

RI Medicaid

Front Office Staff Training

PR0110 V2.0 December 2020



Purpose of This Training

- This training is designed for new staff members or staff members assuming new roles in RI Medicaid provider offices and facilities. It will help staff members understand the basics of conducting business with RI Medicaid.

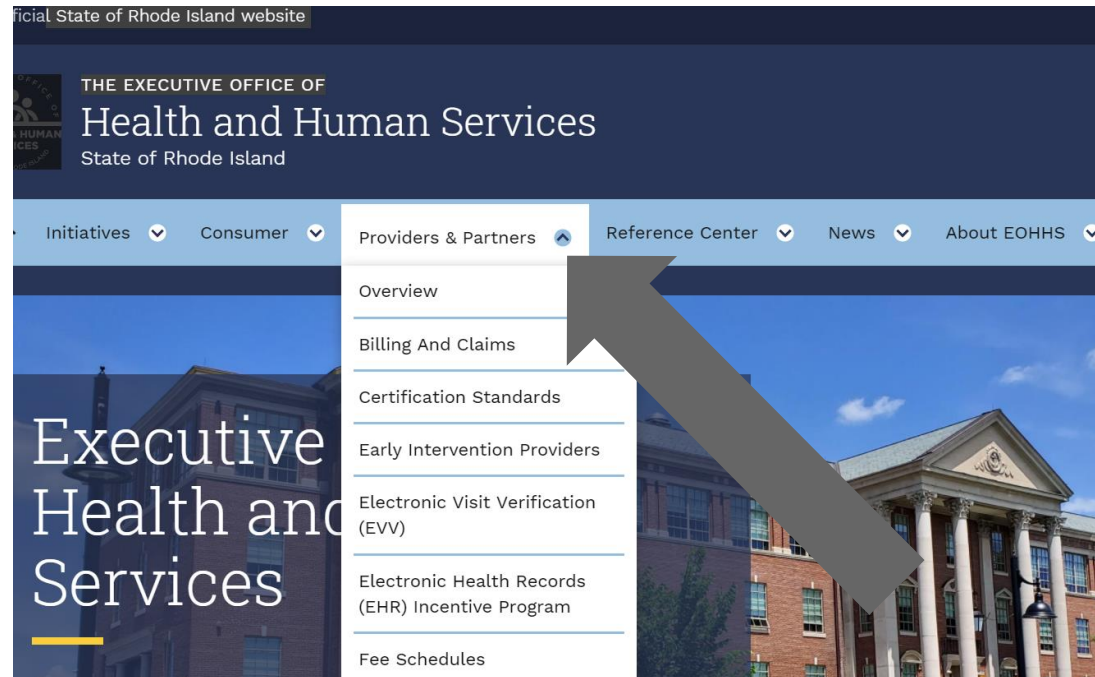
Topics covered in this training:

- Navigating the EOHHS website
- Billing and Claim Submission
- Provider Manuals
- Forms and Applications
- Using the Healthcare Portal



Your Starting Point - Executive Office of Health and Human Services (EOHHS) Website

- The EOHHS website contains many resources for Medicaid providers. www.eohhs.ri.gov
- Provider resources can be accessed from the Providers and Partners tab.
- Hover your cursor on the Providers and Partners tab to see a list of available resources.

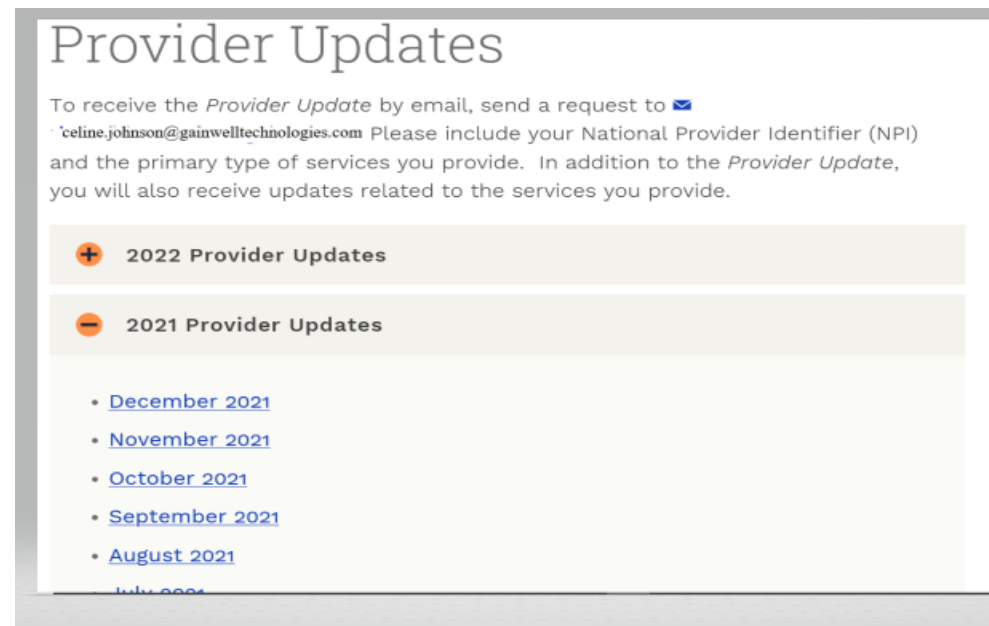


Provider Update

The ***Provider Update*** is a monthly bulletin with the latest information from RI Medicaid. Billing or coverage guideline changes are communicated to providers through this publication.

Providers are able to view the *Provider Update* online, or subscribe to receive it by email.

To subscribe to the monthly *Provider Update*, send a request to: celine,johnson@gainwelltechnologies.com



The screenshot shows a webpage titled "Provider Updates". Below the title, there is a text block that reads: "To receive the *Provider Update* by email, send a request to celine.johnson@gainwelltechnologies.com Please include your National Provider Identifier (NPI) and the primary type of services you provide. In addition to the *Provider Update*, you will also receive updates related to the services you provide." Below this text, there are two expandable sections. The first is "2022 Provider Updates" with a plus sign icon. The second is "2021 Provider Updates" with a minus sign icon. Under the 2021 section, there is a list of links for each month: December 2021, November 2021, October 2021, September 2021, August 2021, and July 2021.



Provider Training and Education

Providers & Partners ▾	Reference
Healthcare Portal	
Electronic Visit Verification (EVV)	
ICD-10 Implementation	
Provider Training and Education	
General Information	

From the Providers & Partners tab, you can access the Provider Training and Education page. This page gives access to training materials for providers. These training presentations may be helpful to you in your new role. Training presentations are updated frequently.

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


This presentation helps familiarize providers with key RI Medicaid information and processes.

[Welcome New Provider](#) 


Billing 101

RI Medicaid provides resources for providers seeking information on billing Medicaid claims.


Part 1 - The Basics

To view presentation slides, click here: [Billing 101 Part 1](#) 

Part 2 - Understanding Remittance Advice

To view presentation slides, click here: [Billing 101 Part 2](#) 

Part 3 - Adjustments, Recoupments and Refunds

To view presentation slides, click here: [Billing 101 Part 3](#) 

Provider Specific Training

[Nursing Home - Helpful Hints for Billing](#) 

[Hospice Providers - Payment Methodology Changes](#) 

[Adult Day Care Services](#)  [Adult Day Care - Q&A](#) 

[Billing Tips for Dental Providers](#) 

[Billing Tips for Federally Qualified Health Centers](#) 

[Billing Tips for Home Care Providers](#) 

[Submitting Claims through the Healthcare Portal - For Home Care Providers](#) 



Billing and Claims

The Billing and Claims page provides information on Eligibility, Third Party Insurance, Prior Authorization, and general information about claims submission.

From this page, you are able to access the Payment and Processing Schedule.

This calendar lists cut off dates for claim submission and the date of the EFT payment.

[Providers & Partners](#) > [Billing & Claims](#)

 Print

Billing and Claims

Welcome to the RI Medicaid Program! We are committed to helping you every step of the way. This section explains the basic standards required for billing and claims processing. If you are a new provider check out the [Welcome to Medicaid - New Provider e-Learning](#).

Recipient Eligibility Verification

Recipient Eligibility Verification: What needs to be verified and tools that can be used to verify a recipient's eligibility.

Third Party Insurance

Third Party Insurance: Third party insurance codes, forms, and requirements for billing RI Medicaid.

Prior Authorization

Prior approval (PA) may be required for some services, products or procedures to verify documentation for medical necessity. Read more about [Prior Authorization](#).

Submitting Claims to Medical Assistance

Claims: Time limits, claims payment, adjustments, and other topics of interest to providers and billers.

Payment and Processing Schedule

[July 2016 - July 2017](#) 

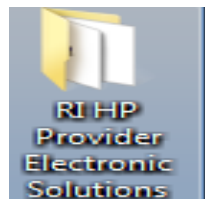


Billing and Claims

From the index on the right side of the Billing and Claims page, provider have access to claim submission information.

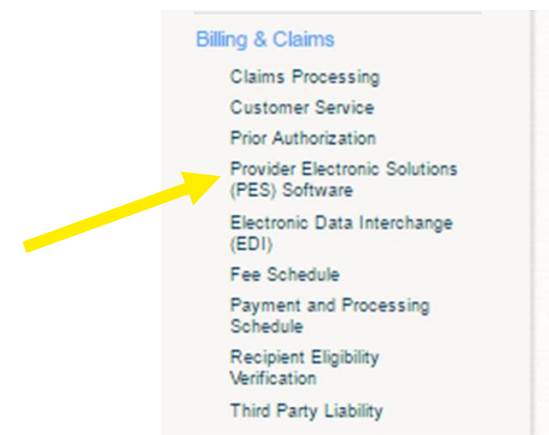
Your office or facility may be using free software provided by RI Medicaid – Provider Electronic Solutions (PES)

If your office uses this software for billing, you may see an icon on your computer desktop:



This is how you access PES.

The PES webpage (on the Billing and Claims tab) has access to claim guides, that can assist you as you learn how to use the software. The image at right show some, but not all, of the claim guides.



Provider Electronic Solutions Claim Guides

- [Creating Provider and Client Lists](#)
- [Electronic Replacements and Voids for PES Users](#)
- [837 Dental](#)
- [837 Professional](#)
- [837 Institutional Home Health](#)
- [837 Institutional Hospice](#)
- [837 Institutional Nursing Home](#)



Provider Manuals

The **Medicaid Provider Manual** contains a General Guidelines Manual that has information applicable for all providers, as well as a separate manual outlining coverage guidelines for each provider type.

These manuals are helpful resources on both coverage and billing guidelines.

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](#)



Forms and Applications

The Forms and Applications page gives providers access to all of the forms needed to conduct business with RI Medicaid.

Each gray pane, shown at right, expands by clicking the + sign.

The first list is a master list of all forms in alphabetical order.

The lists below filter forms for one topic.

Providers & Partners > Forms & Applications [Print](#)

Forms & Applications

You will find Medicaid Provider forms and applications below. There is also a reference for all the forms and applications in alphabetical order as well.

[Forms and Applications A-Z](#)
All documents are in pdf format

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




Forms and Applications

Providers & Partners > Forms & Applications [Print](#)

Forms & Applications

You will find Medicaid Provider forms and applications below. There is also a reference for all the forms and applications in alphabetical order as well.

[Forms and Applications A-Z](#)
All documents are in pdf format 

- All Forms and Applications +
- Provider Enrollment Application and Related Forms +
- Business Process Forms +
- Prior Authorization Forms -**
 - [Prior Authorization Submission Process](#)
 - [Prior Authorization Form](#)
 - [Prior Authorization Form Instructions](#)
 - [MDS MOD Home Care Agency Form](#)
 - [Certificate of Medical Necessity](#)
 - [Certificate of Medical Necessity Instructions](#)
 - [Certificate of Medical Necessity for Enteral Nutrition and Total Parenteral Nutrition](#)

This slide shows what an expanded tab looks like.

By clicking the + sign, providers have access to Prior Authorization forms, Certificates of Medical Necessity, and instructions for completion.



Healthcare Portal

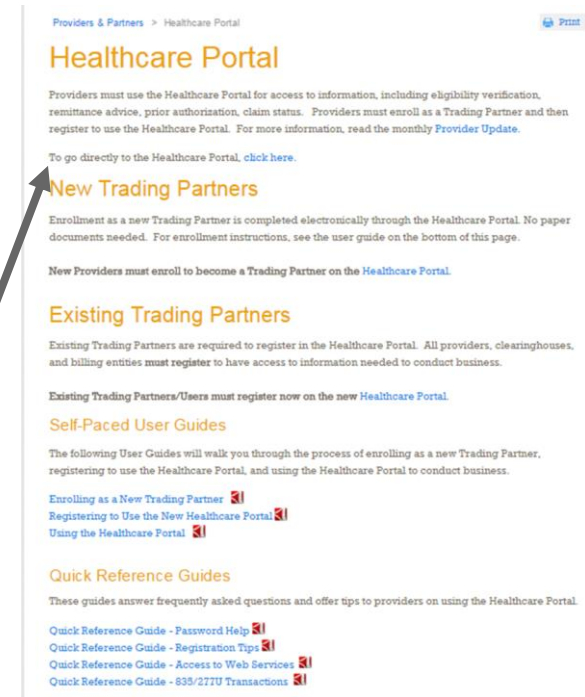
The Healthcare Portal is a secure, interactive website that gives providers access to RI Medicaid information, such as:

- Beneficiary eligibility
- Claim status
- View and download remittance advice
- Prior authorization status

From the Providers and Partners tab, you can access resources related to the Healthcare Portal such as User Guides and Quick Reference Guides.

You can also click the link to go to the Healthcare Portal, or enter the address:

<https://riproviderportal.org>



The screenshot shows the 'Providers & Partners' section of the Healthcare Portal. It includes a 'Print' button, a 'Healthcare Portal' heading, and several sections: 'New Trading Partners', 'Existing Trading Partners', 'Self-Paced User Guides', and 'Quick Reference Guides'. A grey arrow points to the 'New Trading Partners' section.

Providers & Partners > Healthcare Portal Print

Healthcare Portal

Providers must use the Healthcare Portal for access to information, including eligibility verification, remittance advice, prior authorization, claim status. Providers must enroll as a Trading Partner and then register to use the Healthcare Portal. For more information, read the monthly [Provider Update](#).

To go directly to the Healthcare Portal, [click here](#).

New Trading Partners

Enrollment as a new Trading Partner is completed electronically through the Healthcare Portal. No paper documents needed. For enrollment instructions, see the user guide on the bottom of this page.

New Providers must enroll to become a Trading Partner on the [Healthcare Portal](#).


Existing Trading Partners


Existing Trading Partners are required to register in the Healthcare Portal. All providers, clearinghouses, and billing entities must register to have access to information needed to conduct business.


Existing Trading Partners/Users must register now on the new [Healthcare Portal](#).

Self-Paced User Guides

The following User Guides will walk you through the process of enrolling as a new Trading Partner, registering to use the Healthcare Portal, and using the Healthcare Portal to conduct business.


[Enrolling as a New Trading Partner](#) 


[Registering to Use the New Healthcare Portal](#) 


[Using the Healthcare Portal](#) 


Quick Reference Guides

These guides answer frequently asked questions and offer tips to providers on using the Healthcare Portal.

[Quick Reference Guide - Password Help](#) 

[Quick Reference Guide - Registration Tips](#) 

[Quick Reference Guide - Access to Web Services](#) 

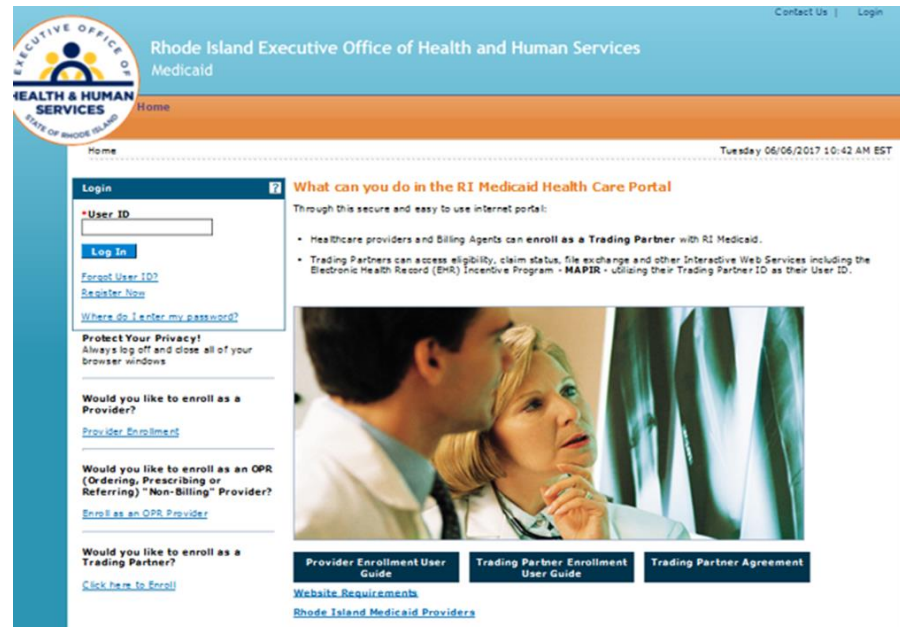
[Quick Reference Guide - 835/277U Transactions](#) 



Healthcare Portal

This image shows the homepage of the Healthcare Portal.

Users must enter a User ID and password to enter the secure site.



The screenshot displays the homepage of the Rhode Island Medicaid Healthcare Portal. The header features the logo of the Executive Office of Health & Human Services, the text "Rhode Island Executive Office of Health and Human Services Medicaid", and navigation links for "Contact Us" and "Login". The main content area includes 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?". A "Protect Your Privacy!" notice is also present. Below this, there are sections for "Would you like to enroll as a Provider?" and "Would you like to enroll as an OPR (Ordering, Prescribing or Referring) 'Non-Billing' Provider?", each with a corresponding "Enroll" link. At the bottom, there are buttons for "Provider Enrollment User Guide", "Trading Partner Enrollment User Guide", and "Trading Partner Agreement", along with links for "Website Requirements" and "Rhode Island Medicaid Providers". A date and time stamp "Tuesday 06/06/2017 10:42 AM EST" is visible in the top right corner of the page content.



Access to the Healthcare Portal – Overview

There are two levels of access to the Healthcare Portal: as the Trading Partner or as a Delegate

Trading Partner (Master User)

- Providers must enroll as a Trading Partner to conduct business with Medicaid.
- The Trading Partner (or master user) uses the Trading Partner ID number as the User ID to access the Portal.
- This user maintains the account, and controls the delegate user's access to information.

Delegate User

- Delegate users are enrolled by the master user.
- The master user determines the information that the delegate user will have access to.
- Delegate users select their own user ID and do not use the Trading Partner number.



Access to the Healthcare Portal – Step 1

First you will need to determine who the Master User is, in your office/facility, and what your role will be.

You are the new Master User

- If you are replacing the previous Master User you must establish yourself in that role.
- You must send an email from a company based email address. State that you are the new master user and need to reset the account.
- Send the email to:

riediservices@gainwelltechnologies.com

You are a new Delegate User

- Delegate users are enrolled by the master user.
- The master user at your facility will initiate your registration as a new delegate user.
- You must complete your registration in the Healthcare Portal.



Access to the Healthcare Portal – Step 2

You are the new Master User

- After you are granted access to the Portal, you must reset your profile.
- Log into the Portal and select “My Profile” on the left.
- Change the name, email address, password, site key, and security questions.
- If you are the billing contact, also change your name on the “Trading Partner Profile”

You are a new Delegate User

- Complete your registration by following these instructions:

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

- The master user at your facility will grant access to the information you need for your job functions.



Delegate Registration

To register, delegate users will need the following information to complete registration:

Name as registered

Add date

Delegate pin

Delegate code

Only the master user can give you this information.

[Home](#) > [Registration Selector](#) > Registration Thursday 09/04/2014 12:55 PM EST

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started. Delegate PIN and Delegate Code will be provided by your site's EDI Administrator.

* **First Name**

* **Last Name**

* **Add Date**

* **Delegate PIN**

* **Delegate Code**

Delegates enter
name, date they were added, and
the PIN and Delegate Code.

Security Information

Both Master Users and Delegate Users will set up security information:

- User ID
 - Trading Partner number for Master User
 - Select a name for Delegate User
- Password – see criteria on screen, shown with arrow
- Display name
 - Trading Partner Name (company name) for Master User
 - Your full name for Delegate user
- Be sure to type email address carefully!
- Select a site key
- Enter a passphrase – different from password

Registration Step 2 of 2 - Security Information

* Indicates a required field.

It is recommended that your Trading Partner ID be entered as your User ID. The User ID and Password cannot be the same and the password must be 8 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter, 1 lowercase letter and cannot contain any special characters (for example \$, @, _ ...).

* User ID

* Password

* Confirm Password

Please provide your contact information below.
Use Provider Name, Billing Agency Name, or Delegate Name for Display Name.

* Display Name

Phone Number

* Email

* Confirm Email

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

* Site Key:

* Passphrase

Security – Part 2

- Select and answer two security questions
- Click submit to select your changes

Please select a unique challenge question and provide an answer for each of the question groups below.

*Challenge Question #1

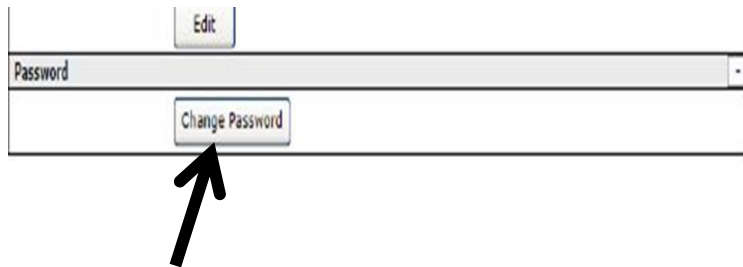
*Answer to #1

*Challenge Question #2

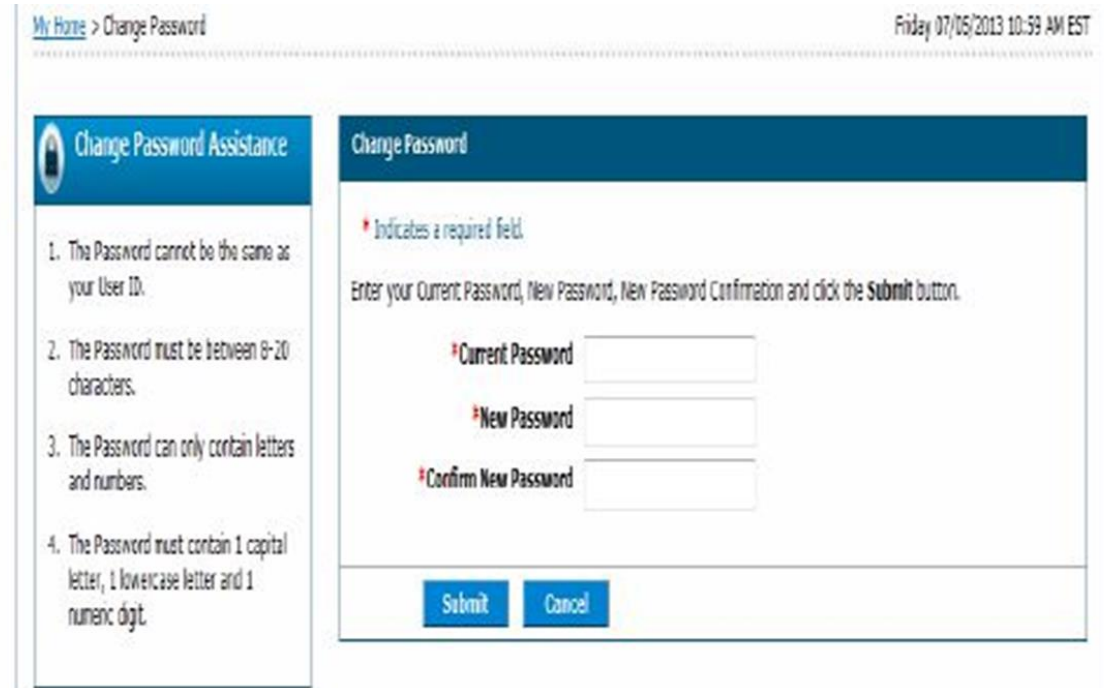
*Answer to #2

Change Password

- Users can change their password at any time by clicking the Change Password box on the bottom of the My Profile page which will open the box on the right. You must know your existing password to change to a new one.



A screenshot of a user profile page. At the top, there is an 'Edit' button. Below it is a 'Password' field with a dropdown arrow on the right. At the bottom of the profile section, there is a 'Change Password' button. A black arrow points to this button.



A screenshot of the 'Change Password' form. The top left shows 'My Home > Change Password' and the top right shows 'Friday 07/05/2013 10:59 AM EST'. The form is divided into two main sections: 'Change Password Assistance' and 'Change Password'.

Change Password Assistance

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. The Password can only contain letters and numbers.
4. The Password must contain 1 capital letter, 1 lowercase letter and 1 numeric digit.

Change Password

* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

*Current Password

*New Password

*Confirm New Password

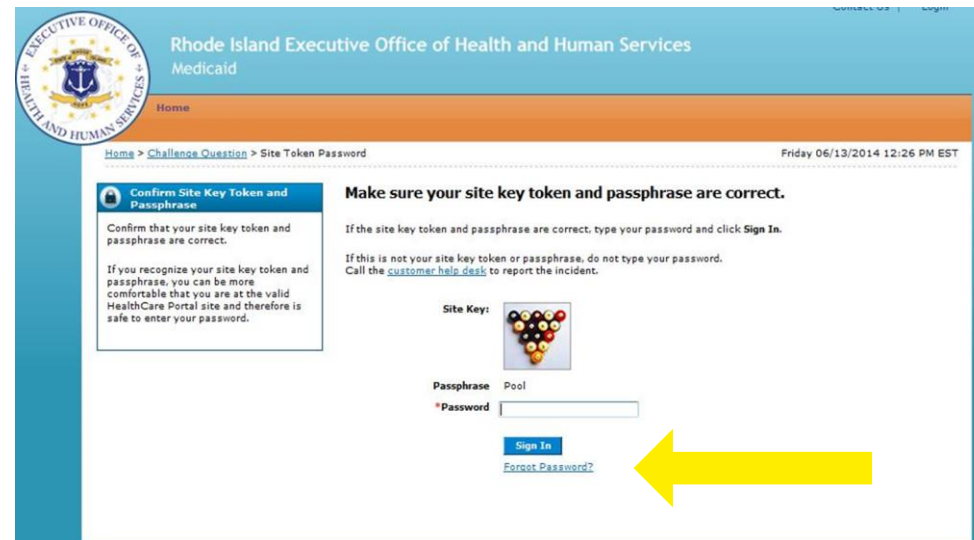
Submit **Cancel**

Forgot Password

If you forget your password, click the forgot password link, when you try to login.

This will email a temporary password to you.

Login with the temporary and then change to a new permanent password.



The screenshot shows the Medicaid portal interface. At the top, there is a blue 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 is an orange navigation bar with "Home". The main content area has a breadcrumb trail: "Home > Challenge Question > Site Token Password" and a timestamp "Friday 06/13/2014 12:26 PM EST".

The main content area is divided into two columns. The left column has a blue header "Confirm Site Key Token and Passphrase" and contains the following text:

Confirm that your site key token and passphrase are correct.

If you recognize your site key token and passphrase, you can be more comfortable that you are at the valid HealthCare Portal site and therefore is safe to enter your password.

The right column has a blue header "Make sure your site key token and passphrase are correct." and contains the following text:

If the site key token and passphrase are correct, type your password and click **Sign In**.

If this is not your site key token or passphrase, do not type your password. Call the [customer help desk](#) to report the incident.

Below the text, there are three input fields:

- Site Key: A grid of colored dots.
- Passphrase: A text input field with the word "Pool" next to it.
- * Password: A text input field.

At the bottom of the form, there is a blue "Sign In" button and a blue link "Forgot Password?". A large yellow arrow points to the "Forgot Password?" link.



Verify Eligibility

The Healthcare Portal is used to verify eligibility before providing services to a beneficiary.

Click on the eligibility tab to begin.

If you are a Trading Partner, and the eligibility tab is missing, follow the instructions here:
http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/Access_to_Web_Services.pdf

If you are a delegate user, the master user must grant you access.



Eligibility Tab

To verify eligibility, you must select the NPI, Provider Type, and Taxonomy.

Next select the correct billing provider.

Enter the recipient's Medicaid ID number.

Finally enter the effective from and to dates of service. You are able to search back one year but with a maximum 3 month interval.

To finish, select submit.

The screenshot shows the 'Eligibility Verification Request' form within the 'MAN SERVICE' portal. The navigation bar includes 'My Home', 'Eligibility', 'Claims', and 'Files Exchange'. The page title is 'Eligibility' and the date is 'Wednesday 12/03/2014 12:27 PM EST'. The form contains the following fields and instructions:

- Provider Information:** NPI (text), Provider Type (dropdown), Taxonomy (dropdown), Billing Provider (dropdown), and Rendering Provider (dropdown).
- Provider ID:** A text field with a note: 'The Provider ID will only be used for atypical providers who do not qualify for an NPI and Taxonomy.'
- Recipient Information:** Recipient ID (text), Last Name (text), First Name (text), MI (checkbox), Birth Date (calendar), and Payer (dropdown). A note states: 'Please enter 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.'
- Effective Dates:** Effective From Date (calendar) and Effective To Date (calendar). A note states: 'Date range may be 12 months prior to today through the end of the current date, with a maximum 3-month date span.'
- Service Type Codes:** Six text input fields labeled 'Service Type Code #1' through '#6'. A link 'Show More Service Type Codes' is located below these fields.
- Buttons:** 'Submit' and 'Reset' buttons are at the bottom of the form.



Eligibility Response

An eligibility response will be returned.

Demographic information is followed by Benefit plan information.

The dark gray sections can be expanded by clicking the plus sign. This is display more details on the beneficiaries benefits.

My Home | Eligibility | Claims | File Exchange

Eligibility > Eligibility Verification Response Friday 06/07/2013 04:18AM EST

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

Verification Number 2013099012345

Recipient Information

Recipient ID	0132546789	Recipient Name	John Doe
Birth Date	08/21/1986	Gender	Male
Date of Death	-		

Benefit Plan Details

Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorical and Fee for Service	08/15/2012	08/15/2012	\$0.00	Message Text

Service Type Code Details - Covered +

Service Type Code Details - Not Covered +

Managed Care Details +

Managed Care Service Type Code Details - Covered +

Lock-in Details +

Medicare Details +

TPL Details +

Premium Payment Details +

Long Term Care Details +

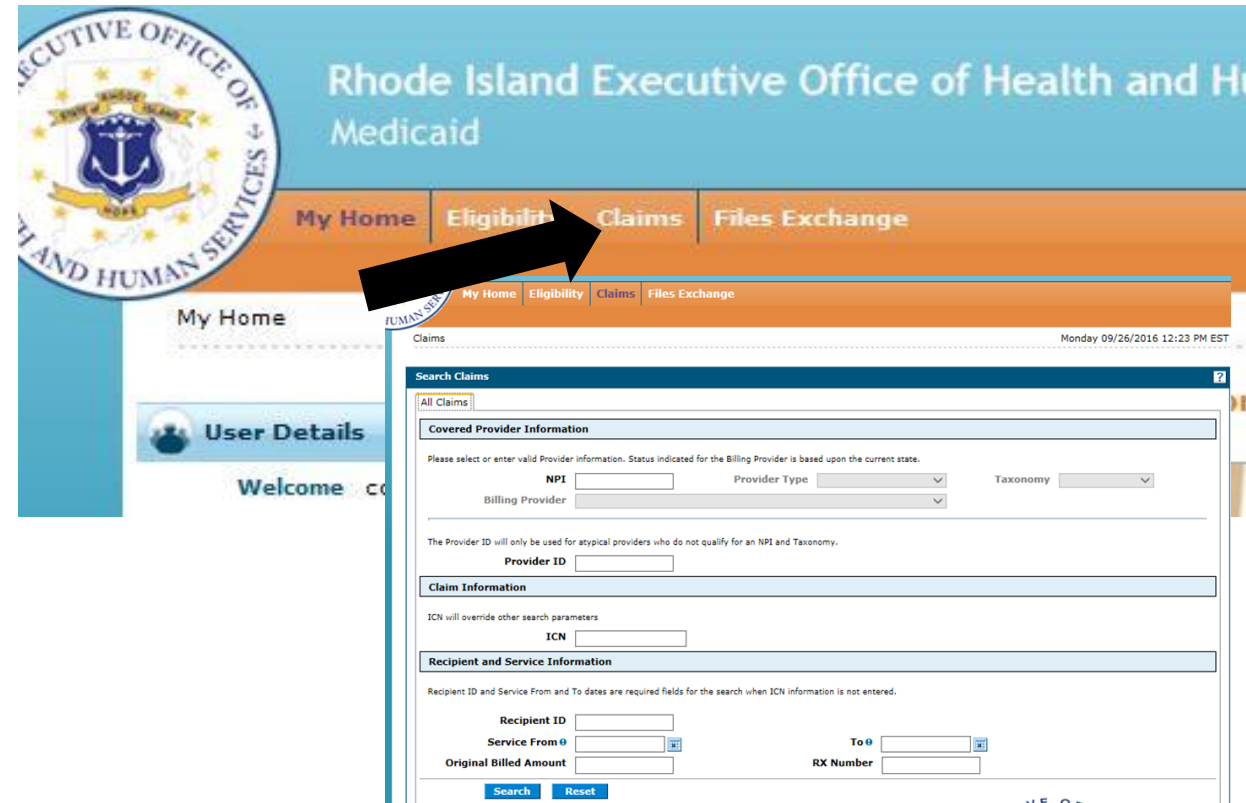


Claims Search

You can search for a specific claim by selecting the claims tab.

After entering the provider information, you can enter either the claim number (ICN) or the recipient's Medicaid ID number and service dates.

Select search to find the claim status.



The screenshot displays the Rhode Island Executive Office of Health and Human Services website. The header includes the state seal and the text "Rhode Island Executive Office of Health and Human Services" and "Medicaid". A navigation menu contains "My Home", "Eligibility", "Claims", and "Files Exchange". A black arrow points to the "Claims" tab. Below the navigation menu, there is a "My Home" section with a "User Details" button and a "Welcome" message. The main content area is titled "Search Claims" and contains the following sections:

- Covered Provider Information:** Includes fields for NPI, Provider Type, Taxonomy, and Billing Provider.
- Claim Information:** Includes a field for ICN.
- Recipient and Service Information:** Includes fields for Recipient ID, Service From, To, Original Billed Amount, and RX Number.

At the bottom of the search form are "Search" and "Reset" buttons. The date and time "Monday 09/26/2016 12:23 PM EST" are displayed in the top right corner.



Remittance Advice

If you have been assigned access to view remittance advice documents, access will appear on your home page.

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 a provider number.

Provider ID:

Select the provider information (NPI, Type, and Taxonomy) and click search.

Select the provider from the list and click search again.

Welcome Health Care Professional!



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

 [Contact Us](#)

 **Interactive Web Services**

- ▶ [Check Debit Authorization](#)
- ▶ [Check Dental/Vision Limits](#)
- ▶ [Check Prior Authorization](#)
- ▶ [EHR Incentive Program - MAPIR](#)
- ▶ [Message Center](#)
- ▶ [Medicaid ID Card](#)
- ▶ [NDC Lookup](#)
- ▶ [View Remittance Advice](#)
- ▶ [View Remittance Advice Payment Amt](#)



View and Download Remittance Advice

The available Remittance Advice documents will be listed.
Only four documents can be accessed.
Once a new one is available, the oldest is dropped.

It is critical that providers save or print a copy of the remittance advice in a timely manner.
Old remittance advice documents are not available.

REMITTANCE ADVICE FILES AVAILABLE VIA THE WEB

Remittance Date

[20160819](#)

[20160902](#)

[20160916](#)

[20160930](#)



Suggested Trainings:

Visit the Provider Training and Education Page on the EOHHS website:
<http://www.eohhs.ri.gov/ProvidersPartners/ProviderTrainingandEducation.aspx>

Helpful Trainings for all Providers:
[Billing 101](#)



QUESTIONS?



Thank You

