

2022 Medicaid Statewide Provider Training

PRISM Overview and Provider Directory

Agenda

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State Agency Consolidation

Utah DHHS Plan:

<https://sites.google.com/utah.gov/hhsplan/home>

The Executive Office of the Governor and legislature supported the passage of H.B. 365 *State Agency Realignment* during the 2021 general legislative session.

The statute directs the consolidation of the state's two primary social service agencies: the Utah Department of Health (UDOH) and Department of Human Services (DHS), creating the Utah Department of Health and Human Services by July 1, 2022.

A small piece of Medicaid eligibility components will move from the Department of Health to the Department of Workforce Services (DWS). These functions include Medicaid Eligibility Quality Control (MEQC) and eligibility adjudications.



Utah Department of
Health & Human Services
Integrated Healthcare

Division of Integrated Healthcare

The Utah Department of Health and Human Services (DHHS) is designated by the Centers for Medicare and Medicaid Services (CMS) as the “Single State Agency” to administer and supervise the administration of the State’s Medicaid program.

The Division of Integrated Healthcare (DIH), within the DHHS, is responsible for implementing, organizing, and maintaining the Medicaid program and the Children’s Health Insurance Program (CHIP).

PRISM Overview

PRISM Project Background

- Utah Medicaid is replacing the Utah Medicaid Management Information System (MMIS)
- The new system is called **PRISM**, which is the Provider Reimbursement Information System for Medicaid
- PRISM is a multi-year project, continuing through January 2023
- Updates to the Provider Enrollment component of the system were implemented June 29, 2020

PRISM Project Timeline

- The remaining components of PRISM are scheduled to be implemented in January 2023, including:
 - Managed Care Processes
 - Prior Authorization
 - Member Eligibility
 - Claims Adjudication
 - Claims Payments
 - Member Web Portal
 - Audit Studio (Fraud and Abuse System)

Upcoming Changes Providers Will See

- **Examples of functionality changes providers will see in January 2023**
 - Claims:
 - Providers will no longer be able to submit paper claims
 - Providers can perform direct data entry of claims online
 - Perform a claim adjustment online, with immediate adjudication results
 - Check claims status online
 - Prior Authorization:
 - Prior authorizations (PAs) can be submitted electronically. Providers will enter PA requests directly through a provider portal
 - Waivers and Care Plans:
 - Care Plans will be electronic, as opposed to paper care plans
 - Service authorizations will be automatically generated by the care plan approvals
 - The freedom of Choice Providers Form will be automatically updated once provider is approved for provider waiver services
- **More information and additional training for providers will be available later this year**

Why Are These Changes Important to Providers?

- Providers will experience:
 - Web based system supports online real-time query, adjudication of claims and prior authorizations
 - User friendly interface, including help texts
 - Consolidated system and new automation of processes that allows for efficiency
 - Availability for direct data entry provides variety of options to enter claims into PRISM

What Do I Need to Do as a Provider?

- Read the Medicaid Information Bulletin (MIB) articles. Additional articles will be published in upcoming months on how PRISM will impact providers:
<https://medicaid.utah.gov/utah-medicaid-official-publications/>
- Review Frequently Asked Questions (FAQs) that will be posted on the Medicaid website to help providers understand the changes
- Register for the Medicaid list serve at:
<https://medicaid.utah.gov/medicaid-information-bulletins/>

PRISM Training and Resources

eLearning on New PRISM Components

- eLearning modules on upcoming PRISM functionality will become available later this year
 - Visit: www.medicaid.utah.gov/PRISM

eLearning modules for upcoming PRISM functionality

Other PRISM trainings and demos

Current eLearning for Provider Enrollment component

PRISM Training and Resources

Other PRISM Trainings and Demos

- Starting October 2022, provider specific training will also be available
- Providers may be contacted by Medicaid staff regarding training specific to their area of service
- Visit www.medicaid.utah.gov/PRISM to find out when additional provider training will be available

eLearning modules for upcoming PRISM functionality

Other PRISM trainings and demos

Current eLearning for Provider Enrollment component

PRISM Training and Resources

Provider Enrollment eLearning

- Current eLearning training materials are available for the provider enrollment component
 - Visit: <https://medicaid.utah.gov/pe-training/>

eLearning modules for upcoming PRISM functionality

Other PRISM trainings and demos

Current eLearning for Provider Enrollment component

PRISM Testing

- PRISM continues to be tested throughout 2022
- Some Medicaid providers will be participating in testing September through October 2022
- Contact PRISM@utah.gov if interested in testing PRISM functionality during September to October 2022

Questions?

Are there any questions?



Provider Directory

Provider Directory

In order to support the new provider directory, the following fields were added to PRISM **for each location**:

- Public Phone Number
 - This is intended to be the preferred phone number for public contact. This will be a required field. **We are asking providers to update this information at their earliest opportunity.**
- Public Email Address
 - This is intended to be the preferred email contact for the public, if providers want to provide one. This will be an optional field. We are asking providers to update at their convenience.

Provider Directory

Accepting New Clients

- This field already existed for Individual/Sole Proprietor Applicant Types.
 - The field is available for these additional Enrollment Types:
 - Group Practice
 - Facility/Agency/Organization
 - Atypical Agency
 - Atypical Individual

We ask providers to update this field at your convenience. Until this is identified as “Yes” or “No” by providers, it will be blank.

Provider Directory Modifications

To verify and make changes to account information in the Provider Directory access this website: <https://prism.health.utah.gov/>

Your screen will look like this. Complete all applicable fields ~ *Don't forget to update each location.*

Close Save To add additional addresses, click "Add Address" button.

Location Details

Doing Business As: *

Phone Number: * Extn:

Public Phone Number: *

Location Code: 01

Fax Number:

Web Page:

Location Type: Primary Practice Location

Email Address:

Public Email Address:

Communication Preference:

Please enter the hours your office is open for each day. If you are closed on a given day select "Closed" in the "Open At" drop down.

Day	Open At:	AM/PM	Close At:	AM/PM	Day	Open At:	AM/PM	Close At:	AM/PM
Sunday:	Close *	AM PM *	<input type="text"/>	AM PM *	Monday:	09:00 *	AM PM *	09:00 *	AM PM *
Tuesday:	09:00 *	AM PM *	09:00 *	AM PM *	Wednesday:	09:00 *	AM PM *	09:00 *	AM PM *
Thursday:	09:00 *	AM PM *	09:00 *	AM PM *	Friday:	09:00 *	AM PM *	09:00 *	AM PM *
Saturday:	Close *	AM PM *	<input type="text"/>	AM PM *					

Accepting New Clients:

Handicap Accessible: No

Language(s) Spoken: Available Language Selected Language

English Arabic Chinese French German Japanese Polish Russian Spanish Other

Start Date: 08/16/2021

End Date: 12/31/2999

Status: Approved

Address List

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