Utah Medicaid PRISM Update
general information

PRISM Project Overview

Utah Medicaid is in the process of replacing the Utah Medicaid Management Information System (MMIS) with a new system called Provider Reimbursement Information System for Medicaid (PRISM). The Provider Enrollment component of PRISM was implemented in 2016 and updated in June 2020. PRISM will be fully operational with all remaining components in April 2023.

The [Medicaid website](#) will be updated frequently with important PRISM information, including:
- Dates and timeline for the PRISM rollout
- Updates on system features and components
- Links to available trainings and resources
- Links to PRISM related MIBs and FAQs

Updates on System Features and Components

The remaining components of PRISM are scheduled to be implemented on April 3, 2023. They include:
  - Managed Care Processes
  - Prior Authorization
  - Member Eligibility
  - Claims Adjudication
  - Claims Payments
  - Member Web Portal
  - Audit Studio (Fraud and Abuse System)

What is staying the same and not changing with the PRISM system conversion?
- A procedure code must be payable to the provider (with rendering or servicing provider distinction)

- The member must be eligible for the date of service and providers must check eligibility prior to rendering service
- Coverage is based on member's eligibility type
- A PA is required on specific procedure codes and providers are still required to obtain a PA when codes have PA requirements
  - Providers can still submit a request that has been returned for more information
- Providers can still utilize a billing agent or clearinghouse to submit claims
- All current EDI Transactions are still available
- Provider Enrollment Fax numbers (801-536-0471 and 801-323-1574) are not changing
  - Providers will not need to use the PRISM fax cover sheet any longer
- Policy requirements

Medicaid System Freeze

The Medicaid systems will be down from **March 13, 2022 through April 2, 2023**. This is due to the system conversion activities. Providers will not have access to the Medicaid system during that time. Additional information on the freeze will come later and will be available on the Medicaid website.

Important Dates and Timeline

Date	What's Coming?
August 16, 2022	Statewide Provider Training for PRISM Overview
January 2023 to March 2023	Provider testing for some providers
February 2023 to March 2023	Medicaid system provider trainings will be available
March 13, 2023 through April 2, 2023	Medicaid System Freeze *(Additional information on the freeze will be coming)*
April 3, 2023	Go-live for the new PRISM components

PRISM Testing

- PRISM continues to be tested throughout 2023.
- Some providers will be participating in testing, January 2023 to March 2023.

PRISM Training and Resources

- **eLearnings on PRISM functions**
  eLearnings are [currently available](#) and more will be made available as we approach go-live.
- **Additional Training**
  Starting February 2023, provider specific training will also be available. Providers may be contacted by Medicaid staff regarding training specific to their area of service.