

# TRIBAL PROVIDER ENROLLMENT TRAINING



July 12, 2018

Division of Medical Services

South Dakota Medicaid | 700 Governors Drive | Pierre, SD 57501 07/09/18 1

## NATIONAL PROVIDER IDENTIFIER (NPI)

- SD Medicaid enrolls providers on the basis of NPI.
  - Unique 10-digit identification number issued to health care providers by the Centers for Medicare & Medicaid Services
  - NPIs are categorized into types 1 and 2.
    - Type 2 – also referred to as “billing NPI,” organizations can have one or more of these as desired by their operational practices, tied to FEIN
    - Type 1 – also referred to as “servicing” or “rendering,” belongs to a individual, tied to an SSN
- Visit <https://nppes.cms.hhs.gov> to determine if a provider has an NPI or to apply for an NPI
- Once NPIs are obtained, the enrollment process can begin.

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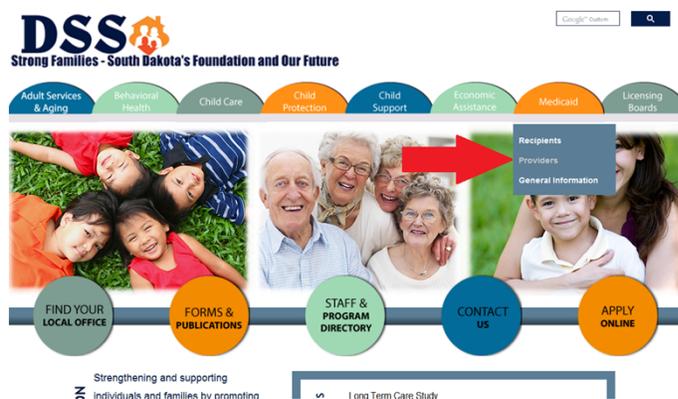
## ENROLLMENT BACKGROUND

- Enrollment of providers is federally required in order to expend SD Medicaid funds.
  - Claim edits require that tribal provider NPIs (billing NPI) as well as any individual (servicing or attending) NPI listed on the claim be enrolled.
- Enrollment is an online process with certain supporting documentation being sent via email or fax.
  - Two enrollment methods:
    - Application – applies to NPIs not actively known and enrolled with SD Medicaid
      - IHS/Tribal – used when “owner” of billing NPI is tribal organization AND services are recognized as 638 contract services
      - Facility/Agency/Organization/Institution/Pharmacy – used when services are not part of 638 contract services
      - Individuals (servicing)
    - Modifications – applies to NPIs that are actively known but have changes. Most common changes are:
      - Types of services
      - What people are working
      - Where people are working

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## WHERE TO START – DSS WEBSITE

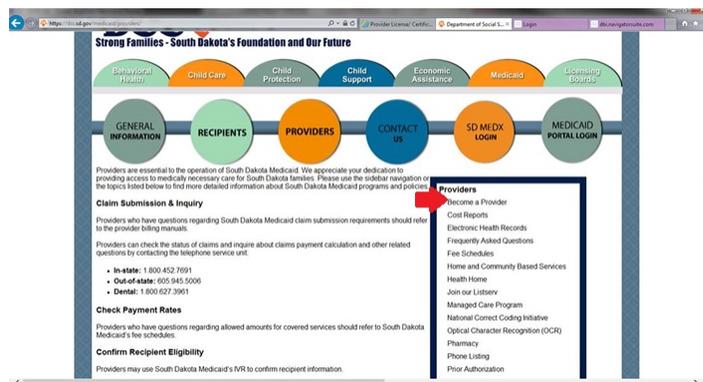
- DSS Website – <http://dss.sd.gov>
  - Hover mouse over the “Medicaid” tab and select “Providers” as shown by arrow below.



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## WHERE TO START – DSS WEBSITE

- This “Providers” page is a good page to bookmark as a favorite. It includes a list of links to topics that providers use regularly.



## WHERE TO START - ENROLLMENT

- Always begin by clicking “SD MEDX Login” from the Provider area of the DSS website if the billing NPI is enrolled.
- Utilize “Become a Provider” to complete new applications for unknown billing NPIs or servicing NPIs that weren’t recognized from within a billing NPI’s SD MEDX record or application.



## SD MEDX LOGIN

- Requires the Domain (ex: billing NPI), Username (ex: enroll or reenroll) and password.
- Only applies to enrolled Type 2 NPIs and the enrollment type Regular Individual.
  - Servicing individuals do NOT have user credentials. Access to records for individuals are through an associated billing NPI.
- Passwords expire every 90 days. Mark your calendar to change it. The listed contact can email [sdmedxsecurity@state.sd.us](mailto:sdmedxsecurity@state.sd.us) and request a password reset. Remember to include the NPI.

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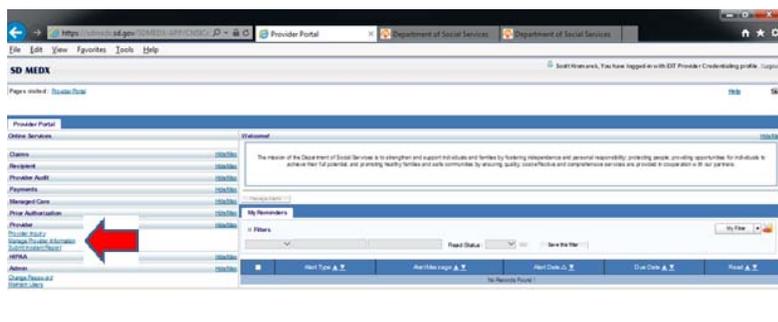
## SD MEDX LOGIN CONTINUED

- Change your password prior to expiration or upon initial login following a password reset by DSS.
- You must answer the security questions each time you reset your password.
- Once you enter the new information, make sure you click the floppy disk icon to save.

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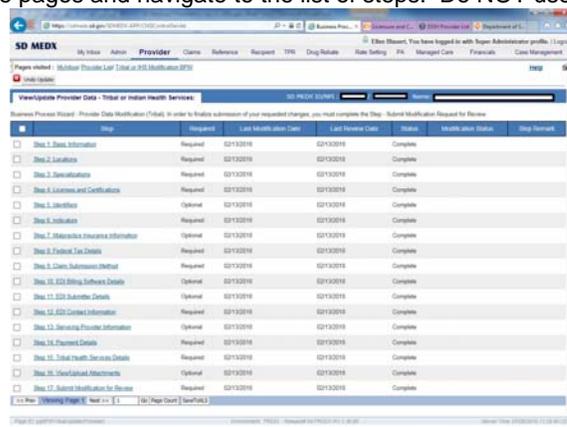
## SD MEDX LOGIN CONTINUED

- Select “Manage Provider Information” under the “Provider” section.



## SD MEDX NAVIGATION

- A list of steps will be displayed.
  - Blue and underlined items are links to open additional info.
  - Use small red “x” to close pages and navigate to the list of steps. Do NOT use browser back button.



## SD MEDX RECORD STEPS

- It's a good idea to click & review all items when you login to ensure accuracy.
  - Most common items requiring attention (step #s based on Tribal enroll type):
    - Step 1 Basic Info – contact email and “doing business as” name
    - Step 2 Location – contact name and email; physical & mailing addresses; doing business as name of given address
    - Step 3 Specialization – captures 10 digit taxonomy code ending in “X” that identifies the types of services being provided or desired to be provided; used in claim submission
    - Step 9 Claim Submission – captures if desire to send/receive electronic claim transactions
      - If sending/receiving electronic data without a third party, will also require step 11.
      - If sending/receiving electronic data directly, will require step 12.
    - Step 13 Servicing Providers – captures what individual providers eligible to enroll are working with the entity and where
    - Step 17 Submit Modification – once all updates for entity and individuals are done, click on step. Then click on button “Submit Provider Modification” in upper left corner. If submitted to State correctly, will get pop-up advising sent to State for review.

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## SD MEDX – SERVICING PROVIDER STEP

- All current and historical individual providers are listed with their period of activity
- Use triangles to sort by end date, NPI, or name
- Can also filter to conduct search
- Use “save to XLS” button to save your providers to Excel for easier sorting and comparing to your eligible to enroll list

The screenshot displays the 'Servicing Provider List' in the SD MEDX system. At the top, there's a navigation menu with tabs for 'My Inbox', 'Admin', 'Provider', 'Claims', 'Reference', 'Recipient', 'TPE', 'Drug Related', 'Rate Setting', 'FA', 'Managed Care', 'Financials', and 'Case Management'. The user is logged in as 'Patrick Cushing, You have logged in with Provider Enrollment Supervisor profile. | Logout'. Below the navigation, there's a breadcrumb trail: 'Pages visited: >History>Dashboard>FAO/Mod/Status/ Servicing Provider List'. The main content area shows a table titled 'Servicing Provider List' with columns: 'Servicing Provider Name', 'Servicing Provider NPI', 'Start Date', 'End Date', 'Status', 'Operational Status', and 'Inactivation Date'. Above the table, there are search filters and a 'Save this filter' button. The table currently shows 'No Records Found'.

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## SD MEDX – SERVICING PROVIDER STEP

- If the individual is NOT listed:
  - Click the “add” button in the upper left corner.
  - A new page titled “Add Servicing” will be displayed.
  - Enter the individual’s NPI, the start date (when they began/will begin with the tribal BNPI that is within timely filing requirements), and select “confirm provider”

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## SD MEDX – SERVICING PROVIDER STEP

- If the individual is not known to SD MEDX, you’ll receive an error message



- Go to the DSS website and click on “Become a Provider” (see prior screens) to begin a new application. Individuals will enroll as Enrollment Type “Individual” and will be noted as “Servicing Only”

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## SD MEDX – APPLICATIONS

- To enroll an unknown billing NPI or unknown servicing NPI, go to “Become a Provider” and scroll to the appropriate enrollment type such as “Tribal or Indian Health Services Provider”
  - Click on orange links (see arrows below) for:
    - Additional training assistance
    - Copies of documentation required (ex: Provider Agreement)
    - Access to start the application



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## SD MEDX – APPLICATIONS

- Submit the online application and send the required documentation via email or fax within 30 days to prevent cancellation of the application.
- Failure to complete timely enrollment (online & paperwork) will not extend the timely filing requirements.
- Consider process to include SD Medicaid Provider Agreement and documentation as part of onboarding process.
- Use “Track Enrollment Application” found in list of alphabetical topics on website to get back into application.



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## ENTITY SERVICES & TAXONOMY CODES

- The following are common types of services billable by billing NPI and the applicable taxonomy codes for enrollment records and claims.
  - NOTE: The taxonomy codes on the enrollment record MUST match that used on claims

Provider Type	Taxonomy Code
Hospital (inpatient & outpatient)	282N00000X
Clinic Services	261Q00000X
Secured Transportation	343800000X
Community Transportation	343900000X
Ambulance (ground)	3416L0300X
In Home Supportive Care (waiver)	253Z00000X
Substance Use Disorder	324500000X – inpatient 261QR0405X - outpatient
Home Delivered Meals (waiver)	332U00000X
Ambulatory Surgical Center	261QA1903X

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## ELIGIBLE INDIVIDUAL SERVICES

- Refer to DSS website “Become a Provider” for list of individuals that are eligible to enroll. Some common types are shown below.
- While a SD issued license is not required, meeting the licensure criteria is in order to enroll and be reimbursed for services (\*)

Provider Type
Medical Doctors (MD) and Doctors of Osteopathy (DO)
Physicians Assistants (PA)
Advanced Practice Nurses (CNP, CNM, ARNP or CRNA)
Behavioral Health* (CSW-PIP, LPC-MH, ABA, psychologist)
Dentists & Orthodontists
Optometrists
Chiropractors
Therapists – physical, occupational, speech, audiology

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## RESOURCES

- Provider Enrollment Response Team
  - Phone: 1-866-718-0084
  - Fax: 605-773-8520
  - Email:
    - General Questions or Documentation: [sdmedxgeneral@state.sd.us](mailto:sdmedxgeneral@state.sd.us)
    - Password reset or credential questions: [sdmedxsecurity@state.sd.us](mailto:sdmedxsecurity@state.sd.us)
- Application:
  - <http://dss.sd.gov/sdmedx/includes/providers/becomeprovider/>
- Track Enrollment Application:
  - <https://dss.sd.gov/sdmedx/includes/providers/trackapplication/index.aspx>
- SD MEDX Login:
  - <https://dss.sd.gov/sdmedx/login/login.aspx>
- Modification:
  - <http://dss.sd.gov/medicaid/providers/maintenancerevalidation.aspx>
- Sign up for the SD MEDX Enrollment ListServ
  - <https://dss.sd.gov/medicaid/contact/ListServ.aspx>