



Department of Health and Human Services
MaineCare Services
Customer Service
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MIHMS Provider Checklist

If you would like to submit claims to the Maine Integrated Health Management Solution (MIHMS), be sure you have completed all of the items on this checklist.

Provider Enrollment

Be sure to review the useful links section at the end of this checklist to access the documents referenced in this checklist.

- Enroll in MIHMS.
- Enroll all parts of your business. This means all:
 - Provider types
 - Provider specialties
 - Rendering providers
 - Servicing locations

Remember, you can only bill for the portions of your business for which you have enrolled in MIHMS. So, if you are a provider that has multiple provider types, specialties, rendering providers and servicing locations and you intend to bill through MIHMS, make sure they are all enrolled as part of your business!

- When you enroll, it is important to provide the appropriate office contact name and e-mail address. Future communications about MaineCare billing, claims, and enrollment will be sent to this contact person, so please be sure to keep this information updated.
- If you are enrolled in Primary Care Case Management (PCCM) as a PCP, please indicate this in your re-enrollment application and answer the additional follow-up questions.
- Receive your "Welcome Letter" from MIHMS Enrollment and register as a Trading Partner.
 - Review Trading Partner Registration Guide
 - If you use a Billing Agent, be sure that they have the appropriate information from you so they can add your provider information to their Trading Partner Agreement. Billing Agents will need your:
 - TAX ID
 - National Provider Identifier (NPI) or Atypical Provider Identifier (API)
 - Enrollment Case Number (ECN)

As a MIHMS provider, it is important to register as a Trading Partner. Only Trading Partners can use all the functions on the MIHMS portal including:
-Electronic claims submission

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*-Claim status check
-Remittance Advice access
-Member Eligibility verification*

- Use the Demographic Provider Maintenance function on the MIHMS portal to review and update demographic information such as:
 - Contact name
 - Telephone number
 - Contact E-mail address
 - Service location address
 - Office hours
 - Patient restrictions
 - Languages spoken
 - Rendering provider address
 - Rendering provider phone number
 - Rendering provider e-mail address
 - Whether a service location or rendering provider is accepting new patients or not

- Use the Full Provider Maintenance function to:
 - Add or remove an Owner or Board Member or change information about Owner/Board Member
 - Add or remove a Service Location or Rendering Provider
 - Add or delete a Service Location or Rendering Provider specialty
 - Update license or certification information

Electronic Funds Transmission (EFT)

In order to get paid via EFT in MIHMS, you will need to complete and submit EFT forms to MaineCare.

- The instructions and the authorization form are available on the MIHMS Provider Portal located on the Provider Page (<https://mainecare.maine.gov/>) under Provider Documents. Select the link labeled **“Direct Deposit/EFT Payment Authorization Form”**.

You are strongly encouraged to sign up for EFT payments. EFT may be mandated in the near future.

Electronic Data Interchange (EDI)

You must be registered as a Trading Partner to test and submit EDI transactions

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- Complete certification testing prior to submitting EDI transactions. You should complete certification testing for only those transactions you intend to submit in MIHMS. The following certification tests are available:
 - 837- Health claims submission
 - 270- Eligibility benefit inquiry
 - 276- Claims status request
 - 278- Prior Authorizations and Referrals

- If you are affiliated with one of the following entities, you should confirm that that they are completing certification testing:
 - Clearinghouse
 - Billing Agent

Please refer to the **Available Resources** section of this checklist for the link to the Approved Clearinghouses and Billing Agents who have started or completed their testing.

- If you are affiliated with a Software Vendor, you should work with your Software Vendor to complete your certification testing.

Prior Authorization

- Review training videos to learn how to determine member eligibility and submit a Prior Authorization in MIHMS. Training videos are available by going to the Learning Management System from the Trading Partner page.

Primary Care Case Management (PCCM) PCP Referrals

- PCCM PCPs should review training videos to learn how to submit referrals in MIHMS. Training videos are available by going to the Learning Management System from the Trading Partner Page.

MIHMS Claims Submission

Are you ready to submit claims into MIHMS?

- If you intend to submit paper claims:
 - Consider using Direct Data Entry (DDE) to submit claims. To learn more about DDE, please review the training videos (see useful links).
 - Order new claims forms (ADA 2006, CMS 1500, or UB04) required for MIHMS.
 - Remember prior versions of claim forms and copies of claim forms will not be accepted.
- Review the following documents:

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- MIHMS Billing instructions
- Companion Guides (If you intend to submit EDI transactions)
- Once you are enrolled and have received your Welcome Letter you can:
 - Begin submitting a few claims into MIHMS daily by using Direct Data Entry (DDE)
 - Begin submitting batch claims into MIHMS daily by using Electronic Data Interchange (EDI)
 - Submit paper claims to MaineCare Services.

Available Resources

- Useful links:
 - Trading Partner Registration Guide:
<https://mainecare.maine.gov/Trading%20Partner%20Guides/Forms/Publication.aspx>
 - Provider Enrollment Guides:
<https://mainecare.maine.gov/Provider%20Enrollment%20Guides/Forms/OnLine%20Display%20View.aspx>
 - Billing Instructions:
<https://mainecare.maine.gov/Billing%20Instructions/Forms/Publication.aspx>
 - Companion Guides
<https://mainecare.maine.gov/Billing%20Instructions/Forms/Publication.aspx>
 - Approved Billing Agencies and Clearinghouses
<https://mainecare.maine.gov/Provider/VBCReport.aspx>

Note: To access the useful links and other provider-related information, you can also go to the following website <https://mainecare.maine.gov/>, choose the "Provider" tab at the top of the page, and choose the appropriate link on the left menu.

- Contact Information: Staff is available from 7:00 am to 6:00 pm, Monday through Friday.
 - MIHMS Enrollment/Provider Services:
Phone: 866-690-5585 (TTY: 711)
Fax: 877-314-8776
Email at: MainecareEnroll@molinahealthcare.com
 - EDI Helpdesk:
Phone: 866-690-5585 (TTY: 711)
Fax: 877-314-8776
Email: MainecareSupport@molinahealthcare.com.
 - Prior Authorizations:
Phone: 1-866-690-5585 (TTY: 711)
Fax: 1-866-598-3963 E-mail: MaineCareProvider@molinahealthcare.com