

Provider Enrollment Updates

Courtney Tipple / Annual Billing Workshop 2021



Agenda

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 - Updates to Enrollment
 - Closing Inactive Providers
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 - License and Certification Terminations
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Electronic Visit Verification (EVV) Enrollment

Enrollment – Provider Portal [Provider Enrollment \(arkansas.gov\)](https://arkansas.gov)

- Personal Care Aides can complete their enrollment on the Provider Portal
- When applying, select:
 - Provider Type: “Registered Non-Credentialed Provider”
 - Specialty: “NT – Registered Non-Credentialed”
 - **In the “Request Information” section of the application, select “YES” when asked “Are you a Personal Care Aide?”**
- If your application is submitted online, you can check the status of your enrollment on the portal: [Enrollment Status \(arkansas.gov\)](https://arkansas.gov)

Electronic Visit Verification (EVV) Enrollment

Updates to Enrollment

- If the provider is enrolled with Arkansas Medicaid, updates should be submitted using the appropriate update/change form or with a signed request letter
- Updates should be submitted on the Provider Portal under Provider Functions
- A new PIN Form should not be submitted to make a change to your existing enrollment

Closing Inactive Providers

- If a PCA leaves the agency and is no longer providing services with Arkansas Medicaid, please submit a signed request letter to close the Provider ID
- If the PCA begins providing services again within six (6) months, a signed request letter to re-active the Provider ID should be submitted to Provider Enrollment
- If the PCA begins providing services again after six (6) months, a new application should be submitted

COVID Waivers

License and Certification Terminations

- Terminations for expired license and certification are placed on hold during the COVID-19 Statewide Public Health Emergency
- We encourage you to keep your license and certification updated with Provider Enrollment to prevent a future termination when the Public Health Emergency ends

IRS Letters, Site Visit and Fingerprinting

- Some applications received waivers at the time of enrollment to ensure appropriate access to care during the COVID-19 Public Health Emergency
- When the Public Health Emergency ends, the enrollment requirements that were waived will be required
 - Applications processed without appropriate IRS letters for tax verification will be required to submit appropriate documentation
 - All site visits that were waived will be completed
 - High-Risk Providers: Fingerprints for all owners must be submitted

EFT Updates

New process for changing EFT on provider files

Phone verification is required for all EFT changes

- Three attempts will be made prior to denying the request

Changes to an existing EFT will only be accepted via Provider Portal or mail

- If unable to submit via Provider Portal or mail, a written letter of explanation must be submitted and reviewed by DMS

Submitting Updates on the Provider Portal

Changes to your provider file should be submitted on the Provider Portal under Provider Functions

- Select the appropriate request type for your submission
- Ensure the correct Medicaid ID is entered for the requesting provider
 - NPI should not be used in place of Medicaid ID
- Check the status of your update under Provider Functions
 - If the request is denied, notes will be placed in the comment section to assist you in correcting the errors for re-submission
- A confirmation letter will be mailed confirming what changes were made

RTP Reminders

If your application is returned with errors, please ensure you:

- Utilize the cover sheet included with the RTP letter when re-submitting
- Note the ATN on all submitted corrections
- Submit all corrections together at one time

Thank you

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