### Online Portal Training: Health Home & Primary Care Provider Program

Health Home & PCP Reports
1/4/2017



# **Agenda**

- > Overview
- ➤ Registration
- **➤** Administration
- > Reports

#### **Overview**

- ➤ Online Portal live on November 18, 2016 for Medicaid Remittance Advices.
- PCP Remit went live January, 2017
- ➤ Health Home and PCP Caseload Reports live January, 2017.
- Health Home and PCP Paid Claims Reports, tentatively Live February, 2017
- Cost Settlement and ASA Census Letters Coming Soon.
- Eligibility Inquiry Coming Soon.

### **Accessing the Online Portal**

- Click on the logo located on the DSS Online Portal webpage:
  - https://dss.sd.gov/medicaid/portal.aspx
- > Below is the direct link for the Online Portal login:
  - https://dss.sd.gov/ocp/Account/Login

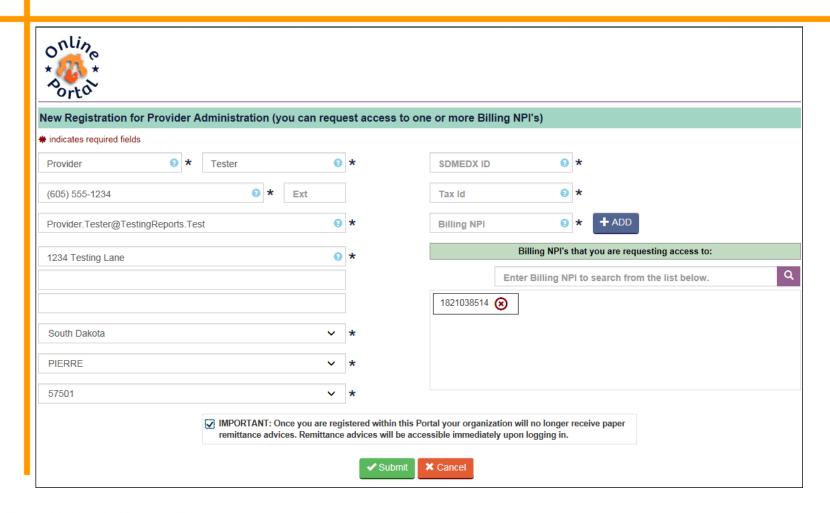
#### **New Registration Requests**

- ➤ Be Prepared. Ensure you have the following information to sign up:
  - MEDX ID
    - Contact YOUR internal Provider Credentialing Specialist
    - This is unique to each Billing NPI
  - FEIN (or SSN if sole proprietorship)
    - Federal Employer Identification Number
  - BNPI
    - Billing NPI for Facility, Group, or Individual (if no facility or Group)

### **Registration & Account Setup Process**

- There may be an existing account administrator for your Billing NPI, within the Online Portal. This administrator will need to create an account for you.
- ➤ A Listserv message was sent on December 23<sup>rd</sup> to all existing Provider Admin users notifying them of the upcoming effort to assist with facilitating the addition of Health Home and PCP Reports.
  - This message encouraged them to plan for and coordinate the requests for account access, needed by Health Home and PCP staff within their facilities.
- If you do not know who your Provider Admin is, please contact your Facility or Clinic Manager. This person may be able to assist with facilitating the account setup process.

### **New Registration Request Form**



#### **Administration**

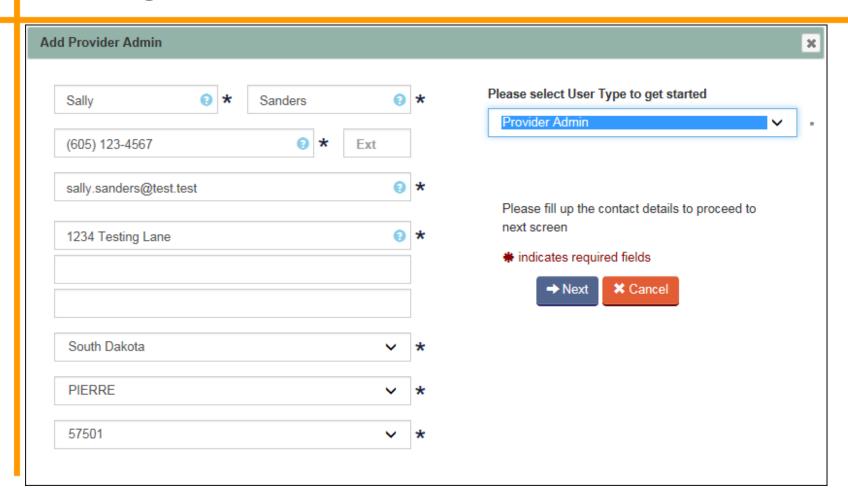
#### Provider Admin

- Can add and update Provider Admins and Provider Users
- Access to one or more BNPI and all SNPI associated with them
- Can Update existing user accounts to add or remove BNPI & SNPI access and their account permissions

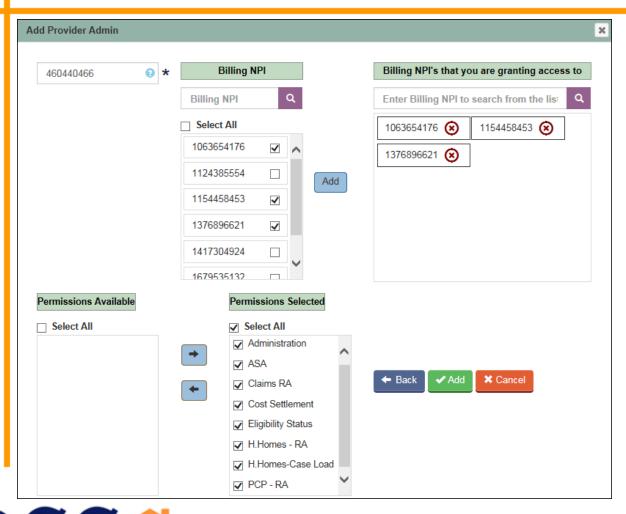
#### Provider User

- Able to View or Print
- Access to customized BNPI/SNPI combinations
- Cannot register must be added by a Provider Admin

# **Adding Admin Users**



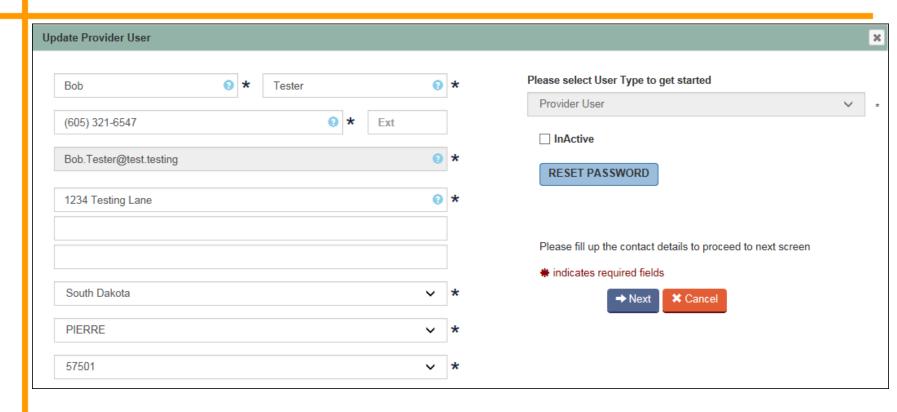
### **Adding Provider Admin Screen 2**



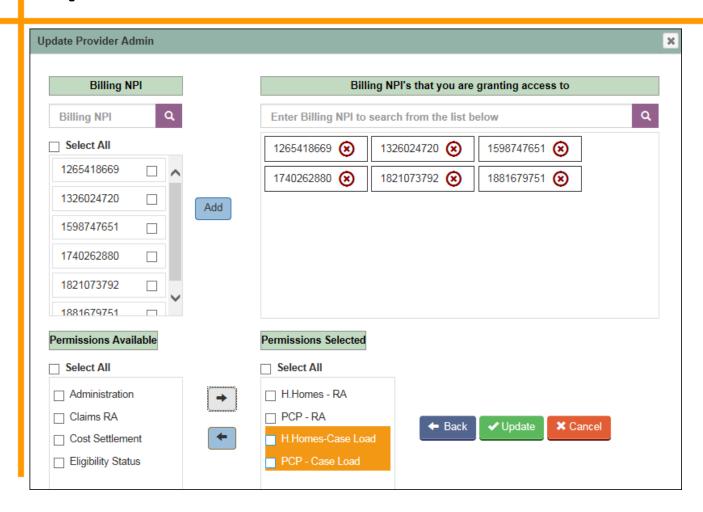
# **Adding Provider User Screen 2**

Add Provider User					×	
Billing NPI	Billing NPI - Servicing NPI		Billing NPI's that you are granting access to			
1881679751 Q	Servicing NPI	a l	Enter Billing NPI to search from the list below			
Select All 1265418669	✓ Select All  1881679751 - 1881679751 ✓  1598747651 - 1598747651 ✓		1598747651 - 1598747651 🛞	1881679751 - 1881679751 🔞		
1598747651		Add				
Permissions Available  Select All  Claims RA Eligibility Status	Sel	ect All eports Homes - RA Homes-Case Load CP - Case Load CP - RA est Settlement	<b>←</b> Back	✓ Add		

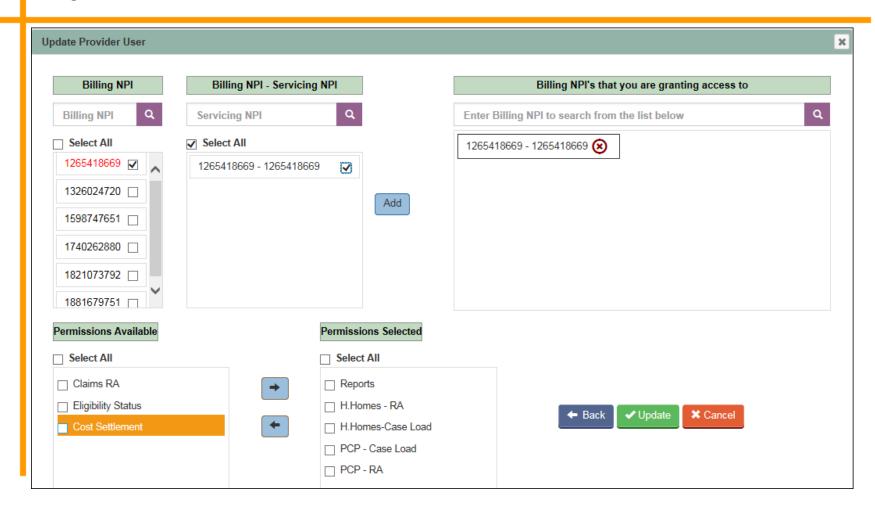
# **Updating User Accounts**



### **Update Provider Admin User Screen 2**



# **Update Provider User Screen 2**



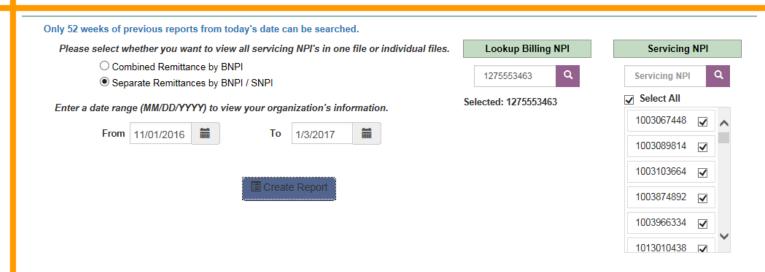
#### **Health Homes and PCP Remittance Advices**

- Populating Report Views
  - To and From Date span fields allow for retrieval of reports created up to 1 year (monthly or quarterly) prior to the current date
  - Reports created more than 1 year prior to current date, will roll off.
     Remember to download and save reports as needed.
  - Search criteria can be entered to generate reports based on user specified parameters
- Viewing Reports
  - The reports will populate based on any generated during the specified date span, allowing the user to select individual reports to "View"
  - Reports will open in a new browser tab in PDF format to view, print and or save a report.
  - Users also have the ability to Export Reports to Excel for additional review and functionalities allowed by Microsoft Excel

#### **Health Home Remittance Advice**

- The Health Home RAs will be generated quarterly, per the current schedule
- ➤ It is important to note that the process for generating payment is not changing
  - January March Quarter: March 31 April 30
  - April June Quarter: June 30 July 31
  - July September Quarter: September 30 October 31
  - October December Quarter: December 31 January 31
- ➤ The Remittance Advice reports can be retrieved for up to 1 year (4 quarters) prior to the current date
  - There will be a rolling history of 4 quarters available

#### **Health Homes Remittance Advice**

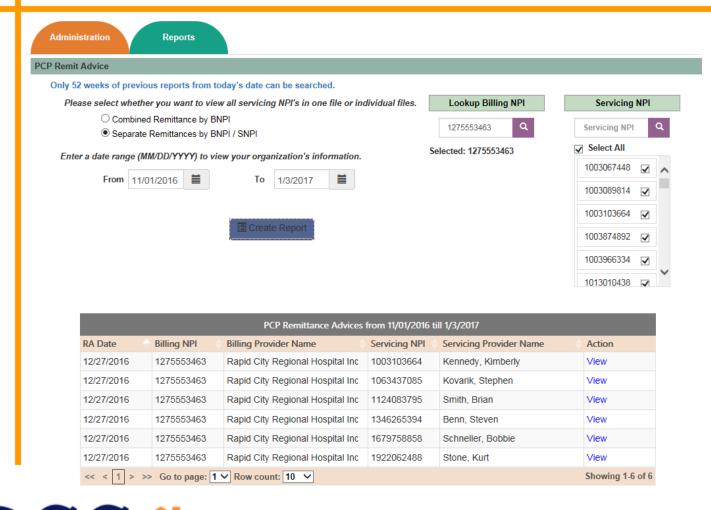


PCP Remittance Advices from 11/01/2016 till 1/3/2017								
RA Date	Billing NPI	Billing Provider Name	Servicing NPI	Servicing Provider Name	Action			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1003103664	Kennedy, Kimberly	View			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1063437085	Kovarik, Stephen	View			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1124083795	Smith, Brian	View			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1346265394	Benn, Steven	View			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1679758858	Schneller, Bobbie	View			
12/27/2016	1275553463	Rapid City Regional Hospital Inc	1922062488	Stone, Kurt	View			
<< < 1 > >>	Go to page: 1	✓ Row count: 10 ✓			Showing 1-6 of 6			

#### **PCP Remittance Advices**

- ➤ The PCP RAs will be generated on a monthly basis, per the current schedule
- ➤ It is important to note that the process for generating payment is not changing
  - Payment runs the last Tuesday, before the last Thursday of each month.
- ➤ The Remittance Advice reports can be retrieved for up to 1 year (12 months) prior to the current date
  - There will be a rolling history of 12 months available

#### **PCP Remittance Advice**



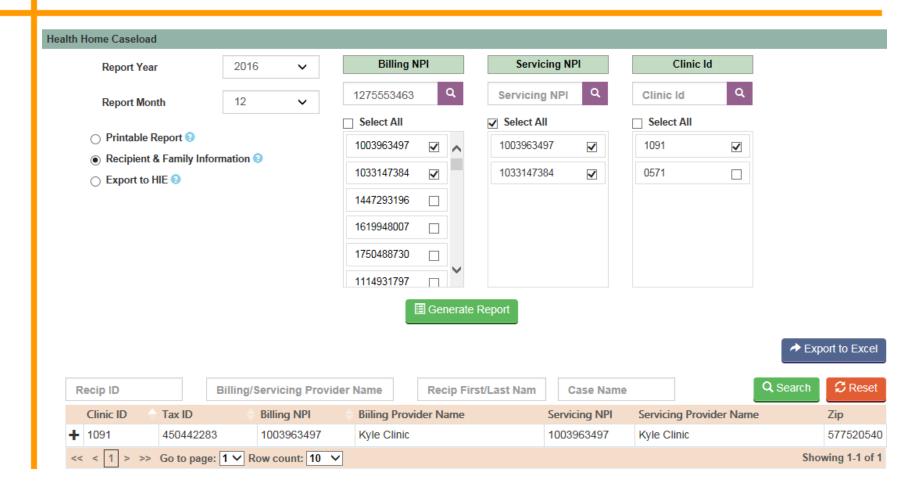
#### **Remittance Advice Report View**

KIMBERLY M KENNEDY, MD PRIMARY CARE PROVIDER REMITTANCE ADVICE DEPT. OF SOCIAL SERVICES PO BOX 860013 12/06/2016 MEDICAL SERVICES MINNEAPOLIS MN 55486-0013 700 GOVERNORS DR. PIERRE, SOUTH DAKOTA 57501-2291 PAGE NO. PROVIDER NO: 5606423 FED TAX ID NO: 460329070 SERVICING NPI: 1003103664 BILLING NPI: 1275553463 REFERENCE RECIPIENT FROM THRU PAID BY NUMBER NUMBER RECIPIENT NAME DATE DATE PROGRAM 999952927 11/30/2016 2016741-000794-7 MCDWARF, JACINTO 11/01/2016 3.00 11/01/2016 11/30/2016 3.00 2016741-000794-8 999640382 MCDWARF, ZACK MCDWARF, LEONEL 11/01/2016 2016741-000794-9 999320299 11/30/2016 3.00 2016741-000795-0 999163354 MCDWARF, CIELO 11/01/2016 11/30/2016 3.00 MCDWARF, FLOY 2016741-000795-1 999517870 11/01/2016 11/30/2016 3.00 2016741-000795-2 MCDWARF, ELYSSA 11/01/2016 11/30/2016 3.00 999061553 2016741-000795-3 999679578 MCDWARF, EUGENE 11/01/2016 11/30/2016 3.00 2016741-000795-4 MCDWARF, ELOY 11/01/2016 11/30/2016 999519473 3.00 11/01/2016 2016741-000795-5 999600405 MCDWARF, CARMEN 11/30/2016 3.00 2016741-000795-6 999052606 MCDWARF, LINDA 11/01/2016 11/30/2016 3.00 2016741-000795-7 999523347 MCDWARF, KAYLEIGH 11/01/2016 11/30/2016 3.00 2016741-000795-8 999386292 MCDWARF, D'ANGELO 11/01/2016 11/30/2016 3.00 2016741-000795-9 999101352 MCDWARF, GREGORIA 11/01/2016 11/30/2016 3.00

### **PCP & Health Home Caseload Reports**

- ➤ The Caseload reports are generated on a monthly basis.
  - These reports are generated either the last working day of the month, or the first working day of the next month, if the 1<sup>st</sup> is a working day.
- ➤ It is important to note that the process for generating these reports is not changing
- Caseload reports can be retrieved for up to 1 year (12 months) prior to the current date
  - There will be a rolling history of 12 months available

### **Health Home & PCP Caseload Reports**



# **Types of Caseload Reports**

- There are two types of Caseload reports available in the Online Portal:
  - Printable Version This will provide the same information as is currently provided in the printed Caseload report you receive
  - Recipient & Family Information This is a download to Excel, containing all the information

### **New Functionality**

- Export to HIE is newly developed functionality within the Portal that allows Providers to be notified of ER visits and hospitalizations for their current Recipients.
  - This notification is a current requirement of the Health Home Program.
  - This functionality is also being made available to PCP Providers, in the near future.
- ➤ The Export to HIE will also be located under the Health Home and PCP Caseload report options.
  - This is another export/download created for the purpose of uploading your Caseload information to the Health Information Exchange

#### **Resources & Contact Information**

- http://dss.sd.gov/medicaid/portal.aspx
- dssonlineportal@state.sd.us