

# Assisted Living Services

May 2022

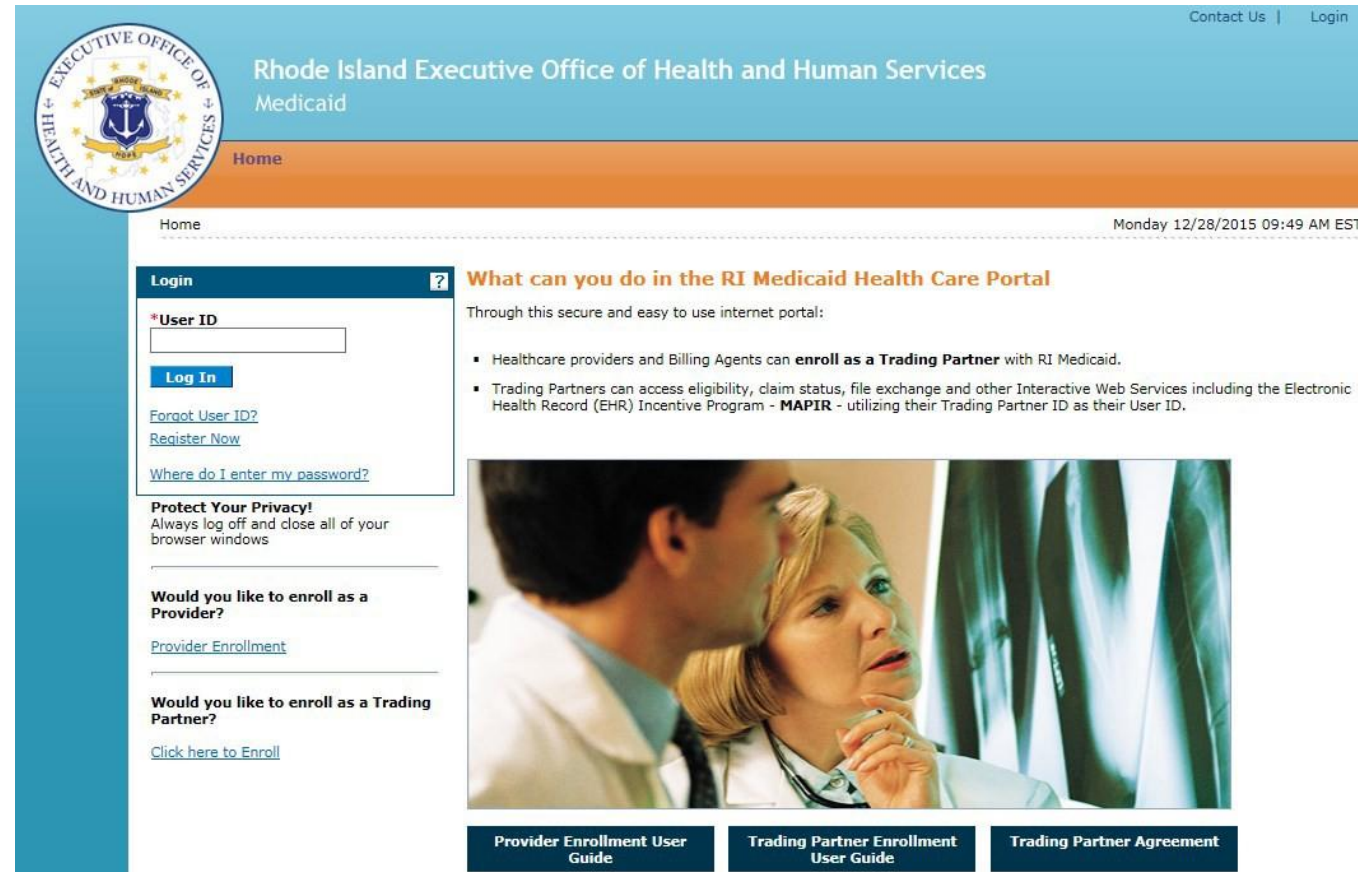


# Agenda

- Healthcare Portal Eligibility
- Billing Assisted Living
- Billing Issues and Resolutions
- Question and Answers




# Healthcare Portal Log in



The screenshot shows the login page for the Rhode Island Executive Office of Health and Human Services Medicaid portal. The page features a blue header with the state seal and navigation links. A central content area includes a login form, a 'What can you do in the RI Medicaid Health Care Portal' section with a list of services, a privacy notice, and enrollment options for providers and trading partners. A photograph of two healthcare professionals is also present.

Contact Us | Login

 Rhode Island Executive Office of Health and Human Services  
Medicaid

Home

Home Monday 12/28/2015 09:49 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

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

[Provider Enrollment](#)

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**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](#)



# On the Home page - Choose Eligibility on the Orange bar

The screenshot shows the home page of the Rhode Island Executive Office of Health and Human Services Medicaid portal. The page has a blue header with the state seal on the left and the text "Rhode Island Executive Office of Health and Human Services Medicaid" on the right. Below the header is an orange navigation bar with links for "My Home", "Eligibility", "Claims", and "Files Exchange". The "Eligibility" link is highlighted. The main content area is white and features a "Welcome Health Care Professional!" message. On the left, there are sections for "User Details" (Welcome KAREN MURPHY) and "Trading Partner" (Name KAREN MURPHY, ID 601000016). On the right, there is a "Contact Us" link and a list of "Interactive Web Services" including "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", "NDC Lookup", "View Remittance Advice", and "View Remittance Advice Payment Amt". A central image shows a doctor and a patient. A paragraph at the bottom states: "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)."

Contact Us | Logout

Rhode Island Executive Office of Health and Human Services  
Medicaid

My Home Eligibility Claims Files Exchange

My Home Monday 12/28/2015 12:44 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!**

**Contact Us**

**Interactive Web Services**

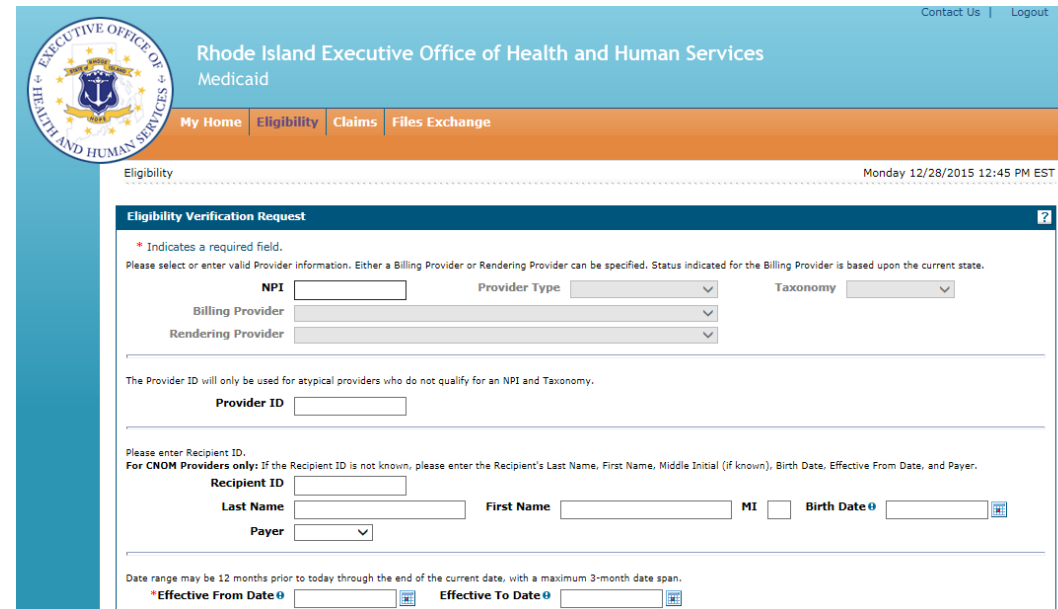
- ▶ Approve Eligibility/TPL
- ▶ Check Debit Authorization
- ▶ Check Dental/Vision Limits
- ▶ Check Prior Authorization
- ▶ Enter Eligibility
- ▶ Enter TPL (Third Party Liability)
- ▶ EHR Incentive Program - MAPIR
- ▶ Message Center
- ▶ NDC Lookup
- ▶ View Remittance Advice
- ▶ View Remittance Advice 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).



# Eligibility Verification -

- Enter Provider fields, Recipient ID, and Dates of Service. Click - Search at the bottom




The screenshot shows the Rhode Island Executive Office of Health and Human Services Medicaid portal. The page title is "Eligibility Verification Request". The form includes the following fields and instructions:

- Provider Information:** NPI (text input), Provider Type (dropdown), Taxonomy (dropdown), Billing Provider (dropdown), and Rendering Provider (dropdown).
- Provider ID:** Text input, 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 input), Last Name (text input), First Name (text input), MI (checkbox), Birth Date (calendar icon), and Payer (dropdown).
- Dates of Service:** Effective From Date (calendar icon) and Effective To Date (calendar icon). 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."

Navigation links at the top include "My Home", "Eligibility", "Claims", and "Files Exchange". The page also features a "Contact Us | Logout" link in the top right corner.



# Eligibility Search Verification Results – DEA Assisted Living Services



Rhode Island Executive Office of Health and Human Services  
Medicaid

[Contact Us](#) | [Logout](#)

[My Home](#) | [Eligibility](#) | [Claims](#) | [Files Exchange](#)

[Eligibility](#) > Verify Eligibility Response

Friday 05/06/2016 03:02 PM EST

**Eligibility Verification Response**
[Back to Eligibility Verification Request](#) ?

[Expand All](#) | [Collapse All](#)

**Verification Response ID** 201612706245

**Recipient Information**

<b>Recipient ID</b> [REDACTED]	<b>Recipient Name</b> [REDACTED]
<b>Birth Date</b> [REDACTED]	<b>Gender</b> Male
<b>Date Of Death</b> _	

**Benefit Plan Details**

Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorically Needy Services	04/20/2016	05/06/2016	\$0.00	Limitations apply to Vision and Dental services
DEA Assisted Living	04/20/2016	05/06/2016	\$0.00	Refer to DEA policy for covered services

**Service Type Code Details - Covered**

**Medicare Details**

**TPL Details**

Carrier Name	Policy Number	Coverage	Effective From Date	Effective To Date
NEIGHBORHOOD HEALTH PLAN RHODY HEALTH OPTIONS		RHODY HEALTH OPTIONS	04/20/2016	05/06/2016



# Eligibility Search Verification Results – RI Housing Assisted Living Services

Contact Us | Logout



Rhode Island Executive Office of Health and Human Services  
Medicaid

My Home | Eligibility | Claims | Files Exchange

Eligibility > Verify Eligibility Response Friday 05/06/2016 03:16 PM EST

**Eligibility Verification Response** [Back to Eligibility Verification Request](#) ?

[Expand All](#) | [Collapse All](#)

**Verification Response ID** 201612706386

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**Recipient Information** -

<b>Recipient ID</b> [REDACTED]	<b>Recipient Name</b> [REDACTED]
<b>Birth Date</b> [REDACTED]	<b>Gender</b> Female
<b>Date Of Death</b> -	

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**Benefit Plan Details** -

Plan Name	Effective From Date	Effective To Date	Base Deductible	Message
Categorically Needy Services	04/20/2016	05/06/2016	\$0.00	Limitations apply to Vision and Dental services
RI Housing Assisted Living	04/20/2016	05/06/2016	\$0.00	Recipient may be subject to cost for patient share

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**Service Type Code Details - Covered** +

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**Medicare Details** +

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**Demographic Details** +



# Billing Assisted Living

- Billed on the paper Waiver claim form or the 837 Professional Waiver
- Procedure Code:
  - T2031 (no modifier) for Tier A
  - T2031 UB for Tier B
  - T2031 UC for Tier C
- Reimbursement is
  - Tier A - \$78.00 per day
  - Tier B - \$113.00 per day
  - Tier C - \$136.00 per day
- Billing is done monthly with the units representing the numbers of days the client attended





# Common Billing Issues and Resolutions

- **RECIPIENT INELIGIBLE FOR DATES OF SERVICE** – Client is not Medicaid eligible for the dates of service billed
  - Use the Healthcare Portal’s Eligibility Search to ensure the client is enrolled in Medicaid and the Waiver
  - Check your dates of service on the claim to ensure they were keyed correctly
  - Contact Case Manager
- **SERVICE DENIED; NOT COVERED BY RHODE ISLAND MEDICAL ASSISTANCE PROGRAM** - Either the procedure code (T2031) on the claim was incorrect or the client is not enrolled in the Waiver
  - Use the Healthcare Portal’s Eligibility Search to ensure the client is enrolled in Medicaid and the Waiver
  - Check the remittance advice to verify the procedure code is correct
- **CLAIM DENIED. EXACT DUPLICATE OF SERVICE PREVIOUSLY PAID, OR CURRENTLY SUSPENDED --**  
Claim for the same dates of service has already been paid
  - Check previous Remittance Advices or use the Claim Search function on the Healthcare Portal to determine the paid date
  - Contact Gainwell Technologies



# Common Billing Issues and Resolutions

- **PROCEDURE EXCEEDS MAXIMUM UNITS ALLOWED** — For the date range on the claim there are too many units billed.
  - On the Remittance Advice or in your software, verify the dates of service billed and the units
  - Contact Gainwell Technologies
- **SPLIT MONTH BILLING/LIABILITY DECREMENTED TWICE** —client discharged, waiver updated to reflect gap; provider bills for the month but splits the claim so liability is deducted twice
  - If client discharges for less than 30 days, let the case manager know but do not discharge with LTC
  - Then there won't be a gap in the client's waiver eligibility
  - Provider can bill the whole month (1/1/16 – 1/31/16) with the units reflecting only the days the client was present
  - Liability is only decremented once



# 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.

