There are three enrollment options: "Would you like to enroll as a Provider?", "Would you like to enroll as an OPR (Ordering, Prescribing or Referring) 'Non-Billing' Provider?", and "Would you like to enroll as a Trading Partner?". A central image shows a man and a woman in a professional setting. Below the image are three buttons: "Provider Enrollment User Guide", "Trading Partner Enrollment User Guide", and "Trading Partner Agreement". At the bottom, there are links for "Website Requirements" and "Rhode Island Medicaid Providers". The footer contains the version number "R4.3.16" and copyright information "© 2017 DXC Technology Company. All rights reserved. | Privacy Notice".

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.

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 www.riproviderportal.org
- 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.

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

05/06/2017 10:42 AM EST

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 - MAPER - 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

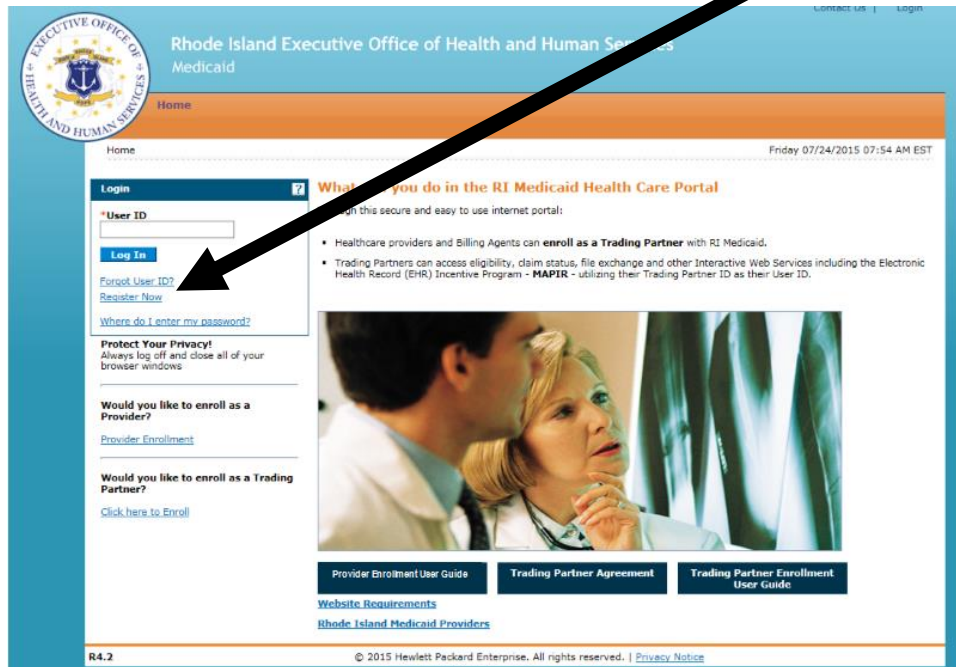
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Registering to Use the Healthcare Portal

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.

http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/HCP_Registering_to_use.pdf



Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Home

Friday 07/24/2015 07:54 AM EST

What you do in the RI Medicaid Health Care Portal

Log In

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

Provider Enrollment User Guide

Trading Partner Agreement

Trading Partner Enrollment User Guide

Website Requirements

Rhode Island Medicaid Providers

R4.2

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Log In to the Healthcare Portal.....

Rhode Island Executive Office of Health and Human Services
Medicaid

My Home | Eligibility | Claims | Files Exchange

My Home Tuesday 10/07/2014 03:15 PM EST

Welcome Health Care Professional!

User Details
Welcome [Redacted]

- My Profile
- Manage Accounts

Trading Partner
Name [Redacted]
Trading Partner ID [Redacted]

- Trading Partner Profile

Interactive Web Services

- Check Debit Authorization
- Check Dental/Vision Limits
- Check Prior Authorization
- EHR Incentive Program - MIPS
- Message Center
- NOC Lookup
- View Remittance Advice
- View Remittance Advice Payment Adv

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).

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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 **Provider Type** **Taxonomy**

Billing Provider

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 <input type="text" value=""/>	Service Type Code #2 <input type="text" value=""/>
Service Type Code #3 <input type="text" value=""/>	Service Type Code #4 <input type="text" value=""/>
Service Type Code #5 <input type="text" value=""/>	Service Type Code #6 <input type="text" value=""/>

[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.

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.

Rhode Island Executive Office of Health and Human Services
Medicaid

My Home | Eligibility | Claims | Files Exchange

Eligibility > Verify Eligibility Response Friday 09/23/2016 08:45 AM EST

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

Verification Response ID 201626701927

Recipient Information

Recipient ID 100-
Birth Date 01/2-
Date Of Death -

Recipient Name -
Gender Male

Benefit Plan Details

Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorically Needy Services	04/01/2016	07/01/2016	\$0.00	Limitations apply to Vision and Dental services
Preventive Community Services	04/01/2016	07/01/2016	\$0.00	

Service Type Code Details - Covered +

TPL Details +

Demographic Details +

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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 16 Provider Type S Taxonomy 261QM2800X

Billing Provider C

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

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

Original Billed Amount RX Number

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
+	41 <input type="text"/>	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.

Prior Authorization Status Inquiry

PRIOR AUTHORIZATION STATUS INQUIRY

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: Provider Type: Taxonomy:

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
<input checked="" type="radio"/> <input type="text" value="ASSOCIATES, INC."/>	N/A	Active

Please select one of the following provider types.

Requesting Provider Supplying Provider

Please enter the recipient's identification number

Recipient's ID Number:

You may further tailor your request by entering any of the following

PA Number:

Begin Date (MM/DD/YYYY): End Date (MM/DD/YYYY):

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.

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: Provider Type: Taxonomy:

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
<input checked="" type="radio"/> C <input type="text"/>	N/A	Active

Please select a provider number.

Provider ID:


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.

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: 19: Provider Type: Taxonomy: 1223G0001X

Please select the appropriate combination to inquiry by:


Billing Name	Rendering Name	Status
<input checked="" type="radio"/> WIL <input type="text"/>	N/A	Inactive

Please select a provider number.

Provider ID:

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.

Remittance Advice Payment Account Inquiry

REMITTANCE ADVICE PAYMENT AMOUNT INQUIRY

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: Provider Type: Taxonomy:

Please select the appropriate combination to inquiry by.

Billing Name	Rendering Name	Status
<input type="text" value="C"/>	N/A	Active

Please select a provider number.

Provider ID:

Please enter a valid date range.

Start Date:

End Date:

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.

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:

DXC Technology

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@dxc.com.

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.

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.



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.

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.



Provider Representative	Contact Information	Focus Area
Sandra Bates	sandra.bates@dxc.com 401-784-8022	Ambulance, Dental Services, Dialysis Center, Federally Qualified Health Centers, Free Standing Ambulatory Surgical Centers, Independent Labs, Indian Health Services, Lifespan Hospitals and Physician Groups, Vision, Podiatry, Chiropractor, Certified Nurse Anesthetists
Marlene Lamoureux	marlene.lamoureux@dxc.com 401-784-3805	Durable Medical Equipment, Eleanor Slater Hospital, Home Health, Hospice, ICF-MR, Personal Care Aide/Assistant, Nursing Homes, Out of State Hospitals and Physician Groups, Independent Hospitals and Physician Groups, Audiologist, Nutrition
Karen Murphy	karen.murphy3@dxc.com 401-784-8004	Adult Day Care, Assisted Living, Care New England Hospitals and Physician Groups, Physicians M-Z , Physician's Assistant, Case Manager/Social Worker, Cedar, Children's Services, Community Mental Health Centers, DCYF, Early Intervention, Free Standing Psychiatric Hospital, Lead Center, LEA, Licensed Therapist, MH Rehab, MR/DD, Other Therapies, Psychologist, Substance Abuse Rehab, Waiver Group Homes
Amanda Fish	afish4@dxc.com 401-784-8017	PACE, Physical Therapy
Ann Bennett	ann.bennett2@dxc.com 401-784-3840	Pharmacy
Mary-Jane Nardone	mary-jane.nardone@dxc.com 401-784-8014	EDI Coordinator
Michael Campbell	michael.campbell@dxc.com 401-784-8027	Training and Documentation Specialist

Kelly Leighton	kelly.leighton@dxc.com 401-784-8013	Provider Service Manager
Dorothy Pizzarelli	dorothy.pizzarelli@dxc.com 401-784-8012	Customer Service Supervisor
Customer Service Help Desk	401-784-8100 or Toll Free 1-800-964-6211	Monday through Friday 8:00 AM-5:00 PM

Thank you