



*Department of Health
and Human Services*

*Maine People Living
Safe, Healthy and Productive Lives*

Office of MaineCare Services

HIPAA version 5010 Pilot Kickoff Call

December 13, 2011



Welcome and Introductions

- Thank you for participating in MaineCare’s HIPAA version 5010 Pilot!
 - Office of MaineCare Services Pilot Testing Project Manager: **Matt Galletta**
 - Office of MaineCare Services Pilot Testing Coordinator: **Janelle Bardol**
 - Office of MaineCare Services, 5010 Communications Lead: **Shannon Martin**
 - Molina EDI Help Desk Lead: **Scott George**
 - Office of MaineCare Services, 5010 Communications Team: **Lisa Dacey**
 - Office of MaineCare Services, 5010 Pilot Testing Team: **Mike Stamatelos**

- Introductions—please introduce yourself and tell us:
 - Name
 - Organization

Agenda

Welcome and Introductions

Purpose of the Pilot

Schedule and Logistics

Submitting Transactions

Issue Identification, Tracking and Resolution

Receiving and Reviewing RAs and 835s

Your Feedback

Next Steps

Purpose of the Pilot

The pilot provides an opportunity to build provider confidence in the system as the State works towards HIPAA version 5010 compliance

- Pilot testing is the culmination of the software testing lifecycle and the last checkpoint before go-live.
- A successful pilot will confirm HIPAA version 4010 claims pay the same as HIPAA version 5010 claims.
- The pilot gives trading partners the opportunity to submit test files, have a 835 or Remittance Advice (RA) generated and validate the content of the RA or 835.
- Trading partner feedback to MaineCare about pilot testing provides actual evidence of a successful pilot and provides assurance that the transition to HIPAA version 5010 is seamless.



Pilot Logistics and Schedule

- MIHMS will accept pilot test files from pilot participants starting December 19th through December 23rd.
- The test files will be accepted between 8:00 a.m. and 5:00 p.m. eastern.
- The pilot will take place virtually, i.e., all test files can be submitted via a public URL which will only be sent to **certified** participants by December 19th.
- Pilot testers can submit one 837 file with up to 25 transactions during the pilot testing period.
- Paper RA's will not be printed or mailed to pilot participants. Trading partners must login to the portal and retrieve the PDF version of the RA or the HIPAA x12 835 transaction.

Who's Certified to Test?

As of: 12/13/2011, 9:00 a.m.



- Community Concepts (837P)
- Employment Specialists of Maine (837P & 837I)
- Granite Bay Care (837P)
- Home Care for Maine (837P)
- Kennebec Valley Community Action Program (837P)
- MAS Medical Staffing (837P)
- Medical Care Development (837P & 837I)
- NorDX (837P)
- OHI (837P and 837I)
- RCC Business Services (837P & 837I)
- Relay Health (837P)
- Relay Health Tulsa (837P/837I)
- Searsport Counseling Associates (837P)
- Spurwink Services (837P & 837I)
- The Medicine Shoppe (837P)
- Youth Alternatives Ingraham (837P & 837I)

Approach for Submitting Test Files

- Recommend using a previously submitted HIPAA version 4010 file and converting it to HIPAA version 5010.
- When selecting a HIPAA version 4010 file, please select a file that has been submitted after November 7th but as close to November 7th as possible.
- Enter “pilot” into patient account field so it can be processed as part of the pilot testing exercise.
- Test file should not contain more than twenty-five (25) transactions.

Ways to Help Expedite the Process

- Ensure you have successfully completed 5010 certification testing.
- Select a HIPAA version 4010 file that was previously submitted and paid after November 7th, 2011 but as close to November 7th as possible.
- Ensure TPL or COB is populated, if applicable.
- Only include transactions for members whose Medicaid eligibility has been verified.
- If you are a billing agent or clearinghouse, please send Matt Galletta the NPI and trading partner ID numbers for the trading partner(s) or provider(s) you are submitting for.

Issue Identification, Tracking and Resolution Process

What to do if you encounter technical issues related to connectivity or the submission of test files

1. Call the Molina EDI Help Desk: 1-866-690-5585, Option 3.
2. Specify the issue is related to HIPAA version 5010 pilot submission
 - The help desk representative will work with you to resolve the issue.
 - If the issue cannot be resolved immediately, the issue will be escalated to a Molina EDI specialist and you will receive a call back within 24 hours.
 - If a resolution cannot be reached, the specialist will open a trouble ticket (TR) so the issue can be more extensively researched.
 - You will be kept informed of resolutions for issues that are identified during the pilot.

Receiving and Reviewing 835s and RAs

- The 835 and the RA will be available to trading partners on Tuesday, January 3rd. We will send everyone a notification when they are posted.
- An RA/835 evaluation survey will be sent to pilot participants. Please complete the survey for both the 835 and the RA.
- When comparing the pilot 835 or RA with the original, be sure to make note of the original TCNs so you can easily compare the 4010 RA/835 to the new 5010 RA/835.
- Eligibility, benefits, rate changes, etc., made to MIHMS after November 7th will not be reflected in claims processes, which may result in slight discrepancies in payment amounts.

Your Feedback

- Your feedback is critical to the success of the pilot and MaineCare's HIPAA version 5010 implementation.

Feedback Method	Purpose	Date(s)
Status Call	Check in on progress and discuss issues as a group	Wednesday, December 21
835/RA Review	Confirm the 5010 835 or RA is accurate/complete	Tuesday, January 3 – Friday January 6
835/RA Review Call	Answer questions about 835/RA for pilot transactions	Thursday January 5 th
835/RA Evaluation Survey	Solicit feedback on accuracy/completeness of 835/RA	Tuesday, January 3 – Friday January 6
Help Desk	Respond to and resolve any technical issues	Monday through Friday 7:00 a.m. to 6:00 p.m. eastern
Survey	Gather feedback on pilot process, activities and outcomes	After January 17

Next Steps

- Complete your HIPAA Version 5010 certification if you haven't done so already!
- Get your pilot test files prepped for Monday, December 19th.
- If you have any questions or concerns, please send them to Matt Galletta at Matt.W.Galletta@maine.gov.