

# 2022 Medicaid Statewide Provider Training

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Provider Enrollment

# Agenda

- ❖ New Enrollment
  - ❖ Retroactive Enrollment
  - ❖ PRISM Troubleshooting
  - ❖ End Dating an Association
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# State Agency Consolidation

Utah DHHS Plan:

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

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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 Care**

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).

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# **New Enrollment**

# New Enrollment

- You will need to have the NPI, SSN/FEIN, date of birth, licenses, and ownership information ready for each application
- An application can be started by visiting our website:  
<https://medicaid.utah.gov>
- Click on the 'Providers Menu'
  - Click on 'Become a Medicaid Provider'

# Create a Utah ID

- A Utah ID will be required prior to starting a new application
  - To obtain a Utah ID visit: [login.utah.gov](https://login.utah.gov)
  - To register for your account, click on create an account
  - When the new page opens up you will be asked to input your email address
  - After clicking the submit button you will be directed to a validate email screen (this screen informs you an email has been sent to the email address you just listed)
  - Open your email and look for the email Register New Utah Id Account
    - If you can't find the email make sure you check spam or junk folders
  - Once you've opened the email, copy the provided verification code and paste it into the previous Validate Email screen

## Create a UtahID - Continued

- This will verify your email address and take you to a new UtahID browser where you'll be asked to enter more information.
- Type in your first name, last name, and a unique username of your choice in the corresponding fields, and then click *Submit*.
- This will take you to a Create Password screen. Think of a strong password—a password with uppercase letters, lowercase letters, numbers, and symbols—and type it in twice, then click Submit. Password must be a minimum of eight characters and no more fifteen.
- Additional help can be found at: <https://idhelp.utah.gov/account-creation.html>



# New Enrollment

- Choose the enrollment type that is appropriate for the provider
  - If your NPI is for an individual, please be sure to select Individual/Sole Proprietor
  - Group Practice and Facility/Agency/Organization will need a group NPI with a Tax ID to enroll
  - Use FAO if you are an IHS facility
  - If you are providing Autism services you will need to enroll as FAO
    - If you are providing speech, physical, occupational and psychologist services you will need to add an additional specialty (Ambulatory Health Care Facilities Clinic Multi-Specialty)
- A page will appear asking for the name of the provider, Tax ID, Provider Requested Effective Date, etc.
- All fields marked with an asterisk need to be completed (always maximize the windows that pop up)

# New Enrollment

- Never use the browser back button, use the cancel, okay, next, or save button
- An Individual/Sole Proprietor will need to choose an applicant type
  - If billing as part of a group choose Rendering/Servicing only
  - If billing with your own Tax ID, without a group choose Individual/Sole Proprietor
  - If the provider will only be writing prescriptions and referring choose Ordering, Referring, and Prescribing
  - Unlicensed Mental Health providers that are supervised choose Student and other Unlicensed providers
  - Providers that will only be billing Medicare crossover claims will choose QMB only

# New Enrollment

- Enter the address on line one and then enter the zip code
  - Click the 'Validate Address" button
- Once all of the information is entered, press the 'Finish' button (For enrollment types: Individual, Group, Facility/Agency/Organization ) in the lower right corner of the screen
  - Use FAO if you are an IHS facility
- Complete all required steps
  - The 'Billing Providers' step is optional
  - If the provider practices as part of a group, you will need to add the group NPI in the Billing Providers step of the individual

# New Enrollment

- Every new application will need a Provider Agreement and Provider User Access Agreement
  - The forms can be found in the upload step on the required credentials button or obtained here: <https://medicaid.utah.gov/utah-medicaid-forms>
- If the application is not submitted within 60 days of the day it was started, it will be purged from the system
  - At that time the provider will need to start over again
  - Introduction and Overviews to PRISM for Providers  
[https://medicaid.utah.gov/Documents/wbts/petraining/PRISMintro/Introduction%20to%20PRISM/story\\_html5.html](https://medicaid.utah.gov/Documents/wbts/petraining/PRISMintro/Introduction%20to%20PRISM/story_html5.html)

# **Retroactive Enrollment**

# Retroactive Enrollment

- Providers enrolling in Utah Medicaid will receive the date their application is correctly and completely submitted as their effective date
- A backdate can be requested for extenuating circumstances
  - You will be required to submit the request to: [providerenroll@utah.gov](mailto:providerenroll@utah.gov)
  - The email must include the requested begin date, provider's NPI, and a detailed justification of why the request is needed
- If a group is requesting a retro enrollment, the individuals affiliated to the group may also need to request a retro enrollment

# PRISM Troubleshooting

# PRISM Troubleshooting

- Updating EDI - PRISM only allows one 835 association. If you need to update your current 835 selection please call or email the Provider Enrollment Team and request to inactivate current selection. Once that has been completed, you can continue with the modification process.
- Reminder: You will need to obtain your Trading Partner Number (TPN), also known as HT Numbers, from your clearinghouse or billing agent. For additional assistance, email [providerenroll@utah.gov](mailto:providerenroll@utah.gov) or call 1-800-662-9651, press option 3, then option 4.
- Training tutorials can be found:  
[https://medicaid.utah.gov/Documents/wbts/petraining/PRISMtraining/Update%20Billing%20Agent%20Association%2013/story\\_html5.html](https://medicaid.utah.gov/Documents/wbts/petraining/PRISMtraining/Update%20Billing%20Agent%20Association%2013/story_html5.html)



# PRISM Troubleshooting

Business Process Wizard Step 4: Provider Controlling Interest/Ownership details

You will be required to define the relationship between each owner(s) and managing employee(s) (excluding corporations)

- If relationships are not set, an error message will show up under Step Remark on the BPW page. To add a relationship, click on “Step 4: Provider Controlling Interest/Ownership Details”
- If the owner(s)/managing employee(s) are not related, please choose none

# PRISM Troubleshooting

All owners and managing employees will be required to complete the 'Final Adverse Legal Actions/Convictions Disclosure' after all information above has been completed. If any previous information was updated, this portion will show as incomplete and need to be completed again.

Final Adverse Legal Actions/Convictions Disclosure	
Question	Answer
Click the link <a href="#">"Final Adverse Legal Actions/Convictions Disclosure"</a> to read and answer the disclosure.	Not Completed

# PRISM Troubleshooting

- Additional help on ownership details can be found here:

<https://medicaid.utah.gov/Documents/wbts/petraining/PRISMtraining/Update%20Provider%20Controlling%20Interest-Ownership%20Details%209/story.html>

# **Verifying Providers Specialization**

# Verifying Providers Specialization

Click Into Business Process Wizard Step 3

- To ensure proper claims adjudication, at least one specialty must be selected for every provider in PRISM. If there are additional applicable specialties, they must be added as well in order for the claim to pay appropriately. There are currently approximately 2,836 active providers that have not validated their information and added a specialty.
- Once all required steps are complete submit modification.

# **End Dating an Association**

# End Dating an Association

## Click Into Business Process Wizard Step 10

- This can only be done in the individual providers PRISM Domain. This is a view only step for a Group or Facility.
- To end date a previously approved billing provider, click the NPI/ Provider ID of the billing provider.
- On managing billing providers page update the end date of association. Click save and close to return to billing provider list page.
- After making necessary updates to go back to the Business Process Wizard page, click close.
- Once all required steps are complete submit modification.

# End Dating an Association

Additional help on how to Update Billing Provider Association:

[https://medicaid.utah.gov/Documents/wbts/petraining/PRISMtraining/Update%20Billing%20Provider%20Association%2010/story\\_html5.html](https://medicaid.utah.gov/Documents/wbts/petraining/PRISMtraining/Update%20Billing%20Provider%20Association%2010/story_html5.html)



# Managed Care

Managed Care is a health care delivery system organized to manage cost, utilization, and quality. Medicaid and CHIP managed care provides for the delivery of health benefits and additional services through contracted arrangements between the Department and Managed Care Entities (MCE).

## Medicaid Managed Care Programs:

- ACO - Accountable Care Organizations (physical health)
- UMIC - Utah Medicaid Integrated Care (physical health and behavioral health)
  - Only in five counties: Weber, Davis, Salt Lake, Utah, and Washington counties
- HOME - Healthy Outcomes, Medical Excellence (physical health and behavioral health)
- Dental
- PMHP - Prepaid Mental Health Plans (behavioral health)

## CHIP Managed Care Programs:

- MCO - Managed Care Organizations (physical health and behavioral health)
- Dental

For more information and latest managed care information, please visit:

<https://medicaid.utah.gov/managed-care/>

# Managed Care Entity Contact Information

Managed Care Plan Name	Plan Type	Phone	Website
Health Choice	ACO/UMIC	1-877-358-8797	<a href="http://www.healthchoiceutah.com">www.healthchoiceutah.com</a>
Healthy U	ACO/UMIC	1-833-981-0212	<a href="http://www.uhealthplan.utah.edu/medicaid">www.uhealthplan.utah.edu/medicaid</a>
Molina Healthcare of Utah	ACO/UMIC/CHIP	1-888-483-0760	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
SelectHealth Community Care	ACO/UMIC/CHIP	1-800-442-3234	<a href="http://www.selecthealth.org/plans/medicaid">www.selecthealth.org/plans/medicaid</a>
HOME Program	HOME	1-800-824-2073	<a href="http://healthcare.utah.edu/uni/programs/home/">healthcare.utah.edu/uni/programs/home/</a>
MCNA Dental	Dental	1-844-904-6262	<a href="http://www.MCNAUT.net">www.MCNAUT.net</a>
Premier Access Dental	Dental/CHIP Dental	1-877-541-5415	<a href="http://www.premierlife.com/utmedicaid">www.premierlife.com/utmedicaid</a>

# PMHP Contact Information and Area

County	Inpatient & Outpatient Mental Health Services	Outpatient Substance Use Disorder Services
Box Elder, Cache, Rich	Bear River Mental Health 1-800-620-9949; 435-752-0750	Fee-for-Service Network (any Medicaid provider), including Bear River Health Department: 435-792-6500
Beaver, Garfield, Kane, Iron, Washington	Southwest Behavioral Health Center 1-800-574-6763; 435-634-5600 (hospital prior authorization: 435-705-1388)	Southwest Behavioral Health Center 1-800-574-6763; 435-634-5600
Carbon, Emery, Grand	Four Corners Community Behavioral Health 1-866-216-0017; 435-637-7200 (hospital prior authorization: 435-637-2358 & after hours: 435-637-0893)	Four Corners Community Behavioral Health 1-866-216-0017; 435-637-7200
Daggett, Duchesne, Uintah, San Juan	Northeastern Counseling Center 1-844-824-6776 435-789-6300 – Vernal 435-725-6300 – Roosevelt  San Juan Counseling – San Juan County 1-888-833-2992; 435-678-2992	Northeastern Counseling Center 1-844-824-6776 435-789-6300 – Vernal 435-725-6300 – Roosevelt  San Juan Counseling – San Juan County 1-888-833-2992; 435-678-2992
Davis	Davis Behavioral Health 1-844-305-4782; 801-773-7060	Davis Behavioral Health 1-844-305-4782; 801-773-7060
Piute, Juab, Wayne, Millard, Sanpete, Sevier	Central Utah Counseling Center 1-800-523-7412; 435-283-8400; 1-877-469-2822	Central Utah Counseling Center 1-800-523-7412; 435-283-8400; 1-877-469-2822
Salt Lake	Salt Lake County Division of Behavioral Health Services/Optum Salt Lake County: 385-468-4707; Optum: 1-877- 370-8953	Salt Lake County Division of Behavioral Health Services/Optum Salt Lake County: 385-468-4707; Optum: 1-877- 370-8953
Summit	Healthy U Behavioral 1-833-981-0212; 801-213-4104	Healthy U Behavioral 1-833-981-0212; 801-213-4104
Tooele	Optum Tooele County 1-800-640-5349	Optum Tooele County 1-800-640-5349
Utah	Wasatch Behavioral Health 1-866-366-7987; 801-373-4760 (prior approvals: 801-494-0880)	Wasatch Behavioral Health 1-844-773-7128; 385-268-5000
Wasatch	Fee-for-Service Network (any Medicaid provider), including Wasatch County Family Clinic/Wasatch Behavioral Health - 435-654-3003	Fee-for-Service Network (any Medicaid provider), including Wasatch County Family Clinic/Wasatch Behavioral Health, 435-654-3003
Weber, Morgan	Weber Human Services 1-844-625-3700; 801-625-3700; (after-hours hospital prior authorization: 801-513-9641)	Weber Human Services 1-844-625-3700; 801-625-3700

# Contact Us

**Email:** [providerenroll@utah.gov](mailto:providerenroll@utah.gov)

**Phone:** 1-800-662-9651  
(press option 3, then option 4)

