

New Provider Introduction to the Rhode Island Medicaid Program

2.2024

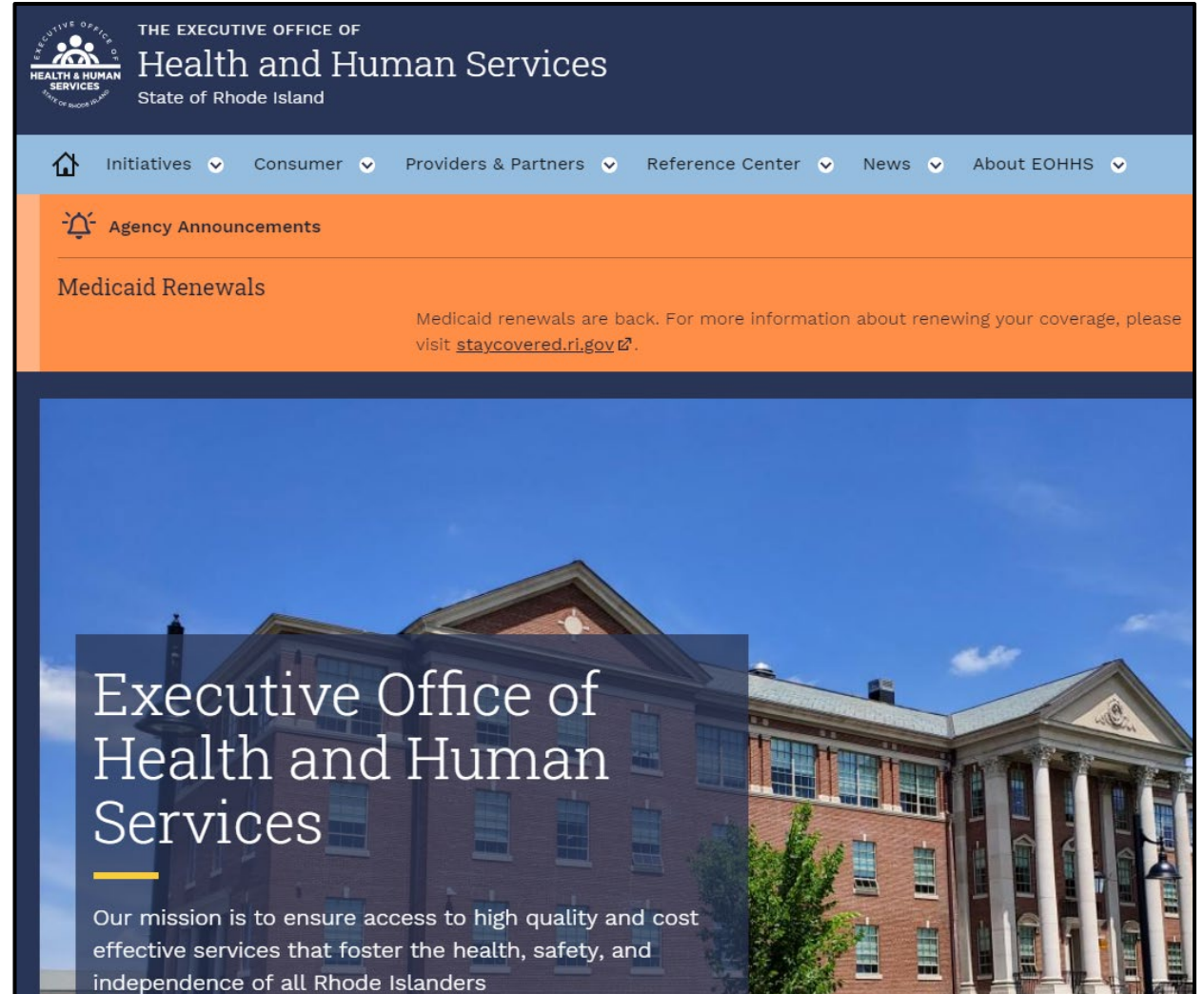
Contents

- Using the EOHHS Website
- Healthcare Portal
- Basic Information for Providers

Using the EOHHS Website

EOHHS Homepage

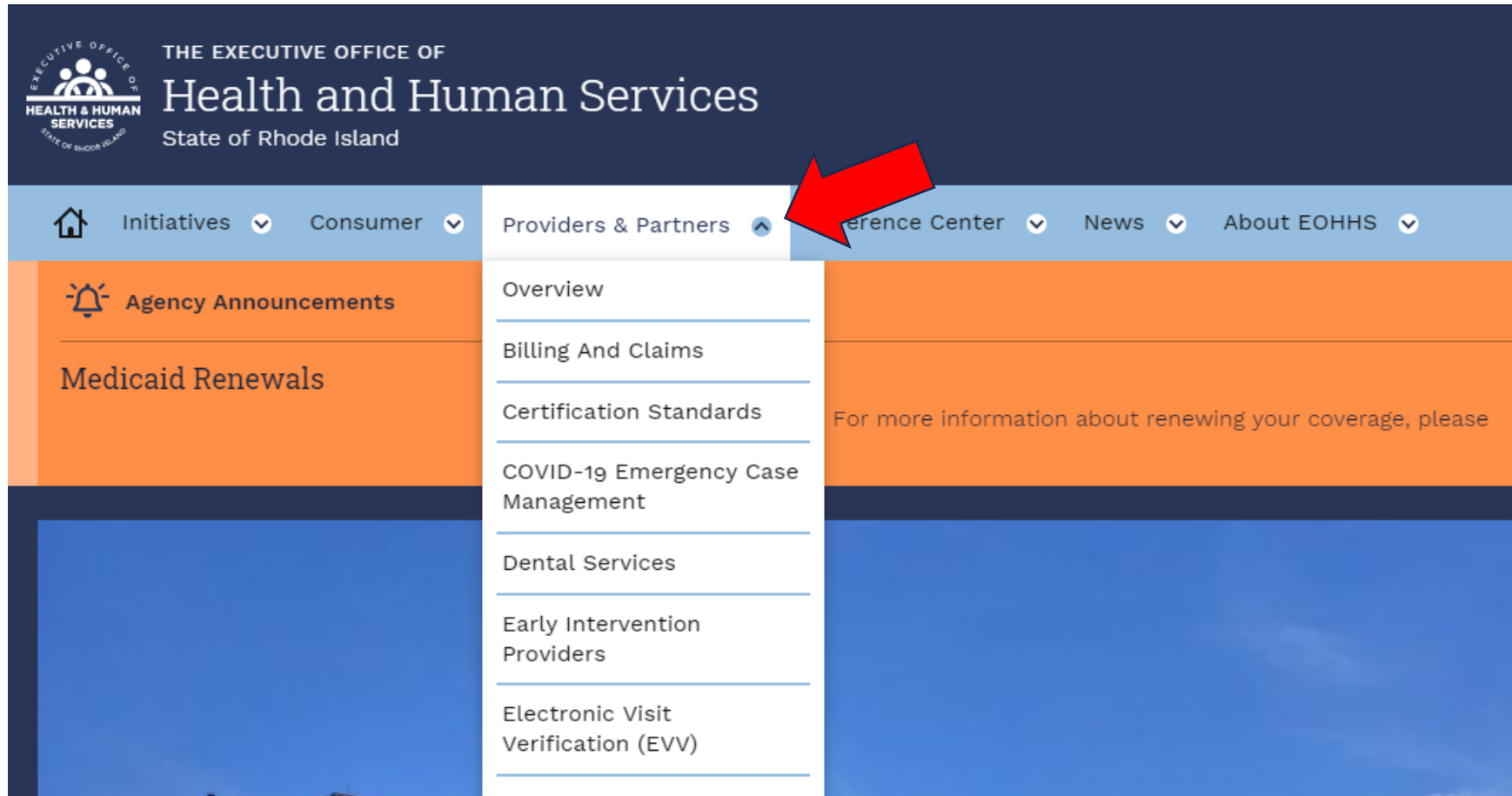
- Bookmark this webpage:
www.eohhs.ri.gov
- Most provider resources are available on the Providers & Partners Tab.
- Click the tab to see a drop-down list of available resources.



The screenshot shows the homepage of the Executive Office of Health and Human Services (EOHHS) for the State of Rhode Island. The header features the EOHHS logo and the text "THE EXECUTIVE OFFICE OF Health and Human Services State of Rhode Island". Below the header is a navigation menu with tabs for "Initiatives", "Consumer", "Providers & Partners", "Reference Center", "News", and "About EOHHS". A prominent orange banner highlights "Agency Announcements" with a bell icon, specifically mentioning "Medicaid Renewals" and stating that renewals are back, with a link to staycovered.ri.gov. The main content area features a large image of a brick building with a classical portico, overlaid with the text "Executive Office of Health and Human Services" and a yellow underline. Below this, the mission statement reads: "Our mission is to ensure access to high quality and cost effective services that foster the health, safety, and independence of all Rhode Islanders".



Providers & Partners Tab



The screenshot displays the website header for the Executive Office of Health & Human Services, State of Rhode Island. The navigation bar includes a home icon, 'Initiatives', 'Consumer', 'Providers & Partners', 'Reference Center', 'News', and 'About EOHHS'. A red arrow points to the 'Providers & Partners' dropdown menu, which is open and lists the following items: Overview, Billing And Claims, Certification Standards, COVID-19 Emergency Case Management, Dental Services, Early Intervention Providers, and Electronic Visit Verification (EVV). The main content area features orange and blue sections with text such as 'Agency Announcements', 'Medicaid Renewals', and 'For more information about renewing your coverage, please'.

Overview Page

- On the Overview Page there are clickable links to various resources. Most of these resources can also be accessed from the Providers & Partners drop-down list.

General Information

Are you interested in:

- [News and Information for Medicaid Providers Only](#)
- [Provider Manuals and Guidelines](#)
- [Program Integrity](#)
- [Forms & Applications](#)
- [Provider Search](#)

The EOHHS values the providers and partners in the health and human services delivery network and is committed to providing easy access to the information they need to ensure our programs achieve the best possible outcomes for the people and communities we serve. In addition to information, we are including an array of helpful resources and postings about grant and contract opportunities that may be of interest.

Provider Directories

- The left 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

- 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 Updates

To receive the *Provider Update* by email, send a request to riproviderservices@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.

2024 Provider Update

- [February 2024](#)
- [January 2024](#)

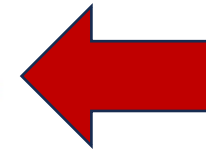
Provider Manuals & Guidelines

- This page contains links for Provider Reference Manuals for Medicaid Providers.
- Click on the Medicaid Provider Manual link in blue.

Provider Manuals & Guidelines

Medicaid

- [MEDICAID PROVIDER MANUAL](#)
- [Healthcare Portal](#) ↗
- [Pediatric Private Duty Nursing Policy Guidance Document](#)
- [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.

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](#)
- [BH Link](#)
- [Clinical Laboratory](#)
- [Community Health Workers Services](#)
- [Dental](#)
- [Doula Services](#)
- [Durable Medical Equipment](#)
- [Early Intervention](#)
- [Federally Qualified Health Center \(FQHC\)](#)

Provider Training & Education

- From this page, providers can access a scheduling of training events and the E-Learning Center.
- Additional trainings are being added to this page to support providers.

Provider Training And Education

Provider Training

[Provider Revalidation](#)

[Medicaid Updates](#)

[Meet the Dental Director](#)

Healthcare Portal

The Healthcare Portal is used to access business functions for RI Medicaid. Providers must enroll as a Trading Partner electronically through the Healthcare Portal. Once enrolled, Trading Partners are required to register to use the Healthcare Portal.

User Guides and Quick Reference Guides are available on the [Healthcare Portal](#) page of this website.

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

Forms & Applications

- 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.

Forms & Applications

You will find Medicaid Provider forms and applications below.

All documents are in pdf format

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

Billing & Claims

- This page contains important information for billing & claims, including:
 - Recipient Eligibility Verification
 - Third Party Insurance
 - Prior Authorization
 - Submission of Claims
 - Payment Processing Schedule

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](#).

Fee Schedule

[Medicaid Fee Schedule](#)

Recipient Eligibility Verification

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

Member Id Conversion

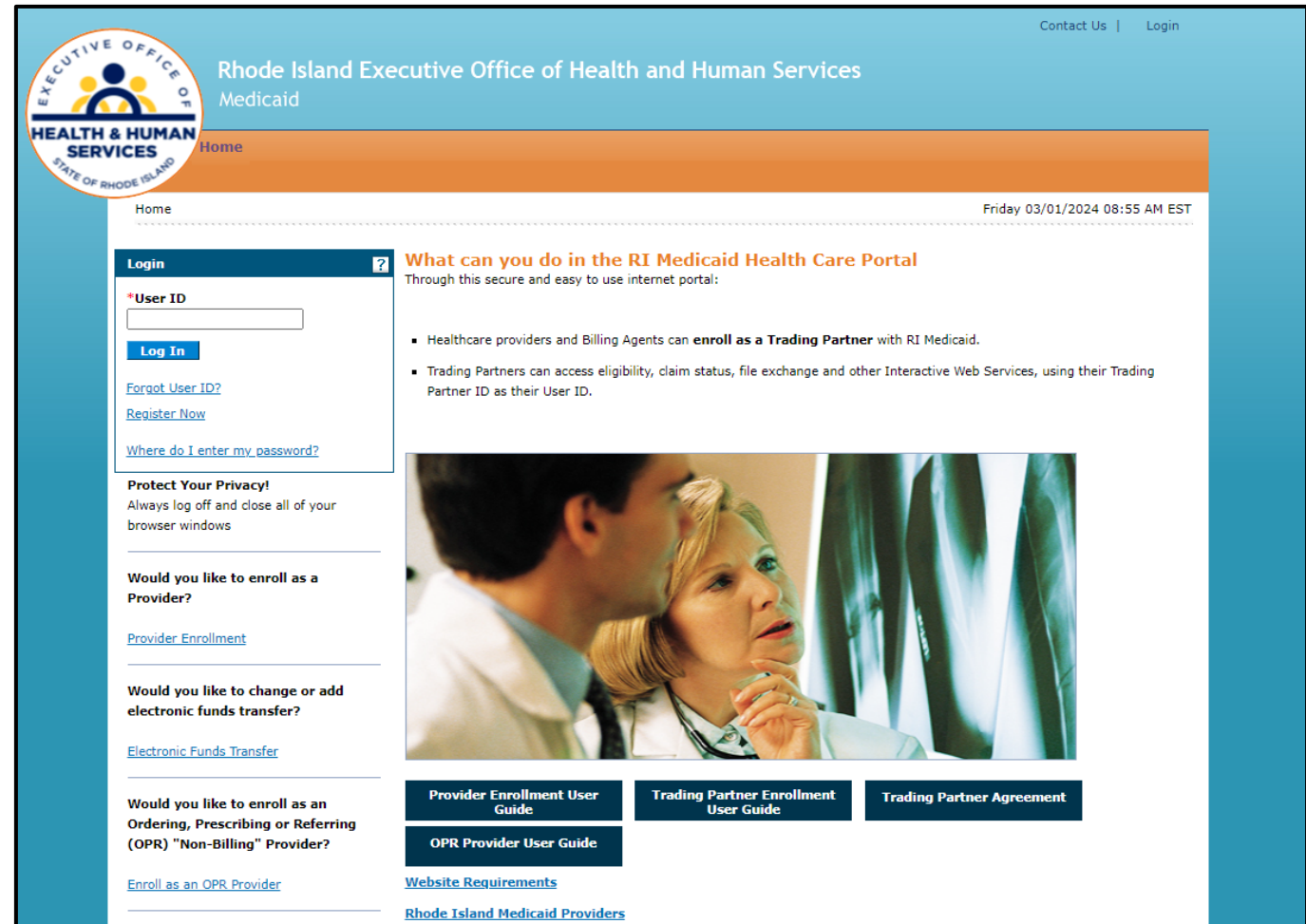
In September 2016, RI Medicaid converted member identification (MID) numbers, formerly 9 digit social security numbers, to a randomly generated 10 digit ID number. Providers should make note of the new ID number, as well as request that the beneficiary produce their Medicaid Identification cards. There is not a dual window for claims processing, meaning that members' 9 digit social security numbers are invalid and providers must include 10 digit MIDs on all claims.

The dual processing for claims ended on April 30, 2018.

Healthcare Portal

RI Medicaid – Healthcare Portal

- 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 into the Healthcare Portal to access information 24 hours a day, 7 days a week.



The screenshot displays 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 Medicaid" and "Home". A navigation bar contains "Home" and "Friday 03/01/2024 08:55 AM EST".

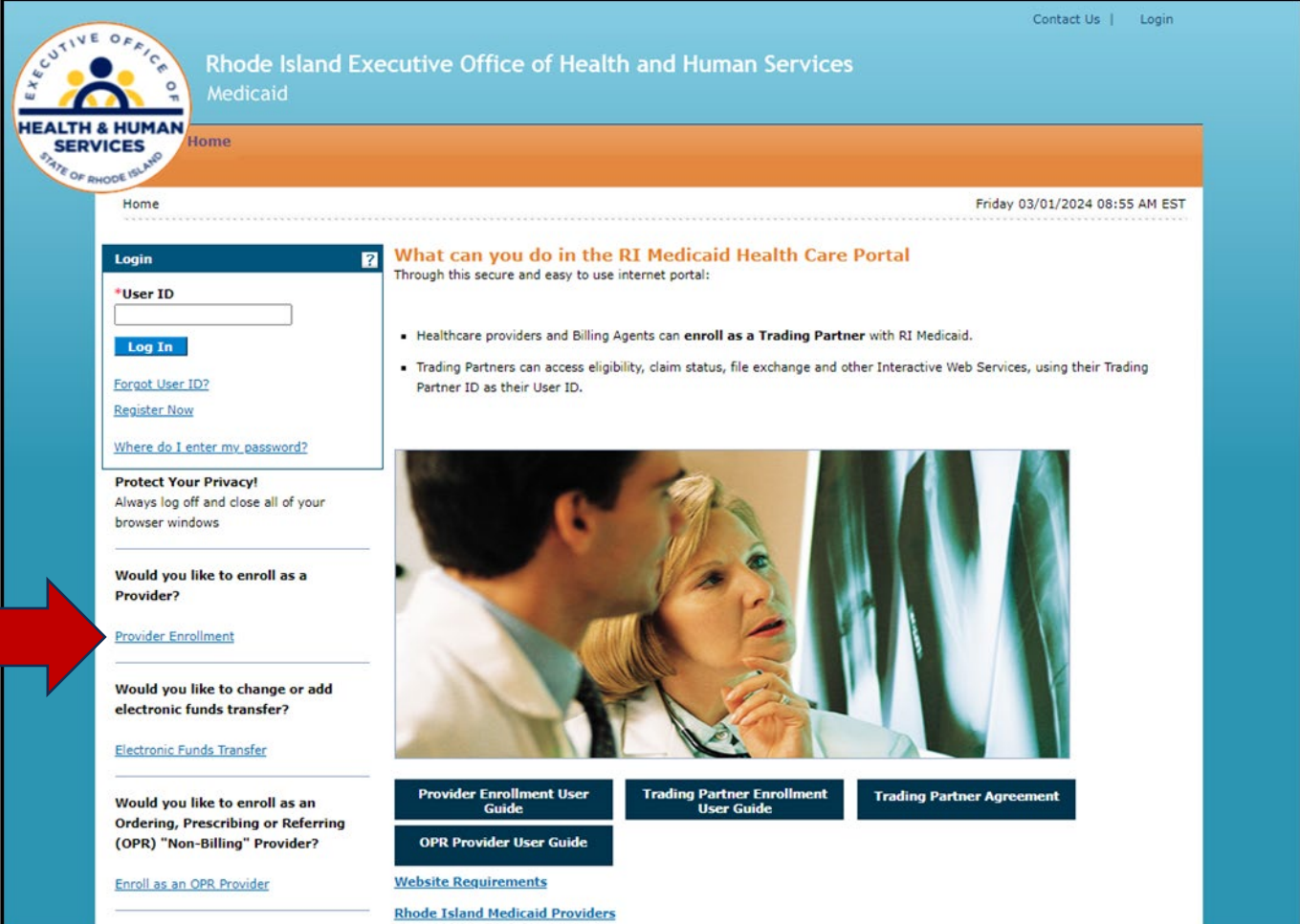
The main content area features a "Login" section with a "User ID" input field, a "Log In" button, and links for "Forgot User ID?", "Register Now", and "Where do I enter my password?". Below this is a "Protect Your Privacy!" notice and a question: "Would you like to enroll as a Provider?" with a link to "Provider Enrollment". Another question asks: "Would you like to change or add electronic funds transfer?" with a link to "Electronic Funds Transfer". A third question asks: "Would you like to enroll as an Ordering, Prescribing or Referring (OPR) 'Non-Billing' Provider?" with a link to "Enroll as an OPR Provider".

To the right of the login section is a heading: "What can you do in the RI Medicaid Health Care Portal" followed by the text: "Through this secure and easy to use internet portal:". Below this are two bullet points: "Healthcare providers and Billing Agents can enroll as a Trading Partner with RI Medicaid." and "Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services, using their Trading Partner ID as their User ID." Below the text is an image of a man and a woman in a professional setting.

At the bottom of the page are several buttons: "Provider Enrollment User Guide", "Trading Partner Enrollment User Guide", "Trading Partner Agreement", and "OPR Provider User Guide". There are also links for "Website Requirements" and "Rhode Island Medicaid Providers".

Provider Enrollment

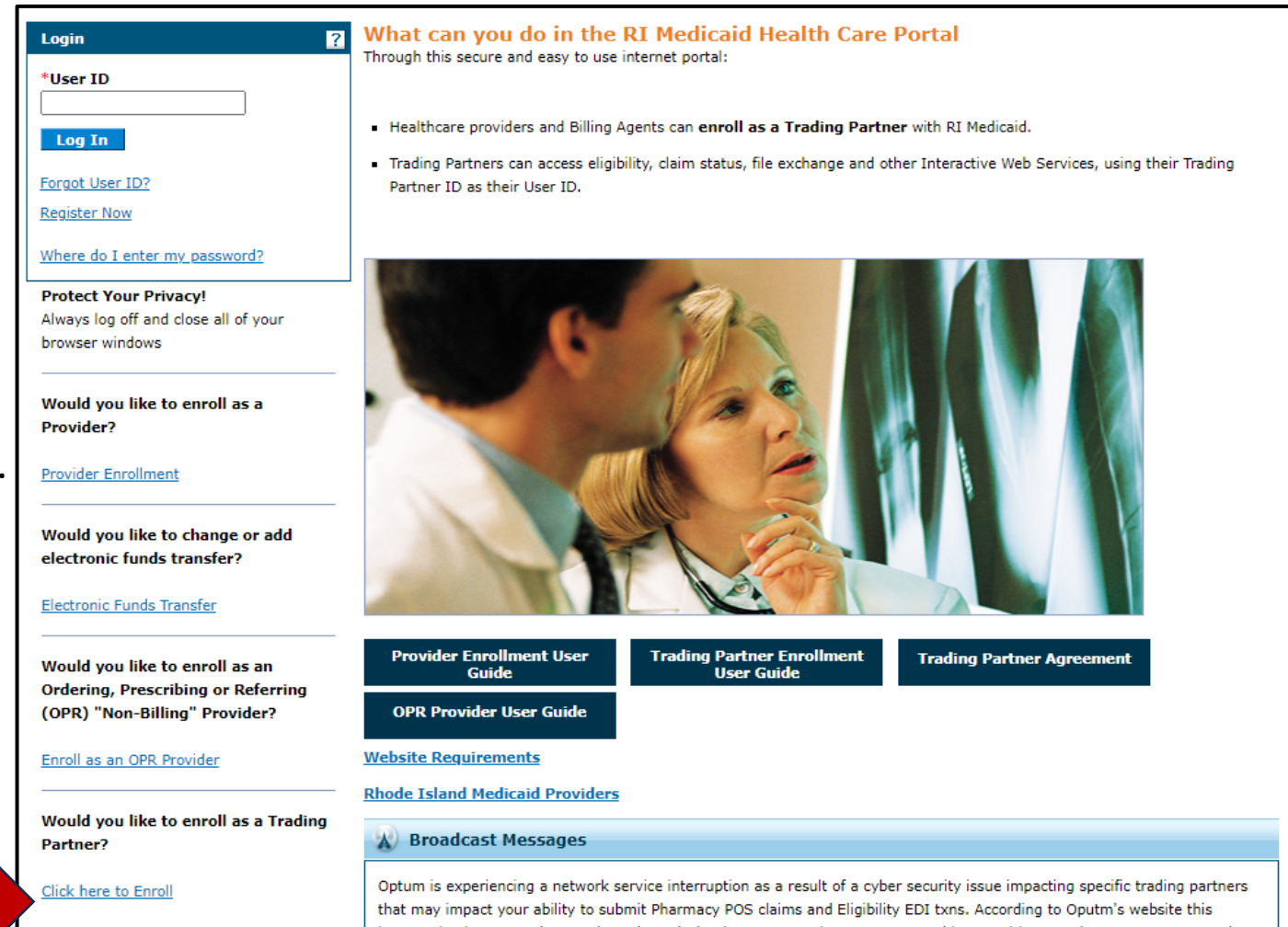
- To enroll as a Medicaid Provider, you must complete the online application in the Healthcare Portal.
- Click on Provider Enrollment to complete online application.



The screenshot shows the Rhode Island Executive Office of Health and Human Services Medicaid portal. The header includes the logo and navigation links for 'Contact Us' and 'Login'. The main content area features a 'Login' form with a 'User ID' field and a 'Log In' button. Below the login form are links for 'Forgot User ID?', 'Register Now', and 'Where do I enter my password?'. A 'Protect Your Privacy!' section follows, with a link to 'Provider Enrollment' highlighted by a red arrow. Other links include 'Electronic Funds Transfer' and 'Enroll as an OPR Provider'. The right sidebar contains a section titled 'What can you do in the RI Medicaid Health Care Portal' with a list of services and a photo of two healthcare professionals. At the bottom, there are buttons for 'Provider Enrollment User Guide', 'Trading Partner Enrollment User Guide', 'Trading Partner Agreement', and 'OPR Provider User Guide', along with links for 'Website Requirements' and 'Rhode Island Medicaid Providers'.

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 [HCP Provider Portal > Home \(riproviderportal.org\)](http://HCP Provider Portal > Home (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 online Trading Partner application and click the enrollment link.



The screenshot displays the RI Medicaid Health Care Portal interface. On the left, there is a 'Login' section with a text input field for '*User ID', a 'Log In' button, and links for 'Forgot User ID?', 'Register Now', and 'Where do I enter my password?'. Below this is a 'Protect Your Privacy!' notice and a question 'Would you like to enroll as a Provider?' with a 'Provider Enrollment' link. Another question asks 'Would you like to change or add electronic funds transfer?' with an 'Electronic Funds Transfer' link. A third question asks 'Would you like to enroll as an Ordering, Prescribing or Referring (OPR) "Non-Billing" Provider?' with an 'Enroll as an OPR Provider' link. The final question is 'Would you like to enroll as a Trading Partner?' with a 'Click here to Enroll' link. A large red arrow points from the text 'click the enrollment link.' in the list to this 'Click here to Enroll' link.

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, using their Trading Partner ID as their User ID.



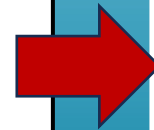
Provider Enrollment User Guide **Trading Partner Enrollment User Guide** **Trading Partner Agreement**
OPR Provider User Guide

[Website Requirements](#)
[Rhode Island Medicaid Providers](#)

Broadcast Messages
Optum is experiencing a network service interruption as a result of a cyber security issue impacting specific trading partners that may impact your ability to submit Pharmacy POS claims and Eligibility EDI txns. According to Optum's website this

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: [Healthcare Portal | Executive Office of Health and Human Services \(ri.gov\)](https://www.ri.gov/healthcare-portal)



The screenshot shows the home page of the Rhode Island Executive Office of Health and Human Services Medicaid Healthcare Portal. The page features a blue header with the logo and navigation links. A central login box contains fields for User ID and a Log In button, with links for 'Forgot User ID?' and 'Register Now'. A red arrow points to the 'Register Now' link. To the right, a section titled 'What can you do in the RI Medicaid Health Care Portal' lists benefits for Trading Partners. Below this, there are sections for privacy, enrollment questions, and user guides. The footer includes links for 'Enroll as an OPR Provider', 'Website Requirements', and 'Rhode Island Medicaid Providers'.

Log in to the Healthcare Portal

- 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.

Executive Office of Health & Human Services
STATE OF RHODE ISLAND

Rhode Island Executive Office of Health and Human Services
Medicaid

My Home Eligibility Claims NDC Lookup Files Exchange Patient Share Assisted Living

My Home Friday 03/01/2024 09:26 AM EST

User Details
Welcome Shelby Salmons
My Profile
Manage Accounts

Trading Partner
Name SHELBY SALMONS
Trading Partner ID 710001658
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)
- Message Center
- Referral List
- Roster Billing
- View Remittance Advice
- View Remittance Advice Payment Amt

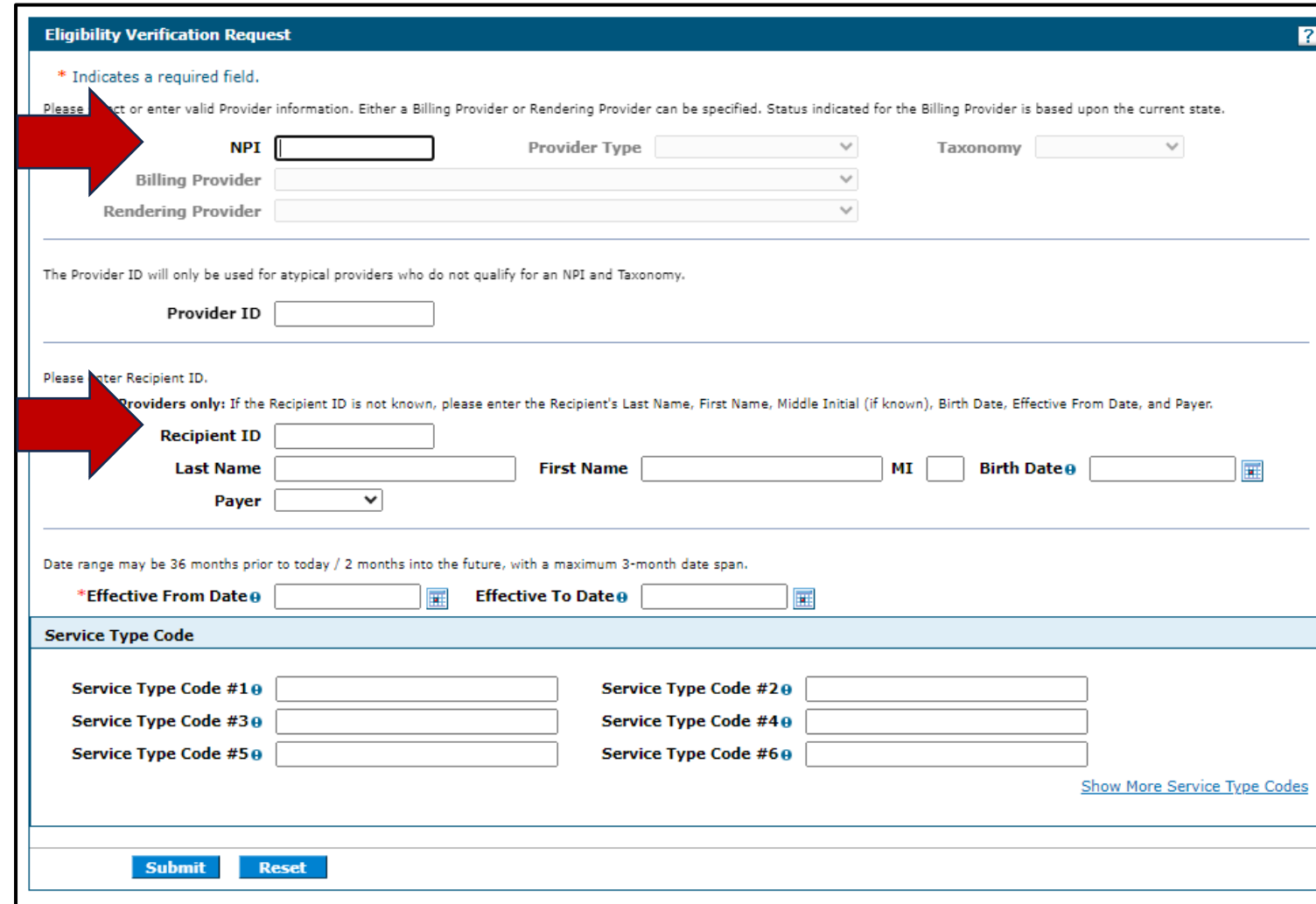
Broadcast Messages

Optum is experiencing a network service interruption as a result of a cyber security issue impacting specific trading partners that may impact your ability to submit Pharmacy POS claims and Eligibility EDI txns. According to Optum's website this interruption is expected to continue through the day. Our security teams are working to mitigate and protect GWT networks and any affected client network. If you have any questions or require assistance, please contact Medicaid Help Desk (401) 784-8100.

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Eligibility Search

- For an eligibility search, select the NPI, provider type, & taxonomy then select the billing provider.
- Enter the recipient's ID number and from/to dates of service and click search.



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 Recipient ID.

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 36 months prior to today / 2 months into the future, with a maximum 3-month date span.

*Effective From Date Effective To Date

Service Type Code

Service Type Code #1 <input type="text"/>	Service Type Code #2 <input type="text"/>
Service Type Code #3 <input type="text"/>	Service Type Code #4 <input type="text"/>
Service Type Code #5 <input type="text"/>	Service Type Code #6 <input type="text"/>

[Show More Service Type Codes](#)

Eligibility Response

- The eligibility response will show the benefits for the recipient.
- Selecting the plus sign in each section will expand the section to display more information.

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

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

Verification Response ID 201626701927

Recipient Information -

Recipient ID 100 [REDACTED] Recipient Name [REDACTED]
Birth Date 01/2 [REDACTED] Gender Male
Date Of Death _

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 +

Claim Status Search

- To search 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.

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 Provider Type

Taxonomy

Billing Provider

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

Service From To

Original Billed Amount RX Number

Prior Authorization Status Inquiry

- 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.

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 a provider number.

Provider ID:

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)

Locating Remittance Advice

- 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.

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"/> CODAC, INC	N/A	Active

Please select a provider number.

Provider ID:

Locating Remittance Advice

- 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

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.

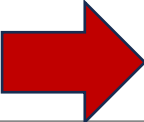
Billing Name	Rendering Name	Status
<input checked="" type="radio"/> CODAC, INC	N/A	Active

Please select a provider number.

Provider ID:

REMITTANCE ADVICE FILES AVAILABLE VIA THE WEB

Remittance Date
20240119
20240202
20240216
20240301



Remittance Advice Payment Account Inquiry

- For a Remittance Advice Payment Account Inquiry, select the NPI, Provider Type, and Taxonomy. Click search.
- Enter the start and end dates of your search.

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 checked="" type="radio"/> CODAC, INC	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
03/01/2024	000	\$2,246.56	EFT
02/16/2024	000	\$449.18	EFT
02/02/2024	000	\$412.76	EFT
01/19/2024	000	\$3,293.98	EFT
01/12/2024	000	\$1,019.76	EFT

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 submission, please mail your claims to:

Gainwell Technologies

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

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 & our free software, please visit the EOHHS website:

- Click on the Providers & Partners tab
- Click Billing & Claims and on the left side of the page, select the Provider Electronic Solutions (PES) Software link.

Electronic Claims

- Cost Savings
- Faster turnaround time
- Free software
- No original signature required
- Quicker connections
- Quick reimbursement (usually next scheduled financial cycle)

You can also contact the Electronic Data Interchange team via email at riediservices@gainwelltechnologies.com

Timely Filing

- **Important Timely Filing Information**

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 account 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 an extraordinary claim issues, unique policy questions, general provider education or to navigate the Medicaid Program.
- A list of Provider Representatives is found on the EOHHS website by clicking Providers & Partners. From the General Information page, click on Provider Representatives on the left.

Contact Information

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Mary Jane Nardone

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401-784-8100 or

Toll Free 1-800-964-6211

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Thank you!