

# Ohio Department of Medicaid

## Provider Frequently Asked Questions

### GENERAL INFORMATION

#### 1. What is a Provider Personal Identification Number (PIN)?

The first time an Ohio Medicaid Provider/ Trading Partner or Billing Entity calls the Interactive Voice Response (IVR), the system will require the caller to enter a temporary PIN, which is the last four digits of their state reported Social Security Number (SSN) or Employer Identification Number (EIN). After doing this process you will be prompted to change your temporary PIN to a four-digit numeric PIN.

#### 2. How do I reset my Provider PIN number?

To reset a PIN through the IVR, enter the seven-digit Ohio Medicaid Provider Number. You will be prompted to enter the provider's 9 digit EIN or SSN. Then the system will state "the PIN has been reset for Provider ID (it will give your 7-digit provider number)". The temporary PIN for this provider has been set to the last 4-digits of the Provider's EIN/SSN. The temporary PIN for this account will need to be changed during the next login.

#### 3. Who can reset a PIN?

Only Providers can reset a PIN, review active Billing Entities/Trading partners, add Billing Entity/Trading Partners access, delete Billing Entities/Trading Partners access, or reset a PIN for a Billing Entity/Trading Partner. Remember that the Providers are responsible for granting and maintaining IVR access for their Billing Entities/Trading Partner. You are responsible for the integrity of your Provider PIN. You are responsible for anyone you allow access to your PIN.

#### 4. Can a Billing Entity/Trading Partner change their PIN number?

They can change their temporary PIN, but they cannot reset their PIN.

#### 5. After attempting to log in with my PIN, I was refused access to the IVR, can you tell me why?

After several unsuccessful attempts, you will be unable to access the IVR until the next business day. This also applies to other options (i.e. Ohio Medicaid Provider, Billing Entity/Trading partner SSN & EIN number.)

#### 6. How can I get directly to an Operator for assistance?

Please follow the prompts at the log in menu or refer to the IVR user guide.

#### 7. Does the IVR give Health Management Organization (HMO) information?

Yes, the system will tell you if the consumer is eligible for Managed Care. It will then give you the option to get the name and address of the HMO.

#### 8. What information should I have on hand when wanting to speak to a representative?

Please have the following on hand:

- 7 digit Ohio Medicaid Provider number, NPI, EIN and/or SSN
- patient's 12 digit Billing ID
- earliest date of service in question on claim
- amount/total of the claim
- if the claim denied, the internal control number (ICN) found on your remittance advice
- other pertinent information related to your call

## 9. Do Providers need to notify Ohio Medicaid of address changes?

Yes, per the Medicaid Provider agreement, a Provider must inform Provider Enrollment at 1-800-922-3042 within thirty days of any changes in:

- licensure
- certification or registration status
- ownership
- specialty
- additions, deletions or replacements in group membership
- hospital-based physicians
- address changes (MITS portal only)

## 10. How does a hospice provider enroll a recipient on the MITS Provider Portal?

There are instructions and screenshots on the Medicaid website. They are located at the following link:

<http://medicaid.ohio.gov/Portals/0/Providers/ProviderTypes/Hospice/TrainingHospicePortal-122013.pdf>

## 11. Who should I contact when I have questions about revalidation?

Provider Enrollment at 1-800-922-3042.

## CLAIMS INFORMATION

### 1. As a Provider, am I allowed to bill the patient for missed appointments?

Per Centers for Medicare & Medicaid Services (CMS), providers are **NOT** permitted to bill patients for missed appointments. (CMS-Chicago Regional State Letter # 36-95)

### 2. What is National Provider Identifier (NPI)?

NPI is the National Provider Identifier, a HIPAA requirement. The NPI will be used by healthcare providers in filing and processing claims and other related transactions.

### 3. What is the Ohio Medicaid Payer ID for Electronic Data Interchange (EDI)?

The Ohio Medicaid Payer ID (receiver Id) is MMISODJFS

### 4. How long do I have to submit a claim?

Original claims must be received by Ohio Department of Medicaid (ODM) within 365 days of the actual date the service was provided. Inpatient hospital claims must be received within 365 days from the date of discharge. The "date of receipt" is the date ODM assigns an internal control number (ICN). Claims received beyond three hundred sixty-five days from the actual date of service or hospital discharge will be denied except:

When submission of a claim is delayed due to the pendency of an administrative hearing decision by ODM or an eligibility determination by a county department of job and family services (CDJFS), the claim must be received within 180 days from the date of the administrative hearing decision by ODM or the eligibility determination by the CDJFS, or

When a claim cannot be submitted to ODM within 365 days of the actual date of service due to coordination of benefits delays with Medicare and/or other third party payers, the claim must be received by ODM within 180 days from the date Medicare or the other insurance plan paid the claim. (OAC Rule 5160-1-19)

### 5. When is the Recipient liable?

Medicaid payment is payment-in-full. The Provider may not collect and/or bill the consumer for any difference between the Medicaid payment and the provider's charge or request the consumer to share in the cost through a deductible, coinsurance, copayment or other similar charge, other than Medicaid co-payments. The provider may not charge the consumer a down payment, refundable or otherwise. Providers may not bill the consumers in lieu of ODM unless:

The consumer is notified in writing prior to the service being rendered that the Provider will not bill the department

for the covered service, and the consumer agrees to be liable and signs a written statement to that effect, prior to the service being rendered, and the provider explains to the consumer that the service is a covered Medicaid service and other Medicaid providers may render the service at no cost to the consumer. (OAC Rule 5160-1-13.1)

## 6. Does Ohio Medicaid cover for an oral interpreter or sign language interpreter?

Ohio Medicaid does not pay for an oral interpreter or sign language interpreter.

## 7. What is the difference between “Prior Authorization (PA) and Pre-Certification”?

Reimbursement for some items and/or services covered under the Medicaid program is available only upon obtaining prior authorization. (OAC Rule 5160-1-31) Or, for procedures that are normally considered non-covered and must be reviewed for medical necessity.

Pre-Certification is determined by a contractor to assure that covered medical and psychiatric services, and covered surgical procedures are medically necessary and are provided in the most appropriate and cost effective setting. (OAC Rule 5160-2- 40)

## 8. If my Medicaid provider number is inactive/terminated, will I be able to access information on the IVR or the MITS portal?

You will be able to access any information on the IVR that does not require you to enter your provider number and PIN. For information such as claim status or eligibility, you would have to speak to a representative. After a provider number is inactive/terminated, the administrator can access information on the MITS portal but agents will not be able to access any information on an inactive/terminated provider number.

## 9. Who do I contact when the recipient is enrolled in MyCare?

MyCare Plan	Toll-Free Number	Website
AETNA	855-364-0974	<a href="http://www.aetnabetterhealth.com/ohio">www.aetnabetterhealth.com/ohio</a>
BUCKEYE	866-296-8731	<a href="http://www.bchpohio.com">www.bchpohio.com</a>
CARESOURCE	800-488-0134	<a href="http://www.CareSource.com/MyCare">www.CareSource.com/MyCare</a>
MOLINA	855 322-4079	<a href="http://www.molinahealthcare.com/duals">www.molinahealthcare.com/duals</a>
UNITEDHEALTHCARE	800-600-9007	<a href="http://www.Uhcconnected.com/ohio">www.Uhcconnected.com/ohio</a>

## 10. What is ORP?

Ohio Medicaid will now require that all claims list the name and the National Provider Identifier (NPI) of the health care professional that **ordered, referred or prescribed** (ORP) the items or services. This information is required due to changes in federal and state law. If ORP information is not listed on a claim, the billing Medicaid provider will not receive reimbursement for their services. This means that some health care professionals that are not currently enrolled with Ohio Medicaid will need to submit an application. (OAC Rule 5160-1-17.9)

# ICD-10 IMPLEMENTATION INFORMATION

## 1. When will ICD-10 be implemented?

Claims for all health care services on or after October 1, 2015 and inpatient hospital with date of discharge on or after October 1, 2015 must use ICD-10 diagnosis & inpatient procedure codes.

## 2. Who should I contact about ICD-10 testing?

Starting in August 2014, all active trading partners will be provided a window of time to test claims containing ICD-9 and ICD-10 code sets. End-to-end testing in Ohio Medicaid’s CERT region will begin August 1, 2014; testing in this environment will be used to verify that inbound and outbound transactions have been processed correctly.

Additional testing will be available for entities not ready in August. If your organization is interested in testing with Ohio Medicaid, please contact our ICD-10 testing team at [IMITS\\_CGTESTING@medicaid.ohio.gov](mailto:IMITS_CGTESTING@medicaid.ohio.gov)

## MEDICAID PROGRAM INFORMATION

### 1. What is a “spenddown”?

If a consumer has an income that exceeds the Medicaid need standard, the consumer can use incurred medical expenses that will reduce his/her income to the Medicaid need standard. (OAC Rule 5160:1-3-10)

### 2. What are the three ways a “spenddown” can be met?

**Ongoing:** Routinely occurring medical expenses, of the same type and amount each month, that are not covered by Medicaid.

**Pay-In:** The spenddown amount is paid to the CDJFS.

**Delayed:** Medical expenses vary from month to month, must verify the incurred amount with the CDJFS.

### 3. What does Qualified Medicare Beneficiary (QMB) on the medical card mean?

This card is issued to qualified consumers who receive Medicare. Medicaid covers only monthly Medicare Part B premiums, co-insurance and/or deductible after Medicare has paid. (OAC Rule 5160:1-3-01.1)

### 4. What do Benefit Plans Specified Low-income Medicare Beneficiary (SLMB) and Qualified Individuals Q11 and Q12) cover?

These plans cover Part B premium ONLY. They are not Medicaid Eligible. There is no claim coverage.

### 5. What are the different cards?

- Ohio Medicaid
- Healthy Start Healthy Families
- Presumptive Eligibility (letter of coverage only)
- Family Planning
- Reinstated Medicaid Temporary Coverage Period (RoMPIR)
- Presumptive Medicaid Limited Coverage (formerly Expedited)
- Ohio Qualified Medicare Beneficiary

### 6. What is Presumptive Eligibility for Pregnant Women?

Section 5111.0124 of Amended Substitute House Bill 153 of the 129th General Assembly establishes a program of presumptive Medicaid eligibility for pregnant women. Eligibility under this category is time-limited, and is limited in scope to outpatient prenatal care; this category does not cover labor and delivery or any other inpatient hospitalization. (OAC Rule 5160:1-2-50)

### 7. What is the Program of All-Inclusive Care for the Elderly (PACE)?

PACE is a managed care model that provides participants with all of their needed health care, medical care and ancillary services in acute, sub-acute, institutional and community settings. Services include primary and specialty care, adult day health services, personal care services, inpatient hospital, prescription drug, occupational and physical therapies and nursing home care.

To be eligible for PACE, participants must be age 55 or older, live in the Cleveland area and, if seeking Medicaid assistance, qualify for coverage under the institutional financial eligibility standards (participants can be private-pay). Participants also must need an intermediate or skilled level of care and be willing to receive all of their care from PACE program providers. In addition, participants must be able to remain safely in a community setting at the time of initial enrollment. (OAC Rule 5160-36)