



Hewlett Packard Enterprise

Welcome to the RI Medicaid Program

New Provider Information Packet

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Welcome:

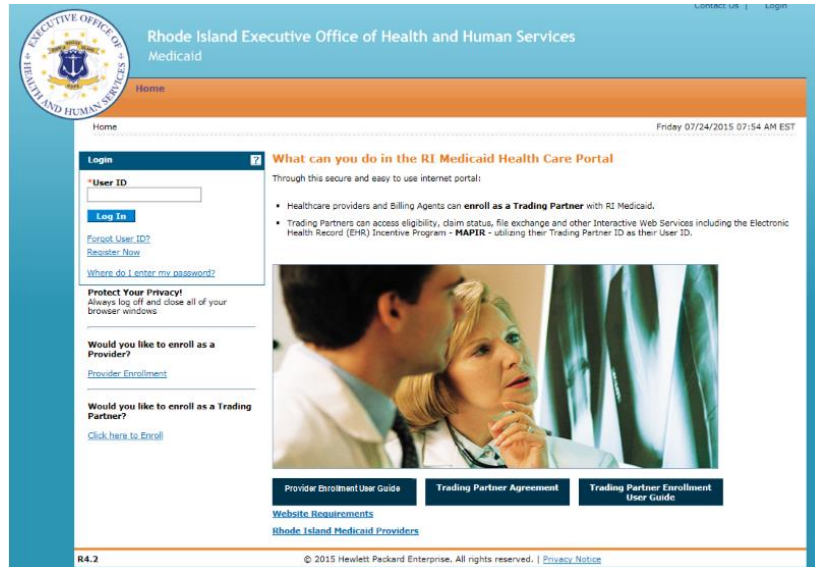
RI Medicaid is committed to assisting you as a new provider. This guide will help you get started, and to identify resources available to you.



Trading Partner Enrollment

Now that you have enrolled as a Medicaid provider, you must enroll as a Trading Partner, to conduct business electronically with RI Medicaid.

This is done through the Healthcare Portal.



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

- Eligibility verification
- Claim searches
- Remittance Advice
- Prior Authorization
- and many other business functions

Click below to access the Healthcare Portal

www.riproviderportal.org

Trading Partner Enrollment

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Friday 07/24/2015 07:54 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 - **MAPIR** - utilizing their Trading Partner ID as the user ID.

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](#)

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Select the “Enroll as a Trading Partner” link, and complete the online application.

Rhode Island Executive Office of Health and Human Services
Medicaid

Home

Tuesday 03/31/2015 09:34 AM EST

[Home](#) > [Trading Partner Enrollment](#) > Trading Partner Enrollment Welcome

Trading Partner Enrollment: Welcome

Welcome	Welcome to the Online Trading Partner Enrollment Process
Profile Information	This online series will help you complete your Trading Partner Profile (TPP) and walk you through the enrollment process. Select the Continue button below when you are ready to move to the next page. You may also go back to previously viewed pages by selecting them from the page listings in the navigational menu to your left.
Transaction Sets	
Covered Providers	<ul style="list-style-type: none">This online form is intended for providers, clearinghouses, billing services, and software companies seeking to become Trading Partners. If you have previously received a Trading Partner ID and want to update your TPP, log on to your secure portal account.Personally identifiable information about providers is used for purposes directly related to health care program administration, such as determining the certification of providers or processing provider claims for reimbursement. Failure to supply the information requested may result in denial of payment for the services.Trading Partners are required to complete a Trading Partner Profile containing specific transaction and contact information as the first step in the Electronic Data Interchange (EDI) enrollment process. The EDI Department must receive and process the profile request before Trading Partners may begin testing.Only one TPP needs to be completed for each Trading Partner, even if the Trading Partner represents multiple providers. Billing providers that have multiple billing provider numbers, or billing services and clearinghouses that exchange the electronic transactions on behalf of providers need only complete one profile form. Accurate and timely completion of the profile form will prevent delays in testing and approval for production processing.
Agreement	
Summary	Please click the "continue" button to start the enrollment application.

[Continue](#) [Cancel](#)

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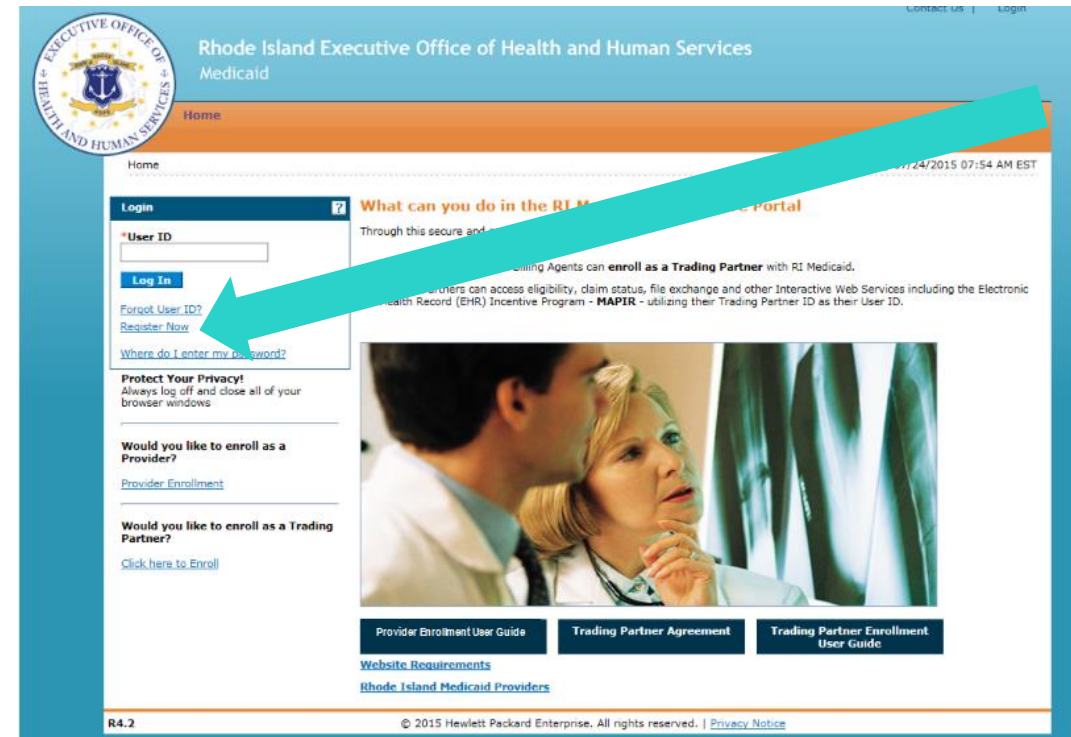
Click here for the [Enrollment Instruction Guide](#)

Trading Partner Registration

After your Trading Partner application is approved, you will be assigned a Trading Partner identification number. You must then register that number in the Healthcare Portal.

Begin by selecting the “Register Now” link.

Full instructions are found in the [Registering to Use the Healthcare Portal Guide](#).



Resources for RI Medicaid Providers



Other resources for providers are found on the [Provider Training and Education](#) page, accessed from the Providers and Partners dropdown, on the [EOHHS](#) website.

On this page you will find the Provider E-Learning Center, as well as the training schedule for any upcoming live training sessions.

Self-Paced Trainings

Two trainings have been developed to help you get started. These presentations can be viewed at your own pace, or printed for your reference.

Welcome to Medicaid

This training provides information on verifying recipient information, claim status, claim submission and payment, and timely filing.

Navigating the EOHHS Website

This training helps providers locate information on the website, including claim forms and instructions, prior authorization forms, fee schedules, and Provider Reference Manuals.

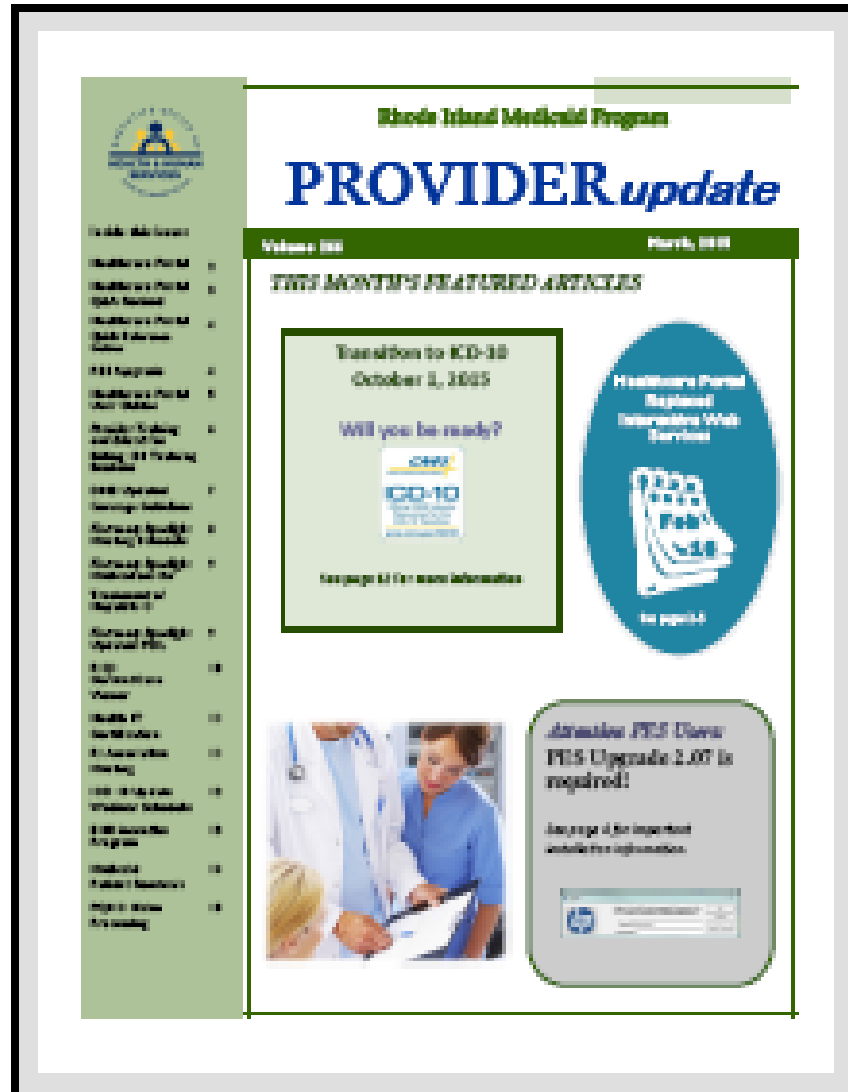
Provider Reference Manuals

The screenshot shows a web page titled "Medicaid Provider Manual" under the "Reference Center" tab. The breadcrumb trail is "Providers & Partners > Provider Manuals & Guidelines > Medicaid Provider Manual". A "Print" button is visible in the top right. The main heading is "Medicaid Provider Manual" in orange. Below it, a paragraph states: "The Rhode Island Medicaid Program structures benefits available to Medicaid clients in a manner that promotes access to medically necessary and cost-effective care." Another paragraph says: "To see provider information specific to your provider program or service type, visit your program or service page from the alphabetical listing below." A list of provider types follows, each with a blue circle icon: 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, and Waiver Services.

Provider Reference Manuals have been developed that contain coverage guidelines and payment policy specific to the provider type or services provided.

Click here for [Provider Manuals](#)

Provider Update



The *Provider Update* is published monthly, on the first of the month.

This publication contains the most up to date information on processing or payment changes, as well as coverage changes.


The *Provider Update* is posted to the website, but providers are encouraged to subscribe to electronic delivery.

To subscribe: send an email to deborah.meiklejohn@hpe.com

Provider Electronic Solutions Software (PES)

Provider Electronic Solutions (PES) Software

Providers should be using the most current version of the PES software. New users should perform a full installation of version 2.06. Existing users will need to apply the upgrade that is the next consecutive version of your current software. It is recommended to download and install each upgrade as it becomes available.

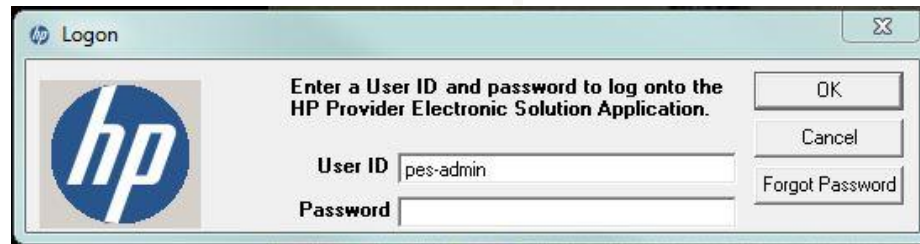
All documents are in pdf format 

Full Installations	Upgrades
PES Version 2.07 Installation Instructions	PES Upgrade Version 2.07 Installation Instructions for Upgrade 2.07 Important Changes in Version 2.07
PES Version 2.06 Installation Instructions	PES Upgrade Version 2.06 Installation Instructions for Upgrade 2.06 Important Changes in Version 2.06
PES Version 2.05 Installation Instructions	PES Upgrade Version 2.05 Installation Instructions for Upgrade 2.05

Provider Electronic Solutions Software (PES) is free software available for billing RI Medicaid claims.

Providers can download the software and the claims guides from the EOHHS website by clicking here:

[PES Software](#)



Provider Representatives

Each program or service type has a specific Provider Representative assigned to provide support, information and training. The chart on the next slide contains the Provider Representatives contact information and focus areas.



L to R: Deb Meiklejohn, Karen Murphy, Marlene Lamoureux,
Mary Jane Nardone, Sandra Bates

Provider Representative	Contact Information	Focus Area
Sandra Bates	sandra.bates@hpe.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@hpe.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@hpe.com 401-784-8004	Adult Day Care, Assisted Living, Care New England Hospitals and Physician Groups, Physicians, Physician's Assistant, Case Manager/Social Worker, CEDARR, 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
Ann Bennett	ann.bennett2@hpe.com 401-784-3840	Pharmacy
Mary-Jane Nardone	mary-jane.nardone@hpe.com 401-784-8014	EDI Coordinator
Deborah Meiklejohn	deborah.meiklejohn@hpe.com 401-784-3859	Training and Documentation Specialist

Customer Service Help Desk

In addition to your Provider Representative, our Customer Service Help Desk is available to answer your inquiries about eligibility, claim status, prior authorization status, and research of claim denials.

The RI Medicaid Customer Service Help Desk is available
Monday – Friday from 8:00 AM to 5:00 PM.

Local and long distance number: (401) 784-8100

In-state toll call and border community number: (800) 964-6211



Thank you for viewing this presentation.

We hope these resources are helpful to you as a new RI Medicaid provider.