West Virginia
New Medicaid Management Information System (MMIS)
Provider Training

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WEST VIRGINIA
Department of
Health & Human
Resources
BUREAU FOR
MEDICAL SERVICES

Agenda

- **Welcome and Introductions**

- **Billing and Procedure Updates**

- **Addition of WV Children's Health Insurance Program (CHIP) to the Medicaid Management Information System (MMIS)**

- **Web Portal Functionality**

- **Contact Information**

- **Questions and Answers**

West Virginia Medicaid New MMIS Training

- On January 19, 2016, a new Medicaid Management Information System (MMIS) will be implemented.

- The new MMIS is for fee-for-service members only.

- Does not impact the claims that providers submit to the Managed Care Organizations (MCOs).

- This presentation will review some changes that will impact providers and the new functionality in the Molina web portal.

Billing and Procedure Updates

Drug rebate

- Molina will be resolving rebate disputes.
- Verification letters will be sent to providers in order to resolve disputes.
- Providers will need to review the letters and respond.

Anesthesia billing requirements - minutes vs. units

- Currently, anesthesia services may be billed in units and or minutes without any service type requirements.
- In the new MMIS, anesthesia services must be billed in minutes to require the "MJ" qualifier in the SV103 per the TR3.
- Dentists are excluded from billing anesthesia in minutes. They will continue to bill in units.
- The companion guides and paper billing instructions have all been updated for this requirement.

National Provider Identifier (NPI) enforcement when billing the Physician Assured Access Program (PAAS) provider identification (ID)

- Traditionally, providers have been allowed to bill either the legacy Medicaid ID or NPI as the PAAS provider ID.
- The new MMIS requires that NPI be billed as the PAAS provider ID.
- The legacy Medicaid ID will no longer be accepted.

Pay-To Affiliation Check

- In the new MMIS, there will be an Electronic Data Interchange (EDI) check to see if there is a valid\active pay-to affiliation for the providers present on the claim.
- If there is no valid\active pay-to affiliation on file for the claim, it will reject on the Business Rejection Report (BRR) on error code 0x9999335 "Pay-To Affiliation Error: No Affiliation Found to Pay-To Provider."

Validation of Member's Date of Birth (DOB)

- In the new MMIS, the member's DOB will be validated to ensure the DOB that is being billed matches the DOB on file.
- If the DOB is incorrect, the claim will reject on a BRR stating "No member on file" on edit 0x9999349.

National Provider Identifier (NPI)

- If your business provides the same services at multiple service locations, the business may enroll under a single NPI with multiple service locations.
- If your business provides different services at multiple locations, each service location must have its own NPI.
- Multiple provider types and specialties can no longer be enrolled under the same NPI.

Billing and Procedure Updates (Cont.)

Paper Claim Submission

- In the new MMIS, Molina will run a monthly report to identify providers who bill on a paper claim form for services that cannot be billed electronically.

- Effective on the go-live date, a provider cannot bill more than 500 paper claims per month.

- If a provider exceeds 500 paper claims per month, a Molina provider field representative will contact the provider to assist him/her with web portal registration and navigation.

Ordering/Referring/Prescribing (ORP) providers do not bill WV Medicaid or WVCHIP directly

- Edits were implemented effective June 23, 2014, with a "WARN" message.

- In the new MMIS, if the ORP provider is not enrolled in WV Medicaid, the claim will be denied.

- Look for a list of ORP providers to be placed on Molina's web portal and updated weekly.

Addition of WVCHIP to the MMIS

The new MMIS will begin processing WVCHIP claims

- Providers will submit WVCHIP claims using the same applications that they use to submit WV Medicaid claims.

- Providers will use their provider ID and the WVCHIP member ID on the claims. Member IDs are not changing.

- Claims must be submitted to Molina starting January 1, 2016, based on date of service.

- For all dates of service prior to January 1, 2016, those claims need to be submitted to Health Smart.

- All claims will be held until January 19, 2016, and will begin processing on that date.

- Do not submit electronic claims until the system live date, January 19, 2016. All claims with dates of service January 1, 2016, and thereafter, will be processed by Molina after January 19, 2016.

- Pharmacy claims will continue to be processed by Express Scripts, Inc.

Prior Authorizations still need to be obtained from Health Smart.

Addition of WVCHIP to the MMIS (Cont.)

If a provider is enrolled with WV Medicaid, they will only need to complete an abbreviated enrollment for WVCHIP. If the provider is not enrolled in WV Medicaid, they will need to complete the full enrollment form.

- To obtain these forms:
    - Go to www.wvmmis.com and complete the provider survey, or
    - Contact Provider Enrollment at 888-483-0793 to request one be mailed.

Health PAS Online Web Portal - The New Look

What is the Same?

- Web address: www.wvmmis.com

- Trading partner IDs

- User names

- Member rosters will be carried over

- Access past reports and Electronic Data Interchange (EDI) responses

What is New?

Contact Us

- Secure messaging
- Call back
- Web chat

Submit Direct Data Entry (DDE) Claims

- View and submit claims, patient roster, Primary Care Provider (PCP) roster and verify member eligibility
- Adjudicate a claim
- Edit a claim

Submit Pharmacy Authorizations

View Patient Roster

- Enter new and view previous Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) assessments
- Add inter-periodic screening notes

- **Electronic Health Records**

- **Grievances and Appeals**
  - Claims, prior authorizations, enrollment, cost settlement, etc.
  - Submitted online or by mail/fax

- **Multi-Partition**
  - Access medical and pharmacy specific content with a single web portal account

- **Receive 277CA Claim Acknowledgement Reports**
  - Reports receipt acknowledgement of an incoming 5010 837 claim submission

- **Receive 277U Unsolicited Claim Status Reports**
  - Reports unsolicited claim status for non-finalized claims where the provider has affiliation

Registration

Providers can register as a trading partner for WV Medicaid, WVCHIP, and/or Behavioral Health and Health Facilities (BHHF).

Necessary Information:

- Tax ID or SSN
- NPI or Atypical Provider Identification (API)
- Name and email address
- Personal Identification Number (PIN) (obtained from the enrollment welcome letter)

Non-enrolled billing providers may register for an account and will be provided access to the Health PAS Provider Enrollment online application.

Sign In

In the Health PAS Online banner, click the 'Sign In' hyperlink.

Enter the following information:

- User name
- Password
- Read the "Attention HIPAA PHI" statement and select the check box
- Click "Sign In"

If an incorrect password is entered five times, the account will be locked. Contact the EDI Helpdesk to unlock the account.

Trading Partner Window

Provides several sections of information:

Navigation Toolbar

Messages & Alerts

- View unread messages and unread documents

Training

- Learning Management System (LMS) hyperlink to provider and trading partner training videos

LMS Help

- Contact information for LMS assistance

Information on this screen may vary depending on the type of trading partner account.

Contact Us

Provides valuable contact information for Molina Medicaid Solutions as well as office hours and office closures.

Phone support
- Local and toll-free phone numbers

Secure messaging
- Send a secure email
- Should <u>NOT</u> contain PHI

Call back
- Request a call back from a call representative that can review the issue ahead of time

Web chat
- Chat real time via the internet with a call representative during business hours

Grievance and Appeal
- Submit online, mail or fax

Direct Data Entry (DDE) Claim Submission

The most recent 40 claims submitted in the past 90 days are displayed. Column headings may be sorted in ascending and descending order.

Quickly and efficiently

- Submit, edit, adjudicate view and search claims
- Reverse and replace finalized claims
- Add attachments

For assistance in navigating the view and submit claims module, refer to the Trading Partner Claim Submission User Guide located under Reference Material - User Guides.

Electronic Health Record

Allows providers and authorized users access to Health Information Exchange (HIEView).

- Consolidated record for viewing member's clinical history
- Information is updated on a nightly basis
- Available to users with the appropriate security access

For assistance, refer to the Electronic Health Record Provider User Guide located under Reference Material - User Guides.

System Requirements

To successfully use all features of the Health PAS-Online portal, ensure that your computer system meets the following minimum requirements:

- **Reliable online connection**

- **Web browser:**
  - Internet Explorer 8, 9, 10 or 11
  - Mozilla Firefox 33 or 34
  - Google Chrome 41, 42, 43 or 44

- **Adobe Reader**

- **Microsoft Excel**

Contact WVMMIS

Molina has developed a new email address specifically for questions/concerns regarding issues once the new MMIS is implemented.

- WVProviderFieldRepresentative@Molinahealthcare.com will be available for providers to contact Molina with questions/concerns about the new system.
- Providers can also use this email address to request a site visit from one of Molina's Provider Field Representatives.

Contact information for West Virginia Medicaid Provider Services, Member Services, Provider Enrollment and the EDI Helpdesk is listed below.

Department	Phone Number	Email Address
Provider Services	(888) 483.0793	wvmmis@molinahealthcare.com
Provider Enrollment	(888) 483.0793 x 4	wvproviderenrolment@molinahealthcare.com
EDI Helpdesk	(888) 483.0793 x 6	edihelpdesk@molinahealthcare.com
Member Services	(888) 483.0797	None
Pharmacy Helpdesk	(888) 483.0801	None