

Maine Integrated Health Management Solution

One-Time User Guide for Provider Maintenance Catch-up *for Schools and Speech/Hearing Therapist Groups*

Version 1.0



**Maine Integrated Health Management Solution
One-Time User Guide for Provider Maintenance Speech/Hearing Catch-up**

Revision History

Version	Date	Author	Action/Summary of Changes	Status
0.1	04/27/2011	R.J. Roy	Drafted first edition to support Maintenance Catch-up for already Enrolled or Re-enrolled Providers which are Speech and Hearing Therapist Groups or Schools who employ certain qualified specialists.	Draft
1.0	04/28/2011	R.J. Roy	Finalized upon receipt of State approval.	Final

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1. Introduction

This User Guide has been prepared for Speech/Hearing Therapist Groups and Schools that enrolled in MaineCare before the Maine HealthPAS Online Portal or MIHMS had the functionality¹ to record information about your employment of Audiologists and Speech Language Pathologists. The employment, at the same time, of two types of qualified professionals (both diagnostic and therapeutic) as specified herein, can qualify the provider for a higher reimbursement under MaineCare policy.

If you are accessing this User Guide, you have likely received a letter because you are a provider who has enrolled with a therapy services specialty or, as a Speech Hearing Therapist Group or School. That letter informed you of the need to visit the MIHMS Portal to do a maintenance case. This maintenance case will help us verify that we are reimbursing you at the correct rate based on State policy.

In order to perform Provider Maintenance – Full you must have already submitted an enrollment or re-enrollment application and have been *approved* as a MaineCare provider. You will also need to have registered as a Trading Partner. For details on how to register as a Trading Partner, refer to the Trading Partner Guide in ‘Provider Documents’ on the portal under the Provider tab.

Providers, with appropriate security, are able to view their provider data and submit and/or update their provider file. You will login and enter Provider Maintenance – Full and skip directly to the relevant section to provide the information needed for this special one-time maintenance catch-up.

Screen illustrations in this User Guide are samples and the specific appearance and content of certain screens may change from time to time.

This document only applies to Provider Groups that are Speech/Hearing Therapist Groups (provider type 67) and to FAOs (facility/agency/organizations) that are Public Schools, Special-Purpose Private Schools, or Intermediate Education Units (provider types 87, 88, and 89 respectively). These entities, regardless of which specialties they do and do not employ, are **required** to do a catch-up maintenance to answer a new enrollment question regarding the presence of employed Audiologists and Speech Language Pathologists on their staffs.

The specific Provider Types and Specialties for the Provider and Rendering Providers which MIHMS is seeking to identify and document are:

Table 1-1: Impacted Provider Groups

Pay-To Provider Types	Pay-To Specialty	Allowed Rendering Provider Type	Allowed Rendering Specialty
67-Speech/Hearing Therapist Group	038-Derived from Rendering Specialties	09-Audiologist	007-Audiology
		63-Speech Language Pathologist	134-Speech Therapy

¹ Prior to May 2011.

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Table 1-2: Impacts FAOs with Rendering Providers required

Pay-To Provider Types	Pay-To Specialty	Allowed Rendering Provider Type	Allowed Rendering Specialty
87- Public School	64-Therapy Services	09-Audiologist	007-Audiology
88-Special Purpose Private School		63-Speech Language Pathologist	134-Speech Therapy
89-Intermediate Education Unit			

Because you are enrolled as a Speech/Hearing Therapist Group (Provider Type 67) or as Public School, Special Purpose Private School, or Intermediate Education Unit (Provider Types 87, 88, and 89, respectively), you must answer the questions regarding your professional staff. If you employ at least one qualified speech language professional AND one qualified audiologist at the service location, answer “Yes” to that question. From among the two or more hire dates of these staff, provide the earliest date on which you had engaged BOTH specialties (that is, the later of the two dates) and have continuously retained them up until the present time, i.e. the date you are completing this enrollment. If you don’t currently employ both specialties, respond “No.”

- If either of the professionals are contracted staff instead of employees, you must answer “No.” You must have both specialties represented by employees and base your Effective Date on employed professionals only.
- A qualified speech language pathologist, however, would include a Licensed Speech-Language Pathologist or a Certificate 293 – Speech and Language Clinician.

Please refer to the User Guide for Provider Maintenance to answer any general questions relating to the Provider Maintenance – Full application. This User Guide only covers the special one-time Maintenance Catch-Up process.

2. Information You Will Need

Before you begin the enrollment process, you should gather all of the information you will need to enter during each step. When performing this catch-up Full Maintenance, it will be useful to have the following information, forms, and other documents on hand:

- For the Pay-To provider:
 - NPI
 - Tax ID—Federal Employer Identification Number (FEIN) and/or Social Security Number (SSN)
 - Email address of the office contact person
- For each service locations:
 - The provider type/specialty pairs that represent the provider’s practice
 - Providers designated as Speech/Hearing Therapist Groups and certain Schools will need the **actual hire dates** for any qualified audiologists and qualified speech language professionals they **employ** at each service location in order to get the highest reimbursement.
- For rendering providers (as applicable):
 - Each rendering provider’s NPI and name

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- The provider type/specialty pairs that represent the provider's practice
- A list of the service locations to which the provider is affiliated

3. Getting Ready to start Provider Maintenance – Full

The Provider Maintenance – Full application produces a full set of provider enrollment screens with all fields pre-populated with your current provider enrollment data.

During Provider Maintenance – Full, demographic data is grayed-out and non-modifiable.

Screens displayed during Provider Maintenance are the same screens completed during Provider Enrollment/Re-enrollment. If you have questions about the data to be entered in these screens, refer to the appropriate Provider Enrollment Guide for detailed instructions.

Sign in under your Trading Partner account.

Once you are logged into your Trading Partner account, you will be in the secure portion of the portal under the Trading Partner tab and you will have options on the left side of the page. Under Provider Enrollment Links you will see the two options for Maintenance.

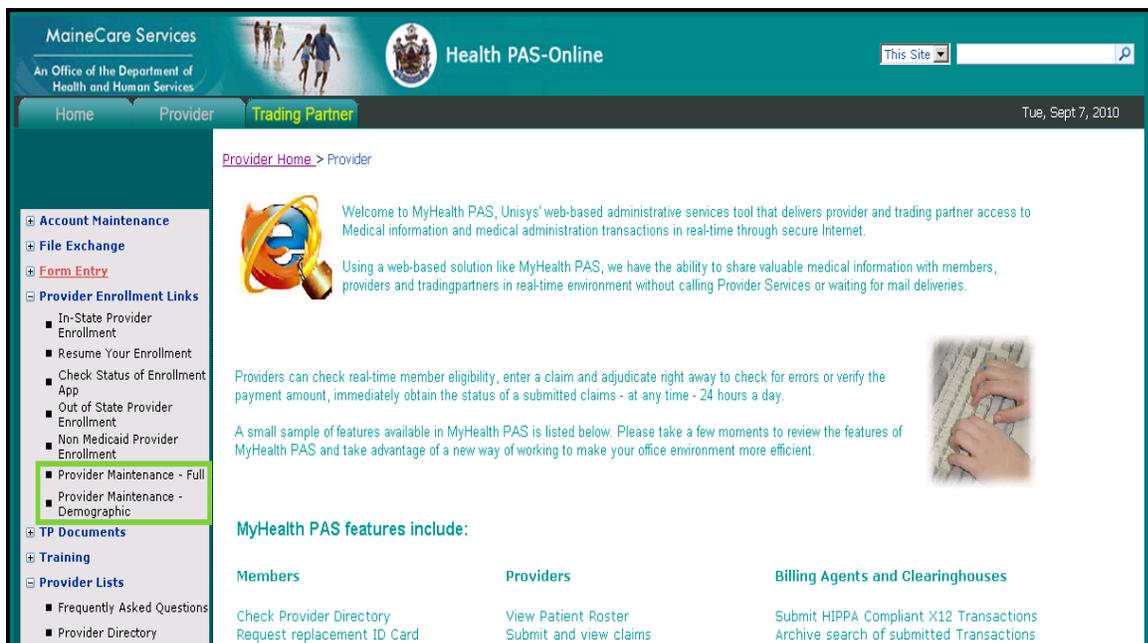


Figure 3-1: Provider Menu Options

Under Provider Enrollment Links on the left hand side of the Portal, choose 'Provider Maintenance – Full.'

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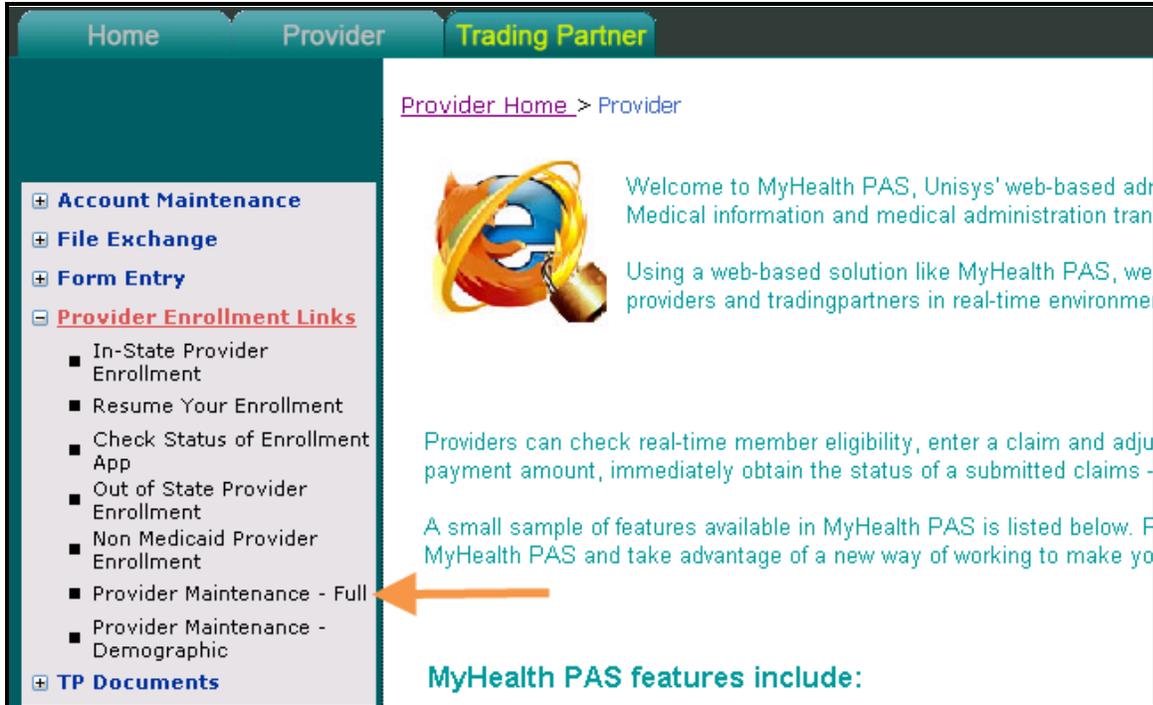


Figure 3-2: Launching Provider Maintenance – Full

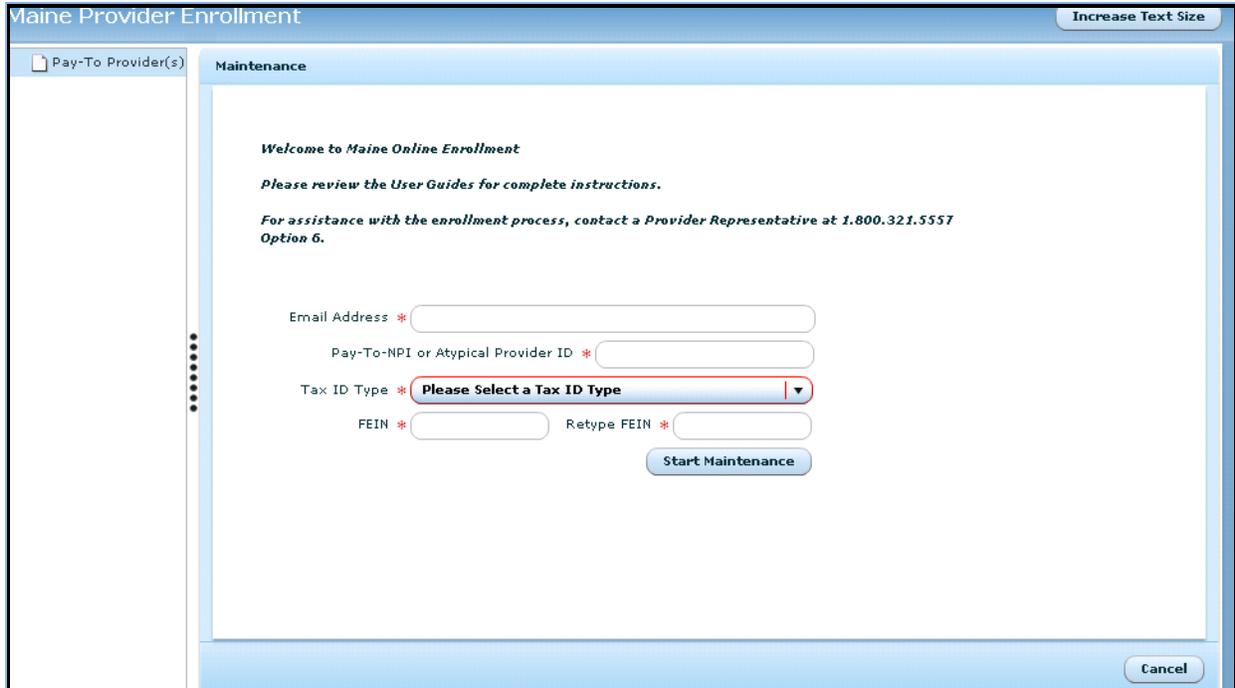
This will take you to the first Maintenance screen.

3.1 Accessing Provider Maintenance – Full Functions

Enter the proper email address and the Pay-To NPI.

Furnish your FEIN/SSN for validation and press Start Maintenance to proceed.

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The screenshot shows the 'Maine Provider Enrollment' window with a 'Maintenance' tab. The main content area contains the following text and form fields:

Welcome to Maine Online Enrollment
Please review the User Guides for complete instructions.
For assistance with the enrollment process, contact a Provider Representative at 1.800.321.5557 Option 6.

Form fields include:

- Email Address *
- Pay-To-NPI or Atypical Provider ID *
- Tax ID Type * (Dropdown menu with 'Please Select a Tax ID Type' selected)
- FEIN * and Retype FEIN *

Buttons: 'Start Maintenance' and 'Cancel'.

Figure 3-3: Validation Fields on Maintenance Screen

In the left menu, click to expand and open the NPI folder.

Stop and check. Have you already affiliated all your Rendering Providers to all the Service Locations at which they render services? If you have not, you are advised to affiliate all your Renderings before proceeding further. If you need to do this, next select the Provider Type and Specialty line on the left menu. Review the information there and verify that you have affiliated all your Rendering Providers at this location, including Audiologists and Speech Language Pathologists. If needed, review the *Provider Maintenance User Guide* for instructions on how to do this.

Using the left navigation pane, you can jump to specific enrollment pages.

Next, in the left menu, skip ahead and select Service Location and continue to section 4.

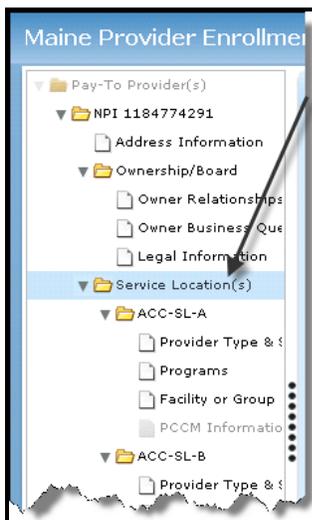


Figure 3-4: Skipping Ahead to Service Location

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Data related to existing Service Locations can be modified by opening the appropriate Service Location folder (from the left navigation pane) and modifying the required field on the Service Location main screen, Service Location provider type and specialty screen or Service Location program screens.

Each Speciality is associated with start and end dates.

Depending on the additional Specialties added, additional questions or specialized questions, licensing and certification information may display.

Specialized questions may relate generally to specific services and products provided at your Service Location (anything from lab services to drug dispensing), the demographics of patients (elderly, homeless) you are willing to treat, and the expertise of staff you employ.

Use the red asterisks (*) that appear on the screen to determine what fields are required.

Be aware that the asterisks can also appear dynamically, depending on your selections and field entries.

Also, depending on your screen resolution and size of your browser window, you might need to scroll to the right to see all fields.

Respond to any questions that appear on the screen. The questions are populated automatically, based on provider type and specialty. For some provider type-specialty pairs, no questions will be displayed.

Responses to some questions will result in the dynamic addition of more requested information on this screen.

4. Performing the One-Time Catch-Up Maintenance

Select the first Service Location (all the steps in this section must be repeated for each Service Location).

4.1 Facility or Group Information on Qualified Specialists

Next select the Facility or Group Information line and start paging through the screens.

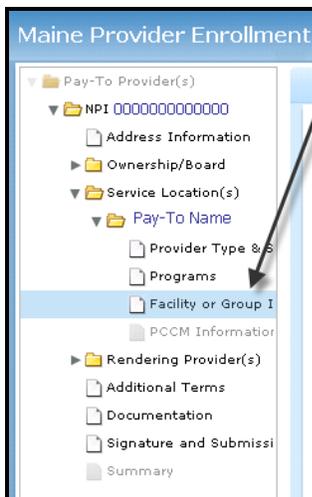


Figure 4-1: Moving to Facility & Group Information Screen

Depending on the provider type and specialties that you defined for the service location, the Facility Information screen might display one or more facility-specific questions. (If there are no additional questions to display, the screen will show a message to that effect.)

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There may be more than one screen. You may continue past previously answered questions which still contain correct information and update any that do not. Eventually you will reach the following screen:

The screenshot shows the 'Maine Provider Enrollment' interface. On the left is a navigation tree with categories like 'Pay-To Provider(s)', 'Address Information', 'Ownership/Board', 'Service Location(s)', 'Facility or Group Information', and 'Rendering Provider(s)'. The 'Facility or Group Information' section is selected. The main content area is titled 'Facility Information (HARMONY HOME HEALTH, LLC / HARMONY HOME)'. It shows 'Pay-To Provider ID: NPI - 1538213095', 'Enrollment Case #: 111040001', and 'Status: NEW'. A checkbox labeled 'Edit this Screen' is checked. The primary question is: 'Do you employ at least one qualified speech language professional AND one qualified audiologist? If either of these professionals are contracted employees, you must answer no to this question. A qualified speech language pathologist includes a Licensed Speech-Language Pathologist or a Certificate 293 - Speech and Language Clinician.' Below the question are two radio buttons: 'Yes' and 'No'. At the bottom, there is a field for 'Effective Date (MM/DD/YYYY)' with an asterisk indicating it is required.

Figure 4-2: Arriving at the Important Question

In the upper right, click the checkbox labeled Edit this Screen to be able to answer the question.

- Note: If either radio button is selected (“Yes” or “No”) it will be recorded as your answer as soon as you leave this screen (moving either forward or back). If the incorrect answer is selected, you will have to go through additional steps to change your answer. Follow the online directions to do so. Answering this question correctly the first time through will provide the easiest process.

You will be presented with this question:

“Do you employ at least one qualified speech language professional AND one qualified audiologist? If either of these professionals are contracted employees, you must answer no to this question.

A qualified speech language pathologist includes a Licensed Speech-Language Pathologist or a Certificate 293 – Speech and Language Clinician.”

This screenshot is identical to Figure 4-2, showing the same 'Maine Provider Enrollment' interface. The 'Edit this Screen' checkbox is checked, and the question about employing qualified professionals is displayed. The 'Yes' radio button is selected, and the 'Effective Date' field is empty.

Figure 4-3: Making Choices for the Important Question

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Provider Types 67, 87, 88, or 89, which employ at least one qualified speech language professional (provider type 63) AND one qualified audiologist (provider type 09) are to answer “Yes” to this question.

- Note: If either of these professionals are contracted employees, you must answer “no” to this question.
- Note: For purposes of this question, a qualified speech language pathologist includes a Licensed Speech-Language Pathologist or a Certificate 293 – Speech and Language Clinician

If you answered “yes”, your response to the Effective Date is based on most recent commencement of a simultaneous dual employment relationship with the two specialists. The Effective Date is the most recent date upon which you began a period of having both specialists in your continuous employment. Here is an example:

Today is 4/14/2011.

Audiologist #1 hired 3/3/1993 and terminated 12/31/2009.

Audiologist #2 hired 8/8/2008 and still retained.

Speech Language Pathologist hired 2/2/2009 and still on your payroll.

Your effective date is 2/2/2009, the later of the two hire dates of the still active employees. On that date you hired the Speech Language Pathologist and you had Audiologist #2 in continuous employment from a prior time and up to the present. Both specialists still work for you when you complete the online maintenance.

Maine Provider Enrollment

Pay-To Provider(s)

- ▼ NPI 1538213095
 - Address Information
 - Ownership/Board
 - Service Location(s)
 - ▼ HARMONY HOME
 - Provider Type & S
 - Programs
 - Facility or Group I
 - PCCM Information
 - Rendering Provider(s)
 - Additional Terms
 - Documentation
 - Signature and Submissi
 - Summary

Facility Information (HARMONY HOME HEALTH, LLC / HARMONY HOME)

Pay-To Provider ID: NPI - 1538213095 Enrollment Case #: 111040001 Status: NEW Edit this Screen

Do you employ at least one qualified speech language professional AND one qualified audiologist? If either of these professionals are contracted employees, you must answer no to this question. A qualified speech language pathologist includes a Licensed Speech-Language Pathologist or a Certificate 293 – Speech and Language Clinician.

* Yes No

Effective Date (MM/DD/YYYY) * 02/02/2009

Figure 4-4: Answering “Yes”

If you answer “No”, then enter the current date as the Effective Date, that is, the date on which you are completing the Provider Maintenance.

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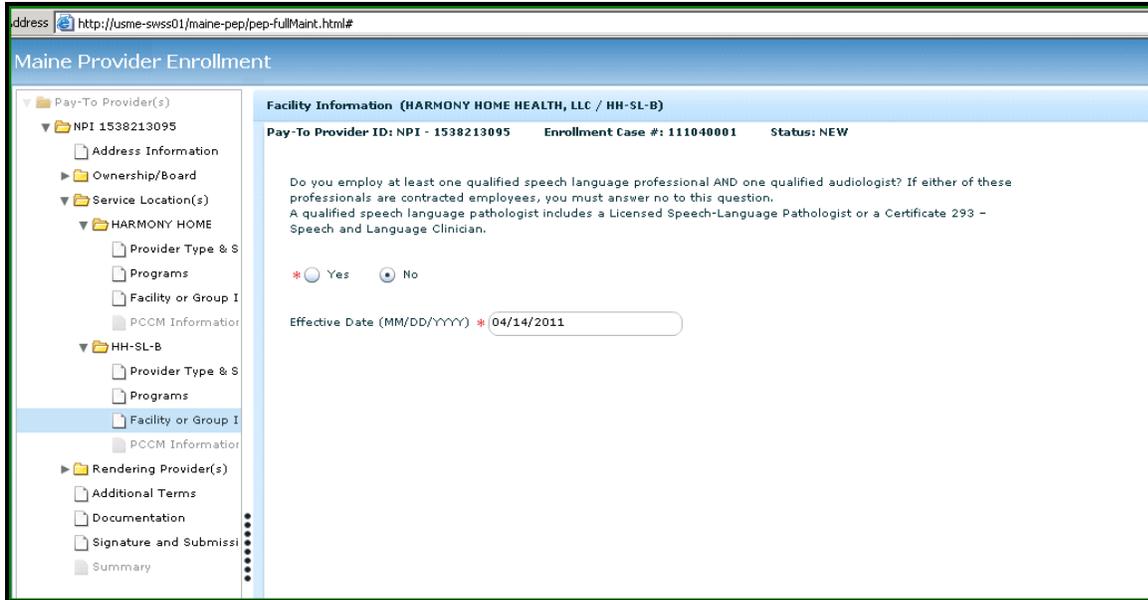


Figure 4-5: Answering "No"

That completes the Service Location specific process steps. Return to the beginning of this section to repeat the process if you have additional Service Locations to complete. The question must be answered for each Service Location in your Provider Group or Facility.

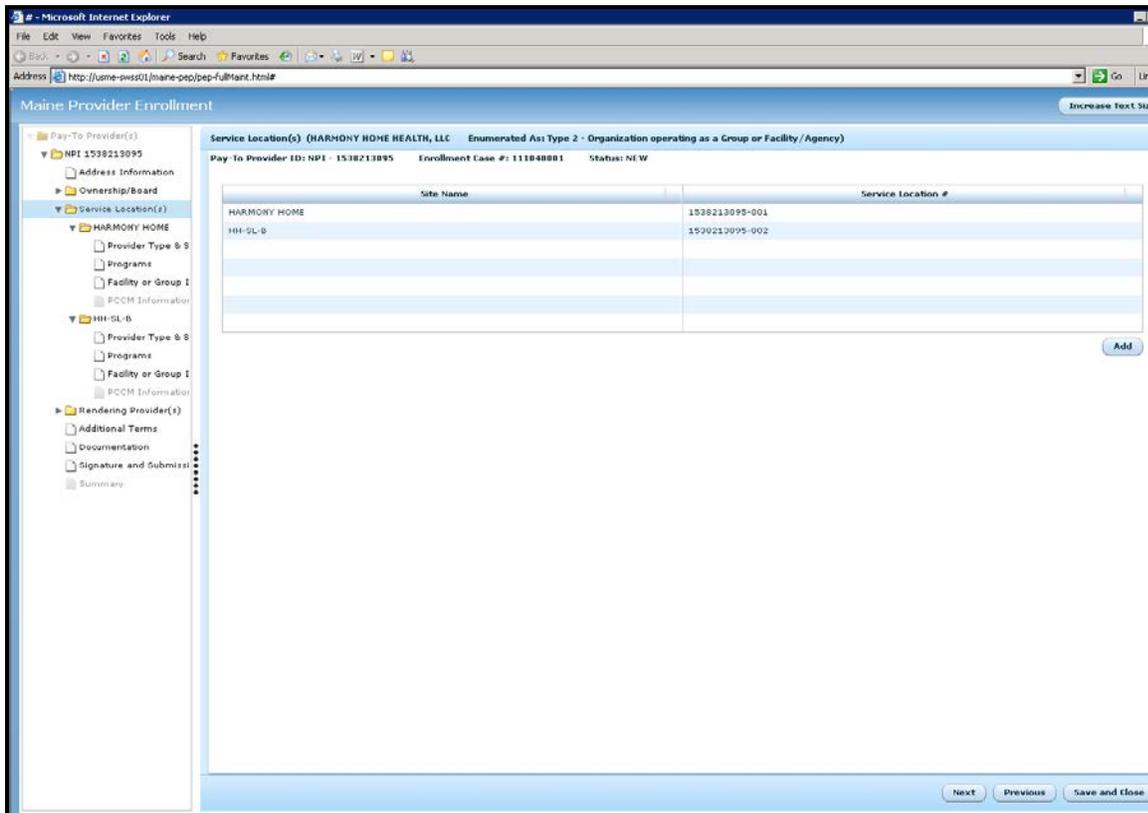


Figure 4-6: For Multiple Service Locations

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In the left menu, next click on Signature and Submission to continue and complete this Provider Maintenance – Full case.

5. Signature and Submission

The Signature and Submission screens must be completed. The enrollment modification must be electronically signed again by entering Provider Name, Signatory Name, Signatory SSN or FEIN and current date (must be today's date).

Maine Provider Enrollment Increase Text Size

Signature and Submission (Diana Octor and Associates, LLC Enumerated As: Type 2 - Organization operating as a Group or Facility/Age)

Pay-To Provider ID: NPI - 1083886386 Enrollment Case #: 921200048 Status: NEW

I certify that the information contained herein is true, correct and complete.
If I become aware that any information in this form is not true, correct or complete,
I agree to notify the Medicaid Provider Enrollment Unit of this fact immediately.
I authorize the Medicaid Provider Enrollment Unit to verify the information contained herein.
I understand that a change in the incorporation of my organization or my status as an individual or
group biller may require a new application.

Provider Application Electronic Signature

Provider Name * Diana Octor

Signatory Name * Diana Octor

Signatory SSN or FEIN * 412356789

Date * 6/23/2010

Submit Previous Save and Close

Figure 5-1: Electronic Signature Page

Once the maintenance application is submitted, demographic data is immediately updated in HealthPAS Administrator.

Update the date to today's date and click Submit to provide your electronic signature.

The Documentation screen is displayed for information purposes only.

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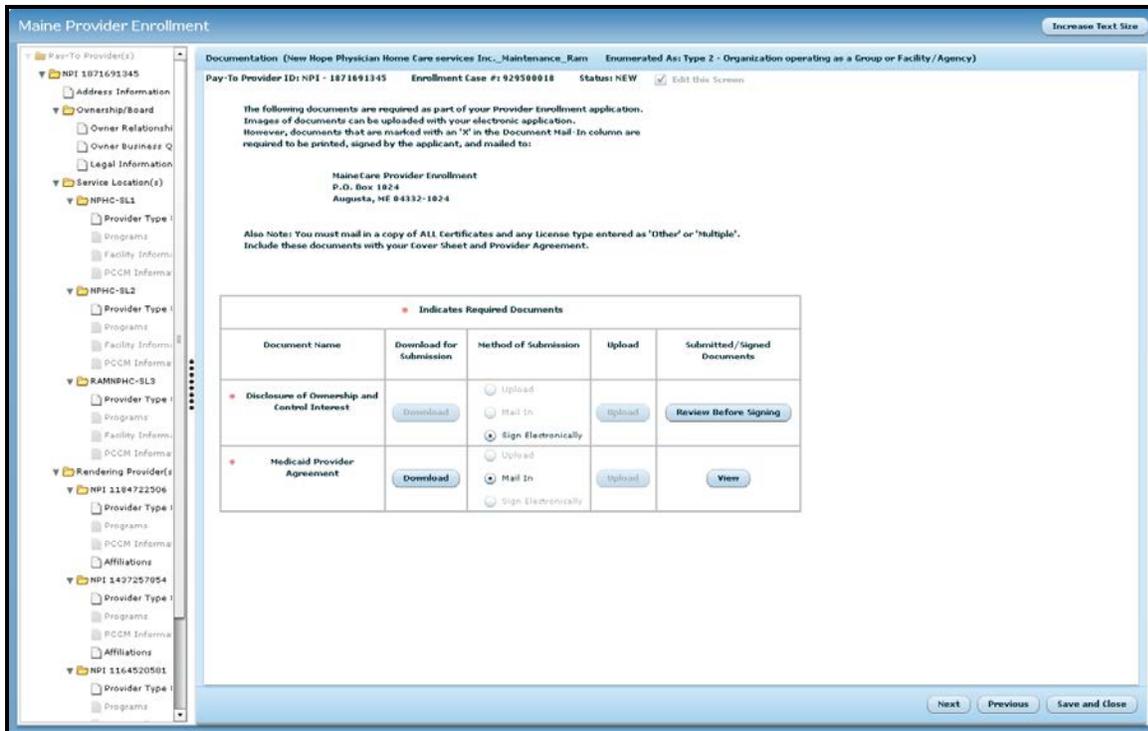


Figure 5-2: Required Documentation (displayed for info only)

You receive a Maintenance confirmation letter. It will state, in part:

“You have been approved as a Speech Hearing Agency under Chapter 1 because you “employ” at least one qualified speech language professional AND one audiologist. If there is any change to this status, you must return to the portal to update your enrollment information.”