SD MEDX

South Dakota Medical Electronic Data Exchange
SD Department of Social Services

SD MEDX Provider Training:
Frequently Asked Questions

1. How do I determine which training session I should attend?
You are encouraged to attend training for your specific enrollment type. Below are the different enrollment types:

- **Billing Agent or Clearinghouse:** A billing agent is an organization that provides billing services for a provider. They usually do not provide services directly to a Medicaid recipient. They will not have an NPI number. Billing Agents and Clearinghouses include county organizations that price claims. **They will enroll as a new enrollment type.**

- **Group:** A group provider is an organization of individuals who provide medical or dental services such as a clinic. A group provider would receive a Type 2 NPI and rendering and servicing providers would associate to the Group provider.

- **FAOIP:** This is facility, agency, organization, institution or pharmacy. It usually is an entity that provides health care services. This enrollment type includes hospitals, long term care facilities, ambulances, school districts, laboratories, etc. These types of facilities have a Type 2 NPI and may or may not have servicing providers associated to them. Many of these types of facilities require a license to operate rather than have the servicing/rendering provider be licensed.

- **Tribal or Indian Health Services:** This is a health care provider that has a Type 2 NPI and has rendering/servicing providers associated to the Tribal or Indian Health Services facility.

- **Regular Individual:** This is an individual provider who operates his own practice. This provider uses his practicing NPI number both as his billing NPI and Servicing NPI. This provider bills South Dakota Medical Assistance directly for their services.

- **Servicing Individual:** This is an individual provider who is associated with a clinic, hospital, nursing home, pharmacy, etc. They do not bill directly to South Dakota Medical Assistance. The claims submitted include both a billing provider and servicing provider and have to different NPIs. They are enrolled at the time the group, FAOIP, or Tribal and Indian Health Service is enrolled.

2. There are multiple training sessions listed on the website. Are these duplicate sessions?
Yes, four training sessions are held each day in that particular community. Due to space limitations, the sessions are repeated. **You only need to enroll for one of these sessions.**

3. How will I know when training is being held for my specific enrollment type?
A letter will be sent to you a couple of weeks prior to the training opportunities. Additionally, if you have signed up for any one of the ListServs, you will receive notification of all training opportunities for all enrollment types.

- **You only need to pay attention to your enrollment type.**
- **ListServ Sign Up:** http://dss.sd.gov/sdmedx/providers.aspx**.**

4.When will training begin for my enrollment type?
Face-to-face training for an enrollment type begins one week prior to the actual enrollment. The training will continue for a period of two weeks after the opening of an enrollment. Training by conference call will begin the week the enrollment type opens up.

To review the computer based training (CBT) module for your enrollment type prior to the face-to-face or conference call training, visit: http://dss.sd.gov/sdmedx/includes/providers/training/index.aspx.

5. What about training for out-of-state providers?
The computer based training (CBT) module is an excellent resource for you to review prior to the opening of your enrollment type. You can also register for the conference call training where SD MEDX Provider Response Team staff will guide you through your enrollment steps as well as address your questions. Please register by following the link listed in question number four.

6. Will I receive a confirmation notification if I register for training?
Yes, you will receive an email confirmation once you are registered.

7. How do I find out the location of the training if I forgot it?
You can find the location of your training by accessing the same training registration link listed above. The site provides the name of the building and the training location for each of the trainings.

8. I signed up for conference call training. Will I receive a conference call number?
Yes, you will receive an email a day or two prior to the conference call training that will include a number and password along with a computer link you can log into to follow the actual training steps with the instructor.

9. Who should attend the training?
The individual completing the enrollment should be encouraged to participate in the hands on training. In the face-to-face training, you will complete an enrollment in a training environment that is a duplicate of what the actual enrollment will be conducted in. The conference call training is led using a computer link that guides attendees through the each of the enrollment steps.

10. I registered for training and it looks like I have registered twice; are you able to check on this?
When you complete the first section of the training registration, you are actually completing one registration. If there is only one person attending from an organization, you do not need to add names in the attendee's information section. The attendees' information is only for additional attendees from your organization. If you think you have registered twice, just send an email to us at sdmedxtraining@state.sd.us.