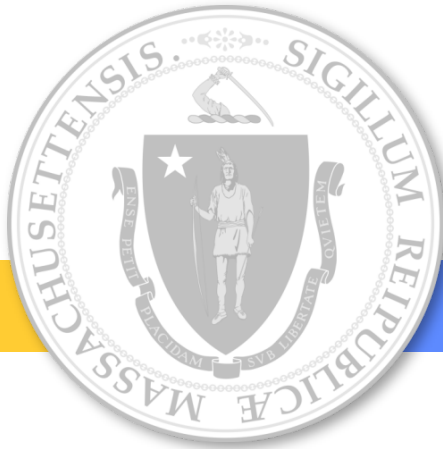


Provider Education and Communication



MTF July 2018

Executive Office of Health & Human Services



Agenda

- 1. Ordering, Referring and Prescribing (ORP) Provider Update**
- 2. MassHealth Provider File Integrity**
- 3. MassHealth Publications List Serve**



Ordering, Referring, and Prescribing (ORP)

- Section 6401(b) of the Affordable Care Act includes requirements related to ordering, referring, and prescribing (ORP) providers. If MassHealth requires a service to be ordered, referred, or prescribed, then ACA Section 6401(b) requires that:
 1. The billing provider include the ORP provider's NPI on the claim; and
 2. The ORP provider be enrolled with MassHealth as a fully participating provider or as a nonbilling provider.
- This requirement applies to MassHealth fee-for-service (FFS), Primary Care Clinician (PCC), Third Party Liability (TPL), and Medicare crossover claims. It does not apply to claims submitted to managed care entities.
- In order to obtain and maintain state licensure, state law requires that authorized ORP provider types must be enrolled with MassHealth at least as a nonbilling provider.
- For additional details reference All Provider Bulletins 259 and 274.

ORP Provider Types and Enrollment Status as of June 20, 2018



Authorized ORP Provider Types	Total # of ORP Provider Types Licensed in MA	Total # of ORP Provider Types "Known" to MassHealth	Total % of ORP Provider Types "Known" to MassHealth
Physician	40,062	33,610	84%
Optometrist	1,549	1,050	68%
Psychologist	5,993	4,501	75%
Podiatrist	543	370	68%
Nurse Midwife	480	387	81%
Dentist	7,259	5,077	70%
Nurse Practitioner (NP)	9,388	6,969	74%
Physician Assistant (PA)	3,441	2,895	84%
Certified Registered Nurse Anesthetists (CRNA)	1,308	1,048	80%
Clinical Nurse Specialist (CNS)	67	12	18%
Psychiatric Nurse Mental Health Specialist (PCNS)	720	271	38%
Clinical Social Worker (LICSW)	14,593	5,212	36%
Total	85,403	61,402	72%

- Claims for the services that are ordered, referred, or prescribed by a clinician who is not one of the authorized ORP provider types listed above must include the NPI of the clinician's supervising physician (or other authorized ORP provider) on the claim.
- Note that pharmacy claims must include the individual NPI of the actual prescribing provider.



ORP Billing - Future Claim Denial Edits on Remittance Advices (RAs)

MassHealth has been providing informational edits for impacted ORP claims to inform billing providers of claims that do not meet ordering, referring, and prescribing requirements.

Once the ordering, referring, and prescribing is fully implemented, impacted claims will be denied for these reasons if provider billing processes are not corrected:

- **The NPI of the ORP provider must be included on the claim:**
 - *Informational messages that display if a claim is not submitted with the NPI of the ORP provider.*
- **The ORP provider must be actively enrolled with MassHealth at least as a nonbilling provider:**
 - *The informational messages that display when a claim is submitted with the NPI of a provider that is not “known” to MassHealth (i.e. an authorized ORP provider type that is not enrolled with MassHealth at least as a nonbilling provider).*

ORP Billing - Future Claim Denial Edits on Remittance Advices (RAs) (continued)



- The ORP provider must be in one of the eligible ORP provider types:
 - *The informational messages that display if a claim is submitted with the NPI of a provider that is not an authorized ORP provider type.*
- MassHealth has discovered many **incorrect claim submissions** where **the NPI of the referring practice is being listed on the claim instead of NPI of the individual referring provider**, causing edit 1209.
- Refer to MassHealth All Provider Bulletins 259 and 274 for more details.

ORP Billing Edits Summary



	Claim Edits (6 Months)
NPI OF THE ORP PROVIDER MUST BE INCLUDED ON THE CLAIM	
Subtotal:	4,907,992
% of Total ORP Edits:	89.8%
THE ORP PROVIDER MUST BE ACTIVELY ENROLLED	
Subtotal:	359,350
% of Total ORP Edits:	6.6%
THE ORP PROVIDER MUST BE IN ONE OF THE ELIGIBLE PROVIDER TYPES	
Subtotal:	196,351
% of Total ORP Edits:	3.6%
Total ORP Edits:	5,463,693



ORP Provider Education Outreach Activities

Communication strategies and methods utilized to inform providers:

- Webinars
- Provider Bulletins
- Transmittal Letters
- Mass.gov Webpages
- POSC Message Text
- Stakeholder engagement with Provider Associations
- Proactive outbound calls to providers
- Collaboration with licensure boards

ORP Provider Webinar Schedule and ORP Homepage



July 2018		August 2018	
Date	Time	Date	Time
7/11/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM	8/8/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM
7/11/18 <i>Enrollment Only</i>	2:00- 2:30 PM	8/8/18 <i>Enrollment Only</i>	2:00- 2:30 PM
7/11/18 <i>Billing Only</i>	2:30- 3:00 PM	8/8/18 <i>Billing Only</i>	2:30- 3:00 PM
7/25/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM	8/22/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM
7/25/18 <i>Enrollment Only</i>	2:00- 2:30 PM	8/22/18 <i>Enrollment Only</i>	2:00- 2:30 PM
7/25/18 <i>Billing Only</i>	2:30- 3:00 PM	8/22/18 <i>Billing Only</i>	2:30- 3:00 PM

To enroll in a webinar session, please register at the MassHealth Learning and Productivity Center at www.masshealthtraining.com and create your profile. Once you are registered, select the preferred course date and time available.

Visit the ORP Homepage for more information at : <https://www.mass.gov/the-aca-ordering-referring-and-prescribing-orp-requirements-for-masshealth-providers>

ORP Provider Webinar Schedule and ORP Homepage



September 2018

Date	Time
9/5/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM
9/5/18 <i>Enrollment Only</i>	2:00- 2:30 PM
9/5/18 <i>Billing Only</i>	2:30- 3:00 PM
9/19/18 <i>Enrollment and Billing</i>	1:00- 2:00 PM
9/19/18 <i>Enrollment Only</i>	2:00- 2:30 PM
9/19/18 <i>Billing Only</i>	2:30- 3:00 PM

To enroll in a webinar session, please register at the MassHealth Learning and Productivity Center at www.masshealthtraining.com and create your profile. Once you are registered, select the preferred course date and time available.

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MassHealth Provider File Integrity



MassHealth Provider File Integrity

Providers are required to maintain the accuracy of their MassHealth provider file

In accordance with 130 CMR 450.223(B), each MassHealth provider must notify the MassHealth in writing of any material change in any of the information submitted in the application. MassHealth must be notified in writing prior to, but no later than, the date of the change to avoid any disruption in payments. Failure to do so constitutes a breach of the provider contract, which may be subject to fines and termination.

Changes may include, but are not limited to:

- Ownership or controlling interest
- Tax identification
- Licensure
- Address
- Change of corporate or organizational structure
- Other credentials, certifications or qualifications that may affect provider eligibility to participate in the MassHealth program

For more information regarding provider file integrity and maintenance, visit <https://www.mass.gov/service-details/maintaining-masshealth-provider-file-information>.



MassHealth Publications List Serve



Sign up for Email Alerts for Provider Bulletins and Transmittal Letters

Step 1: Go to the MassHealth home page at www.mass.gov/masshealth and click on MassHealth Provider Information.

MassHealth

In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth members may be able to get doctors visits, prescription drugs, hospital stays, and many other important services.

Information for MassHealth Applicants →

Find information about applying for MassHealth, the Health Safety Net, and the Children's Medical Security Plan.

- Apply for MassHealth for individuals, families, or people with disabilities →
- Apply for MassHealth coverage for seniors and people of any age who need long-term-care services →

Information for MassHealth Members →

MassHealth may provide health and dental coverage for individuals, families, and people with disabilities. Explore our site to learn more about MassHealth and related programs.

- MassHealth for individuals and families, including people with disabilities →
- MassHealth for seniors and people who need long-term-care services →
- Information for people with disabilities →
- MassHealth Member Library →

MassHealth Health Plans →

MassHealth members have access to a range of health care services, resources, and benefits. Learn what health plan options are available or find a provider or hospital here.

- MassHealth Health Plan Choices →
- Primary Care Clinician (PCC) Plan for MassHealth Members →
- Massachusetts Behavioral Health Partnership →
- Senior Care Options (SCO) →

MassHealth Provider Information →

Providers can get information they need about participating in MassHealth and access online services.

- MassHealth for Providers →
- Payment & Care Delivery Innovation (PCDI) for Providers →
- MMIS and POSC Information →
- Electronic Data Interchange (EDI) and HIPAA info →

MassHealth Publications →

Access regulations (both current and proposed), forms, and other important MassHealth and EOHHS publications using the links below.

- MassHealth and EOHHS Regulations →
- MassHealth Member Library →
- MassHealth Provider Library →

MassHealth Initiatives →

Learn about MassHealth's ongoing efforts to transform the delivery of health care in Massachusetts, as well as the many programs and initiatives designed to improve access to high quality care.

- MassHealth Innovations →
- Money Follows the Person (MFP) Demonstration →
- MassHealth Demonstration Waiver →
- Integrating Medicare and Medicaid for Dual Eligible Individuals →



Sign up for Email Alerts for Provider Bulletins and Transmittal Letters

Step 2: On the MassHealth for Providers page, click on the link called “Provider publications”. Here you will find links to Provider Bulletins and Transmittal letters.

MassHealth Provider Information

Providers can get information they need about participating in MassHealth and access online services.

MassHealth for Providers →

Whether you are already a MassHealth provider, want to enroll, or are just looking for information, you can find all your resources here.

Access the Provider Online Service Center (POSC) →

Provider publications →

more →

Payment & Care Delivery Innovation (PCDI) for Providers →

Information for providers about the MassHealth PCDI initiative

Enroll in a PCDI webinar or live in-person class →

Log on to POSC to verify member's eligibility and new ACO health plan →

more →

MMIS and POSC Information →

The Medicaid Management Information System and Provider Online Service Center offer important web-based tools to providers.

Log in to POSC →

more →

Provider publications

Providers can find regulations, bulletins, manuals, forms, and other information they might need as MassHealth-participating providers.

IN THIS LIST

- ✓ MassHealth Provider Regulations
- ✓ Provider Bulletins
- ✓ MassHealth Provider Manuals
- ✓ MassHealth Provider Forms
- ✓ Transmittal Letters
- ✓ MassHealth Companion Guides
- ✓ MassHealth Billing Guides for Paper Claim Submitters
- ✓ MassHealth Service Codes and Descriptions
- ✓ Managed Care Entity Recoupment Job Aids
- ✓ List of Explanation of Benefit Codes Appearing on the Remittance Advice
- ✓ MassHealth Provider Manual Appendices
- ✓ Remittance Advice Message Text
- ✓ MassHealth Guidelines for Medical Necessity Determination
- ✓ Clinical Practice Guidelines for MassHealth Providers
- ✓ MassHealth Newsletter for Providers - "Update"
- ✓ MassHealth Payment and Coverage Guideline Tools
- ✓ Healthcare Acquired Conditions ICD-10 Code List

MassHealth Provider Regulations



Sign up for Email Alerts for Provider Bulletins and Transmittal Letters

Sign up links are available on the 2018 MassHealth provider bulletins and 2018 transmittal letters pages.

MassHealth Provider Bulletins

MassHealth issues provider bulletins as needed to communicate procedures, reminders, and other information to MassHealth providers.

To request a bulletin that cannot be located on this website, contact MassHealth.

SOCIAL

- [MassHealth for Providers →](#)
- [MassHealth Provider Online Service Center →](#)
- [MassHealth Transmittal Letters →](#)

What would you like to do?

Top tasks

- [2018 MassHealth provider bulletins →](#)
- [View MassHealth "All Provider" Bulletins →](#)

MassHealth Transmittal Letters

Transmittal letters contain changes to MassHealth provider manuals. They summarize the change, contain revised pages for the provider manual, and tell providers how to update their manuals with the new pages.

To request a transmittal letter that cannot be located on this website, contact MassHealth.

What would you like to do?

Top tasks

- [View 2018 transmittal letters →](#)
- [View "All Provider" transmittal letters →](#)

Sign up for Email Alerts for Provider Bulletins and Transmittal Letters



Step 3: Click on the sign up link and hit send to start receiving email alerts whenever a new provider bulletin or transmittal letter is posted on the web.

- You will receive an email requesting confirmation of your subscription. Be sure to reply to the confirmation request.
- There is no limit to the number of people in your organization who can sign up for email alerts.

Note: you only need to sign up at one of the links to receive alerts for both provider bulletins and transmittal letters.

2018 MassHealth provider bulletins

Sign up to receive email notification when new MassHealth provider bulletins and transmittal letters are published. Note: Copy and paste join-masshealth-provider-pubs@listserv.state.ma.us into your email address line. Just send the blank email as it's addressed. No text in the body or subject line is needed.

IN THIS LIST

<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> February
<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> January
<input checked="" type="checkbox"/> March	

2018 MassHealth transmittal letters

Sign up to receive email notification when new MassHealth provider bulletins and transmittal letters are published. When you click on the sign-up link, a blank email should appear. If your settings prevent this, you may also copy and paste join-masshealth-provider-pubs@listserv.state.ma.us into your email address line. Just send the blank email as it's addressed. No text in the body or subject line is needed.

IN THIS LIST

<input checked="" type="checkbox"/> May	<input checked="" type="checkbox"/> March
<input checked="" type="checkbox"/> April	<input checked="" type="checkbox"/> February



Resources

- To learn more about **Ordering, Referring and Prescribing (ORP)**, visit the Provider ORP Homepage at: <https://www.mass.gov/the-aca-ordering-referring-and-prescribing-orp-requirements-for-masshealth-providers>.
- To register for a webinar, please visit the: **MassHealth Learning and Productivity Center** at www.masshealthtraining.com.
- To [Sign up](#) to receive email notifications when new MassHealth provider bulletins and transmittal letters are published, send a blank email to the email address: join-masshealth-provider-pubs@listserv.state.ma.us.

No text in the body or subject line is needed.



Questions?