

## Operations Bulletin – May 8, 2019

### Starting July 1, 2019, DHS will require MA MCOs to deny claims from providers without a valid service location-specific PROMISe™ ID

This summer, the Department of Human Services (DHS) will fully implement Affordable Care Act (ACA) provisions that will affect your claims for Medical Assistance (MA) enrollees. All facilities, offices, individual providers and other practitioners who render, order, refer or prescribe items or services to MA enrollees, will need to be enrolled with DHS with a valid PROMISe™ ID specific to each practice location.

**As of July 1, 2019, all providers** who care for GHP Family (Managed Medicaid MCO) patients **must have a valid service location-specific PROMISe™ ID** registered with DHS **for claims to pay.**

#### Extremely important notes on enrolling with DHS

- If you are a part of another state's MA program or enrolled in Medicare, you still must enroll with DHS as a Pennsylvania MA provider.
- Each service location at which you practice must be separately enrolled. If the specific location at which you provide services to an MA enrollee is not registered with DHS, claims for those services may be denied.
- If you are not a rendering or billing provider but you are included on claims as an ordering, referring or prescribing (ORP) provider, you still must have a valid PROMISe™ ID for each service location. If you are not appropriately enrolled as an ORP provider, those claims will be denied and your ability to order, refer or prescribe for MA and/or CHIP beneficiaries in the future will be affected.
- You are required to revalidate your PROMISe™ ID and all active and current service locations every five years.
- Your current reimbursement methodology for GHP Family (Managed Medicaid MCO) as indicated in your agreement with Geisinger Health Plan, will not change.

#### Do not wait!

Enroll with DHS today! **You must complete an enrollment application for your provider type for each service location and submit all required documents to DHS to be enrolled by July 1, 2019.** Submit your documents as quickly as possible in advance of July 1, 2019 to account for DHS application processing times, which can take 4-8 weeks.

All applications, requirements and the step-by-step instructions are available on the following websites:  
[http://www.dhs.pa.gov/provider/promise/enrollmentinformation/S\\_001994](http://www.dhs.pa.gov/provider/promise/enrollmentinformation/S_001994)

## How to confirm your enrollment status with DHS

DHS has instructed providers to adhere to the following process to confirm enrollment:

1. First check for the status of the portal enrollment application to verify the application has been approved or has been pended in the event DHS has reached out for additional information
2. Second, if you are adding locations to an existing enrollment, check ePEAP to determine if the new service location address has been added
  - To check the ePEAP portal, you will need to log in at:  
<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>.
  - If you do not already have an ePEAP provider account, you can establish a new account to check the status of your current service location enrollments. A user manual is available at:  
<https://promise.dpw.state.pa.us/promisehelp/manuals/PROMISEProviderInternetUserManual.pdf>.
3. If after 30 days, you have confirmed that the application was approved, the new service location address is not on file in ePEAP and you have not received an enrollment confirmation letter with the new PROMISE™ ID, call the contact number published in Quick Tip # 41:  
[http://www.dhs.pa.gov/cs/groups/webcontent/documents/communication/c\\_278376.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/communication/c_278376.pdf).