



### **Rhode Island Provider Training Sessions (May 2023)**

**Q1.** Does information provided in the presentation pertain to CT or just RI?

**A1.** Although there is no training scheduled for CT; much of what was discussed in the RI training pertains to CT. For any specific questions, please reach out to your Provider Relations team for the specified state

**Q2.** Psych testing authorization was never required for testing for NHP; but it is for UBH, is this a new protocol?

**A2.** No, this is not a new protocol. Typically, authorization is not required for NHP members for psych testing. However, it is best practice to confirm a member's policy does not require authorization for any non-routine service prior to the member's visit.

**Q3.** Are we as a solo practitioners required to pay a fee to be enrolled with any Medicaid programs?

**A3.** If you are referring to the RI Medicaid screening for the Cures Act, please contact the state at 401-784-8100 for assistance.

#### **Resources:**

A user guide and FAQs are available to walk you through the enrollment process:

- [Provider Enrollment User Guide](#)
- [21st Century Cures Act Frequently Asked Questions](#)

To reach EOHHS:

- Call EOHHS Customer Service at 401-784-8100 or 800-964-6211
- Email [RIProviderServices@gainwelltechnologies.com](mailto:RIProviderServices@gainwelltechnologies.com)

**Q4.** How do I add a new user to an existing user ID?

**A4.** To add a new user to an existing group, login to [Provider Express](#) using your OneHealthcare ID (or please create a new OneHealthcare ID if you do not currently have one). On the Eligibility Page click on the My Practice Info pull-down menu and then choose "Add Clinician." If you require assistance, please reach out to your assigned Provider Relations Advocate(s) for your service area.



**Q5.** Providers must fill out the Medicaid application in order to be screened, even if we do not plan to be a Medicare/Medicaid provider but do plan to accept United Medicare/Medicaid plans?

**A5.** If you plan to accept RI Medicaid plans, you need to complete the 21<sup>st</sup> Century Cures Act screening process.

**Q6.** We have finished the screening process and have been approved. Do we have to accept Medicaid and become credentialed and see patients?

**A6.** If you plan to accept RI Medicaid patients, you will need to request the RI Medicaid network be added to your profile. If you do not have the network added to your profile you will be an out of network provider (for Medicaid) and your claims may be delayed or be denied for being out of network.

**Q7.** Will there be another venue to view the Q&A since I don't have access to Provider Express?

**A7.** The Q&A document will be posted on the public-facing side of Provider Express, which does not require a login. A link to the document can be sent to those providers who request it. Please contact your Provider Relations team for your service area for support.

**Q8.** Will this meeting be available for review later?

**A8.** Yes, the presentation slides and Q&A will be posted on [Provider Express Rhode Island landing page](#).

**Q9.** How do we obtain the detailed information associated with the claim number listed in the Provider Adj CD box to the right regarding the recoupments?

**A9.** The information contained is the overpayment code (found on the recoupment letter) and the claim number. Providers receive a recoupment letter for each recoupment, which has a reference number associated. That reference number and claim number(s) are the numbers that are referenced in the WO/FB (forward balance) on the remit. Providers should reference their recoupment letters when referencing their forward balances. Optum Pay also offers forward balance information. As well as assistance is available for high volume providers via Direct Connect.