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MIHMS Provider Checklist

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

Provider Enrollment

- [Register for a Trading Partner Account](#) on the [MIHMS Health PAS Online Portal](#).
- Enroll all components of your services in MIHMS, such as:
 - Provider types
 - Provider specialties
 - Rendering providers
 - Service locations

Remember, you can only bill MaineCare for the portions of your services that are enrolled in MIHMS. If you are a provider that has multiple provider types, specialties, rendering providers, and service locations, and you intend to bill through MIHMS, make sure they are all enrolled correctly.

- When [enrolling in MIHMS](#), 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.
- Review your "Welcome Letter" from MIHMS Enrollment and check the enrollment information for accuracy.
- If you use a Billing Agent, be sure that they have the appropriate information from you in order to add you to their Trading Partner Account. Billing Agents will need your:
 - TAX ID
 - National Provider Identifier (NPI) or Atypical Provider Identifier (API)
 - Enrollment Case Number (ECN)

Only Trading Partners can use all the functions on the MIHMS Health PAS Online Portal, including:
-Electronic claims submission

MIHMS Provider Checklist

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

- Once you are enrolled with MaineCare, you will be able to use the Provider Maintenance Function to:
- Add, remove, or update/edit an owner/board member
 - Add, remove, or update/edit a service location or rendering provider
 - Add or delete a service location or rendering provider specialty
 - Update a license or certification information
 - Update the following office information:
 - 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

Electronic Data Interchange (EDI)

- 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 Care Claim
 - 270- Health Care Eligibility Benefit Inquiry
 - 276- Health Care Claim Status Request
 - 278- Health Care Services Review Information (for prior authorizations and referrals)
- If you are affiliated with a clearinghouse or billing agent, you should confirm that they have completed certification testing.

Please refer to the list of [Approved Clearinghouses and Billing Agents](#) to verify their certification testing status.

- If you are affiliated with a software vendor, work with your software vendor to complete certification testing.

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MIHMS Claims Submission

Are you ready to submit claims in MIHMS?

- Review the following as appropriate for the claim type:
 - [Billing instructions](#)
 - [Companion guides](#)(if you intend to submit EDI transactions)
- Once you are enrolled and have received your Welcome Letter you can:
 - Submit claims by using Direct Data Entry (DDE)
 - Submit batch claims by using the Electronic Data Interchange (EDI)
 - Submit paper claims by mailing them to MaineCare Claims Processing
- If you intend to submit paper claims:
 - Consider using Direct Data Entry (DDE) to submit claims. To learn more about DDE, please review the [MyHealth PAS User Guides](#)
 - Order the correct claims forms to submit to MIHMS: ADA 2012, CMS 1500, or UB04
 - Prior versions of claim forms and copies of claim forms will not be accepted

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
[EDI 5010 Companion Guides - Publication \(maine.gov\)](#)
 - Approved Billing Agencies and Clearinghouses:
<https://mainecare.maine.gov/Provider/VBCReport.aspx>
 - MyHealth PAS User Guides:
<https://mainecare.maine.gov/MyHealth%20PAS%20User%20Guides/Forms/Publication%20View.aspx>

Note: You can access many other useful links and provider-related information on the [MIHMS Health PAS Online Portal](#).

- Contact Information: Office hours are Monday through Friday, from 7:00 AM to 6:00 PM.
NOTE: If the email link does not open into an Outlook message containing the email address, copy and paste the link into an email.

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- MIHMS Enrollment:
Phone: 866-690-5585 (TTY: 711)
Fax: 877-314-8776
Email at: MainCareEnroll@gainwelltechnologies.com
- EDI Helpdesk:
Phone: 866-690-5585 (TTY: 711)
Fax: 877-314-8776
Email: MaineCareSupport@gainwelltechnologies.com
- Provider Services/Prior Authorizations:
Phone: 1-866-690-5585 (TTY: 711)
Fax: 1-866-598-3963 E-mail: MaineCareProvider@gainwelltechnologies.com