

# Ordering, Prescribing, and Referring Providers

## *Frequently Asked Questions*



**Q: What provider types does this apply to?**

**A:**

Inpatient  
Outpatient (except clinic visits-rev codes 510-519,  
ER visits-rev codes 450-459 and observation-rev codes 760-769),  
Pharmacy  
Skilled Home Health  
Independent Radiology,  
Durable Medical Equipment (DME)  
Chiropractor  
Dialysis  
Ambulatory Surgical Centers  
Local Education Agencies (LEA)  
and Hospice.

**Q: Who is eligible to order/refer?**

**A:** Only Medicaid-enrolled individuals of the following types can order/refer:

Certified Nurse Midwives  
Clinical Nurse Specialists  
Clinical Psychologists  
Clinical Social Workers  
Interns, Residents, and Fellows\*  
Nurse practitioners  
Optometrists (may order and refer only laboratory and X-ray services)  
Physician's Assistants  
Physicians (Doctors of Medicine or Osteopathy, Doctors of Dental Medicine, Doctors of Dental Surgery,  
Doctors of Podiatric Medicine, Doctors of Optometry)

\*Interns and non-licensed residents must use the NPI of the teaching, admitting, or supervising physician.

**Q: How will I know if an OPR provider is enrolled with RI Medicaid?**

**A:** It is ultimately the responsibility of the RI Medicaid provider rendering the service to obtain the OPR provider's NPI and taxonomy code, and to confirm participation with RI Medicaid. RI Medicaid maintains a provider search function on the website, although all providers may not be listed.

**Q: How will I know the NPI of the physician or healthcare professional who wrote the prescription or order?**

**A:** A prescribing physician or licensed health care provider should be including their NPI on the prescription or order.

## Ordering, Prescribing, and Referring Providers *Frequently Asked Questions Continued*

**Q: Where can I obtain the OPR taxonomy code if I only have the NPI?**

**A:** This information can be found on the NPPES website, by completing a provider search by NPI.

**Q: I am a member of a group. As an OPR provider, do I list my group NPI or my individual NPI?**

**A:** Only individual NPIs are accepted as an OPR provider on a claim.

**Q: What will happen to a “qualifying” claim submitted without an OPR listed?**

**A:** The claim will be denied by RI Medicaid with EOB Message 574—Referring/Ordering Provider required and missing or invalid.

**Q: Where is the OPR information entered on the claim form?**

**A: UB-04** – Box 79 – Other– Referring Provider NPI,  
Box 81CC (Row d) Referring Provider Taxonomy Code

The image shows a portion of a UB-04 claim form. On the right side, there are three rows for 'OTHER' providers (77, 78, 79). Each row has a 'LAST' field and an 'NPI' field. A red arrow points from the 'NPI' field of the first 'OTHER' row to the '79 OTHER' row. On the left side, there are two rows for 'OTHER PROCEDURE DATE' (81D) and one row for '81CC'. A red arrow points from the '81CC' row to the '81D' row.

**CMS 1500 Claim Form** Box 17a—Referring Provider Taxonomy code with qualifier “ZZ”  
Box 17b—NPI of referring provider

The image shows a portion of a CMS 1500 claim form. Box 14 is 'DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP)'. Box 15 is 'OTHER DATE'. Box 17 is 'NAME OF REFERRING PROVIDER OR OTHER SOURCE'. Box 17a is 'Taxonomy Code' and Box 17b is 'NPI'. Box 19 is 'ADDITIONAL CLAIM INFORMATION (Designated by NUCC)'. A yellow arrow points from the 'QUAL.' field of Box 15 to the '17a' field. Another yellow arrow points from the '17b, NPI' field to the '17a' field.

**Q: Where is the OPR information entered for electronic claims?**

**A:** For clearing houses/vendors and professional claims the OPR information should be entered in Loop 2310A, and for institutional claims the information should be entered on Loop 2310F

## **Ordering, Prescribing, and Referring Providers**

### *Frequently Asked Questions Continued*

**Q: If the attending provider is the same as the ordering/referring/prescribing provider(s) do you have to list the OPR in addition to the attending?**

**A:** Yes. In situations where the attending provider is the same as the OPR, the NPIs are still required. If the OPR is not listed, even if the NPI is the same as the attending, the claim will deny.

**Q: If RI Medicaid is secondary, is the OPR provider still required?**

**A:** Yes. The enrollment requirement applies even if Medicaid is the secondary payer.

**Q: Do Medicare crossover claims require the OPR provider to be enrolled?**

**A:** Yes, Medicare crossover claims are subject to the enrollment requirement.

**Q: What if the OPR provider is enrolled with another state's Medicaid program?**

**A:** Enrollment in another state's Medicaid program does not exempt a provider from enrolling with the RI Medicaid program.

**Q: I wish to enroll as a RI OPR provider. Where do I go to enroll in the Medicaid program?**

**A:** RI Medicaid has an OPR registration process in the Healthcare Portal. OPR providers are not able to submit claims for reimbursement. The OPR registration process can be accessed by visiting the Healthcare Portal and clicking **Enroll as an OPR Provider**. The OPR Provider User Guide is found on the home page of the Healthcare Portal.

**Q: Will claims submitted with an NPI for a non-Medicaid OPR be denied?**

**A:** Yes, claims for a non-Medicaid OPR will be denied.

**Q: What information is required on a Prior Authorization request?**

**A:** The OPR provider's information must be listed in the OPR fields. The Performing/Billing provider information should be listed on the Performing/Billing Provider line. If the OPR information is missing, or the OPR is not enrolled with RI Medicaid, the PA form will be returned.