

Medicaid to Schools Provider Enrollment Training
December 4, 2019
Questions & Answers

1. What is an NPI?
 - The acronym “NPI” means National Provider Identifier. It is a unique ten digit identification number assigned by the Centers for Medicare and Medicaid services (CMS) to health care providers that is used by all health plans, health insurers (public and private), and healthcare clearing houses. Health care providers, health plans, and health care clearinghouses use the NPIs in the administrative and financial transactions specified by HIPAA. Use of the NPI was mandated as part of the enactment of HIPAA.
2. Do schools need to update the information associated with their NPI if the school’s superintendent changes, and do schools need to change their Medicaid enrollment in such a situation?
 - A School would need to update their NPI information and NH Medicaid enrollment with the on boarding of a new superintendent.
3. How do you change information associated with the NPI?
 - Download the NPI Application/Update Form from the CMS forms page: <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/CMS10114.pdf> or call the NPI Enumerator at 800-465-3203 to request a form by mail. Write the NPI Number Check box 2 on the NPI Application/Update Form and write the NPI number in the space provided. Check the "Change of Information" box.
4. Not all of my occupational therapists, speech language pathologist or physical therapists have NPIs, should they?
 - At this time, if the individual provider is not ordering services then they do not need a NPI. In the future, NH Medicaid may require rendering providers or performing only providers to be listed on all submitted claims and in such a case, these individual providers or their supervising provider will be required to submit their NPI on the claims. NH Medicaid will inform schools of any billing changes, like this, and will provide a transition period to allow schools time to get NPIs for these providers.
5. Is there a cost to obtain an NPI?
 - No, applying for an NPI is free.
6. CMS allowed another state to only have physicians NPI for claims, will NH allow this?
 - NH Medicaid currently does not require rendering provider on claims. The physician NPI is required for services that require an order as the ordering physician on the claim.
7. If the school experiences changes to its PT or OT staff, does the school need to update its information in the MMIS?
 - The school would only need to update the school Medicaid enrollment information in MMIS if the PT or OT was enrolled with NH Medicaid and affiliated with the school in the MMIS system.
8. Does a school need to provide a list of school board members with their provider application to NH Medicaid?
 - No, a school only needs to provide the information for its superintendent on the provider application.

9. Is a school required to submit the superintendent's social security number on the provider application? Can the school use the school FEIN in place of the social security?
 - Yes, a school must provide the superintendent's social security number with its provider application because this is a federal law requirement. The superintendent's social security number is required for federal OIG screenings to ensure that the individual has not been sanctioned or precluded from receiving federal funds.
 - No, a FEIN cannot be used instead of the superintendent's social security number because this is a federal requirement.
10. What happens if the superintendent refuses to give their social security number?
 - The school will not be able to receive federal funds through the Medicaid program, including NH Medicaid. The Department and its fiscal agent, Conduent, have taken security measures to protect social security numbers to include not providing the information to other entities and the information is only used for federal screenings. Additionally, MMIS restricts access to social security numbers to ensure protection by only allowing those working in provider enrollment for either NH Medicaid or Conduent to have access to provider social security information.
11. How far in advance of the revalidation date is a notice sent?
 - The first notice that revalidation is needed is sent 90 days prior to the revalidation date.
12. If trading partner is the SAU and there are 5 schools in the SAU each with a separate Medicaid provider ID, does each school have to be a trading partner to bill NH Medicaid?
 - No, only if the school is billing for other schools.
13. In the case of out-of-school district services, who has to be enrolled (the school sending the student out of district or the school the student attends)?
 - The school responsible for submitting the claims to NH Medicaid would be the enrolled provider. If the out of state school will not be submitting the claims but the NH based school will be then the NH school needs to be enrolled with NH Medicaid.
14. Does the Department require that proof of the LEIE checks were performed? Does the Department need the LEIE report for each person? Where should that be stored?
 - The enrolled school provider must keep the records of all OIG checks performed on staff and have the documentation available if an audit occurs and the documentation is requested. The department only requires the OIG report to be submitted to it when the school is requesting a BCBA waiver with the request letter.
15. Is there a way to search for providers enrolled with NH Medicaid?
 - Yes, you can go to the nhmmis.nh.gov portal and open the quick link labeled "Find a Healthcare provider" which will open a search page that school can use to search for the provider. If the provider is enrolled with NH Medicaid, it will display the person's name, address and phone number. Enrolled providers that are enrolled as ORP only will not be displayed. In that case, you will need to contact Conduent for those providers. The Provider Relations Call Center is available to you Monday through Friday, from 8:00AM to 5:00PM at 1-866-291-1674 and can assist you with searching for a provider.
16. There is no Trading Partner "self" to select on the MMIS application. How do you apply for this?
 - This is not an option in the MMIS for enrolling providers to select. You have to add a note on the enrollment Trading Partner application for MMIS to change the Trading

Partner to Trading Partner self. Conduent will change the enrollment once the application is processed.

17. Does Conduent do billing and code training for providers?
 - Conduent will provide training on the MMIS Portal and include the creation of templates as well. If a school is interested, Conduent can set up specific training for your school. The training can be in-person at Conduent, on-line, or both. Conduent will provide training on the MMIS portal and include the creation of templates as well. Conduent does not conduct training on coding or on the use of CPT codes. The selection of a CPT code is specific to each provider type and these are national codes. The Department is working to create a billing manual for enrolled school providers which will outline the acceptable CPT codes to use for school services.
18. How do you know all claims are processed when you send in a large batch together? The claims are not all adjudicated at the same time so they are not all reflected on the Remittance Advice at the same time. This can become very hard to manage.
 - Each claim received in a batch will follow the claims adjudication process. Some claims may not process through to Paid or Denied immediately and may suspend which will necessitate the need of review by a Claims Transaction Processor. All claims are adjudicated within 60 days. If you have questions regarding the status of your claims, the Provider Relations Call Center is available to you Monday through Friday, from 8:00AM to 5:00PM at 1-866-291-1674.
19. Can a school have 2 Trading Partners?
 - No, a school can only have one trading partner at a time associated with it in the MMIS system. It is important for the school, not the trading partner, to inform MMIS of a change or termination in its association with a trading partner. Conduent will not accept a change or termination from a trading partner without a written notification from the school.
20. When transmitting claims want to know total transmitted and that is not available.
 - There are no reports that are sent back to a Trading Partner on how many claims were submitted per file. If the 999 has no errors all of the claims in the files were sent to the MMIS. The 999 is the electronic response (X12) from their 837 submittal of claims. If the file accepts then the 999 will have an "A" and if it has an error, it has an "E". The 999 will have each claim that rejected. If the complete file rejects, it will have an "R". You need to look at your 999 to see if the complete file rejects or if some of the claims reject.
21. School are struggling with getting orders. One school sent out 400 requests for orders and received no response. Another sent out 200 and only received 76 back. Schools believe that hospitals and primary care physicians do not understand why this is needed by the schools. In Vermont, there is a state doctor to sign orders. Is there something the Department could do to assist with this issue? Can districts hire their own doctors to do orders? Could the Department have a doctor resource to help with orders?
 - The Department is continuing to reach out to providers in the field via the stakeholder meetings and its work with the Office of Professional Licensure to bring attention to the need of qualified providers to supply orders for covered services. The school districts can engage with doctors or APRNs to assist with creating orders for services.

Additionally, every child covered by one of the Medicaid-contracted MCOs is assigned a primary care provider. Families and schools can collaborate with these providers to ensure children receive appropriate orders.

22. Where does a biller enter the ordering provider's NPI on the claim form?

- The ordering provider NPI is entered on line 17b. Line 17 states "Name of Referring provider or Other Source". Enter the name (First Name, Middle Initial, Last Name) followed by the credentials of the professional who ordered service(s) or supply(ies) on the claim. If multiple providers are involved, enter one provider using the following priority order:
 - i. DN Referring Provider
 - ii. DK Ordering Provider
 - iii. DQ Supervising Provider

Enter the qualifier to the left of the vertical, dotted line. Line 17a does not need to be filled in.

QUAL.					
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE	17a.				
	17b. NPI				

23. Many times the ordering provider does not complete the NPI or Medicaid provider ID on the order. Can Conduent give the school the ordering provider Medicaid ID to the school?

- The NPI can be looked up on the NPI website: <https://npiregistry.cms.hhs.gov>. Anyone can look up an NPI. Conduent can tell a provider if another provider is active with NH Medicaid at the time of service, but cannot give out their provider ID. This should not be needed to submit a claim. Only the NPI is required.