

Ordering, Referring and Prescribing (ORP) Provider Training

Sept. 17, 2026

Objectives

- ORP provider overview
- ORP provider enrollment
- Claims requirements
- ORP resources
- Updates to Prescribers Certificate of Incontinence (COI) form

ORP Agenda

- ORP provider overview
 - Federal requirements
 - Who must enroll
- ORP provider enrollment
 - How to enroll
- Claims requirements
 - Who must include ORP on claims
 - What goes on claims
 - Claim denials/edits
- ORP resources

ORP Provider Overview

Federal Requirements

Under 42 CFR 455.410(b) and Section 6401 of the Affordable Care Act (ACA), any physician or other professional who orders, refers, or prescribes to Medicaid patients must enroll in the state Medicaid program.

Additionally, 42 CFR 455.440 requires all claims for items and services ordered or referred to contain the National Provider Identifier (NPI) of the ordering, referring, or prescribing provider.

Who must enroll?

- ORP providers are:
 - Chiropractors
 - Dentists
 - Optometrists
 - Podiatrists
 - Nurse practitioners, midwives, physician assistants and certified registered nurse anesthetists
 - Physicians (all specialties) including residents, attendings and fellows

Note: This list is subject to updates based on South Carolina Department of Health and Human Services (SCDHHS) decisions and requirements. Any updates to this list will be communicated with providers in advance, allowing time for new provider types to enroll as ORP.

Other States

- Providers must enroll in each state Medicaid program where they render ORP services, regardless of enrollment in another state.
- Out-of-state providers must enroll if they provide ORP services to members of the South Carolina Medicaid program.

ORP Provider Enrollment

Enrollment Details

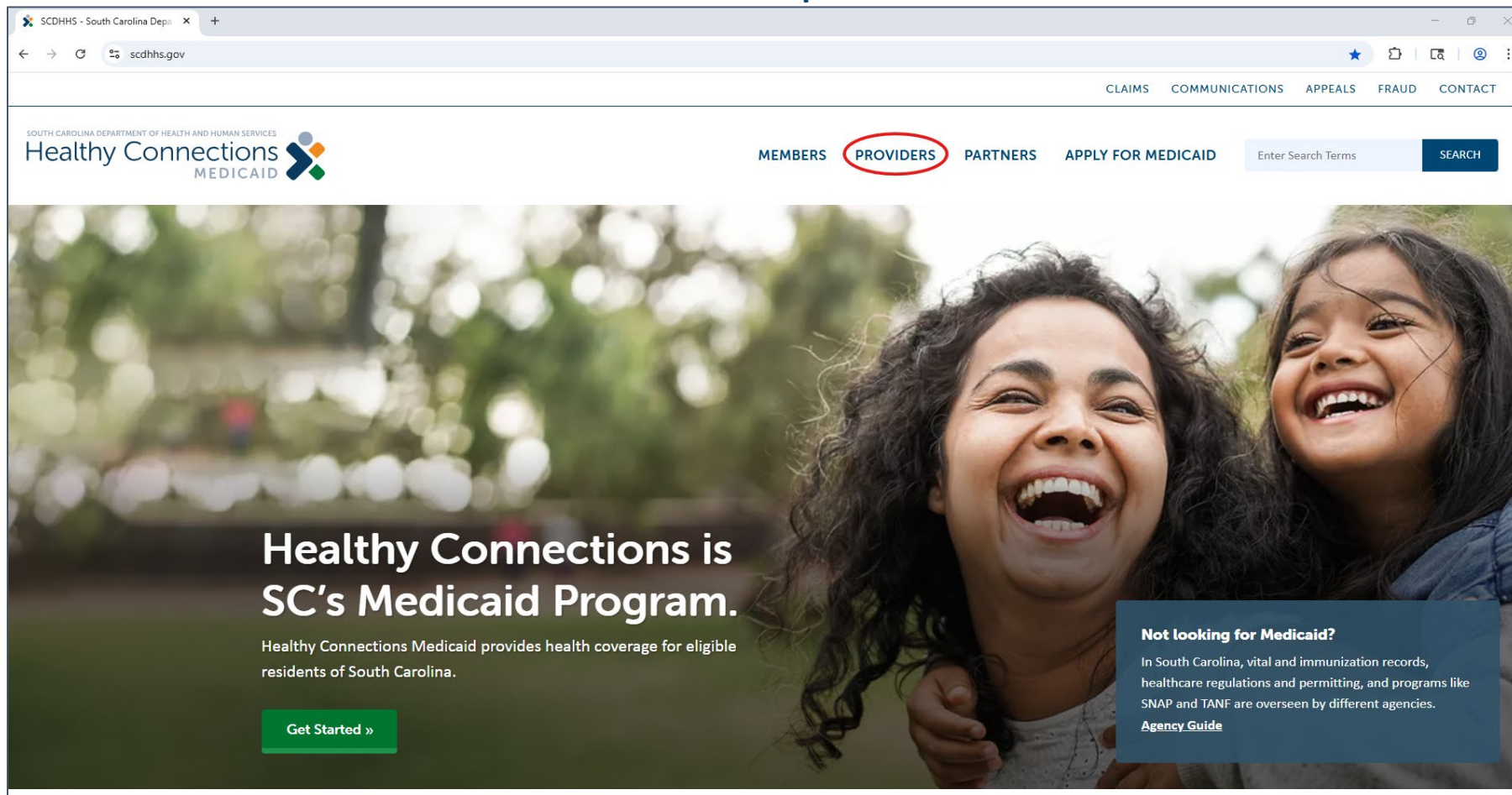
- NPI
 - Individual NPIs must be used not organizational.
- Enrollment as ORP provider is not for billing:
 - Full enrollment required to bill Medicaid directly.
 - If provider is not billing, they may enroll as “ORP only” provider.
- Revalidation is required to remain compliant.

Enrollment Details *(cont.)*

- Already enrolled in Medicaid:
 - If the ORP provider is already enrolled with an individual NPI, no need to re-enroll.
 - Organizational NPIs are not eligible to be used as ORP information on a claim. If the ORP provider is currently using an organizational NPI, they will need a new enrollment with their individual NPI.
 - If entity is enrolled as group, clinic, or hospital, each provider must be enrolled individually.

ORP Provider Enrollment

Access the SCDHHS enrollment website via [Become a Provider | SCDHHS](#). To begin enrollment, **select Providers from the top of the screen.**



SCDHHS - South Carolina Department of Health and Human Services

scdhhs.gov

CLAIMS COMMUNICATIONS APPEALS FRAUD CONTACT

MEMBERS **PROVIDERS** PARTNERS APPLY FOR MEDICAID

Enter Search Terms SEARCH

Healthy Connections is SC's Medicaid Program.

Healthy Connections Medicaid provides health coverage for eligible residents of South Carolina.

[Get Started »](#)

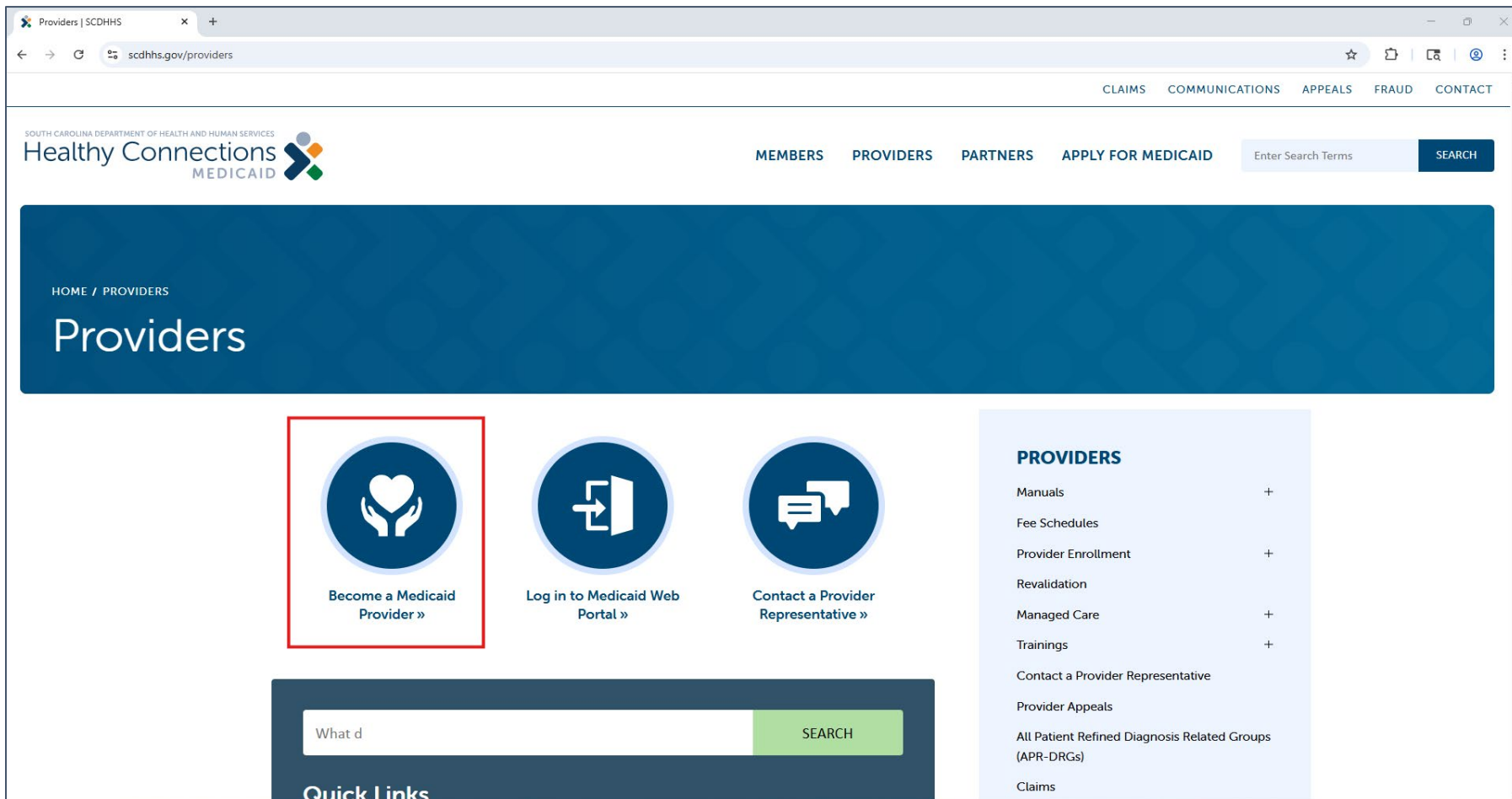
Not looking for Medicaid?

In South Carolina, vital and immunization records, healthcare regulations and permitting, and programs like SNAP and TANF are overseen by different agencies.

[Agency Guide](#)

ORP Provider Enrollment (cont.)

Select Become a Medicaid Provider



Providers | SCDHHS

scdhhs.gov/providers

CLAIMS COMMUNICATIONS APPEALS FRAUD CONTACT

Healthy Connections MEDICAID

MEMBERS PROVIDERS PARTNERS APPLY FOR MEDICAID

Enter Search Terms SEARCH

HOME / PROVIDERS

Providers



Become a Medicaid Provider »



Log in to Medicaid Web Portal »



Contact a Provider Representative »

Quick Links

PROVIDERS

- Manuals +
- Fee Schedules
- Provider Enrollment +
- Revalidation
- Managed Care +
- Trainings +
- Contact a Provider Representative
- Provider Appeals
- All Patient Refined Diagnosis Related Groups (APR-DRGs)
- Claims

ORP Provider Enrollment (cont.)

Select **Apply Online**

South Carolina Department of Health and Human Services
Healthy Connections
MEDICAID

CLAIMS COMMUNICATIONS APPEALS FRAUD CONTACT

MEMBERS PROVIDERS PARTNERS APPLY FOR MEDICAID

Enter Search Terms SEARCH

HOME / PROVIDERS / BECOME A PROVIDER

Become a Provider

Apply Online »

Call (888) 289-0709 #4 »

Email »

Provider Enrollment and Screening Requirements

The enrollment process includes screening, licensure verification and site visits (if applicable), to ensure that all enrolling providers are in good standing and meet the requirements for which they are seeking enrollment.

PROVIDERS

- Manuals +
- Fee Schedules
- Provider Enrollment** -
 - Agreements and Forms
 - FAQs
 - Revalidation
 - Managed Care +
 - Trainings +
 - Contact a Provider Representative
 - Provider Appeals
 - All Patient Refined Diagnosis Related Groups

ORP Provider Enrollment (cont.)

Select Begin A New Enrollment

Enrollment Roadmap

providerservices.scdhhs.gov/ProviderEnrollmentWeb/backPERevalidate.action

South Carolina Healthy Connections MEDICAID

Provider Enrollment

Individuals, Organizations, Atypical Individuals, Atypical Organizations, Ordering/Referring providers as well as currently enrolled providers adding a new location can enroll into the system. A Unique Reference ID is assigned to each application. Emails containing the Reference ID will be sent to both the authorized individual completing the application and the provider. The Reference ID is required to retrieve a saved application and to correct or update enrollment information after the application is approved. If the application is not completed and submitted at the time the Reference ID is issued, the provider has thirty (30) calendar days from the issuance date of the Reference ID in which to log back into the online application and complete the submission or the record will be deleted from the system.

Who Can Enroll

Individual Provider

— An individual provider is a person enrolled directly who provides health services to health care members. An individual may bill independently for services or may have an affiliation with an organization. Individuals enrolling in SCDHHS Medicaid program are required to submit their Social Security Number (SSN) and National Provider Identifier (NPI).

Individual/Sole Proprietor

— An Individual/Sole proprietor is a person enrolled directly who provides health services to health care members. An individual may bill independently for services or may have an affiliation with an organization. An Individual/Sole proprietor enrolling in SCDHHS Medicaid program is required to submit their Social Security Number (SSN) and National Provider Identifier (NPI).

For SCDHHS Individual Medicaid enrollment, type of ownership defaults to Individual/Sole Proprietor when an EIN is submitted on the application. As a sole proprietor, you would need to obtain an identification number if either of the following apply; (1) pay wages to one or more employees; or (2) you file pension or excise tax returns. If these conditions do not apply, your SSN is your taxpayer identification number.

Organization

— Any entity, agency, facility or institution that provides health services to health care members. An organization may bill independently for services performed or may be an affiliation of individual providers. Organizations enrolling in SCDHHS Medicaid program are required to submit their Employer Identification Number (EIN) and NPI.

Atypical Providers

— CMS defines atypical providers as "providers that do not provide health care, as defined under HIPAA in Federal regulations at 45 CFR section 160.103." Providers who perform home and vehicle modifications, respite services, and attendants working in Community Long Term Care (CLTC) facilities are examples of atypical providers reimbursed by the Medicaid program. Even if these atypical providers submit HIPAA transactions, they still do not meet the HIPAA definition of health care and therefore cannot receive an NPI.

Atypical Individual

— An Atypical Individual provider is a person enrolled directly who provides non-health related services to health care members. An atypical individual provider may or may not be eligible for an NPI and NPI is not required.

Atypical Organization

— An Atypical Organization provider is a facility, agency, entity, institution, clinic or group of providers enrolled directly who provide non-health related services to health care members. An atypical organization provider may or may not be eligible for an NPI and NPI is not required.

Add a Location

— Organizations (facilities, agencies, groups, etc.) enrolled with a unique combination of an Employer Identification Number (EIN) and a unique location. Providers must complete a new enrollment for that location.

Medicare Cost-Sharing Provider

— This enrollment type is for Medicare provider types not recognized by the South Carolina Healthy Connections Medicaid program for enrollment.

Change Request

— Providers successfully enrolling as a SC Medicaid provider through the web application are able to submit changes to their enrollment information using the same web portal.

Revalidation Request

— Participating providers (Individuals and Organizations) enrolled on or before December 02, 2012, must have their enrollment information revalidated. The enrolled information will be verified and screened to ensure compliance with the patient protection and Affordable Care Act of the provider enrollment and screening regulations published by the Centers for Medicare and Medicaid services. To start OR continue the Enrollment Revalidation, click the Enrollment Revalidation button.

December 02, 2012, must have their enrollment information revalidated. The enrolled information will be verified and screened to ensure compliance with the patient protection and Affordable Care Act of the provider enrollment and screening regulations published by the Centers for Medicare and Medicaid services. To start OR continue the Enrollment Revalidation, click the Enrollment Revalidation button.

Begin a New Enrollment Continue an Existing Enrollment Enrollment Revalidation Change Request

South Carolina Health & Human Services • P.O. Box 8809 • Columbia, SC 29202-8809 • Phone: (888) 289-0709

ORP Provider Enrollment (cont.)

Select **New Enrollment**. Then from the drop-down options select **Ordering/Referring**

SOUTH CAROLINA
Healthy Connections
MEDICAID

Exit Enrollment »

Provider Services Menu

Required fields are marked with an asterisk (*).

Please choose the option that best describes your intent: *

☒ New Enrollment ☐ Add a Location

Enrollment Type* -- Select One -- A selection is required

- Select One --
- Individual
- Organization
- Atypical Individual
- Atypical Organization
- Ordering/Referring

Medicaid Service Area (MSA) Determination
Please choose the State of your Primary Practice Location *:

Enroll Now

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ORP Provider Enrollment (cont.)

From the drop-down options, select an open from **State of Primary Practice**

SOUTH CAROLINA

Healthy Connections

MEDICAID



Exit Enrollment »

Provider Services Menu

Required fields are marked with an asterisk (*).

Please choose the option that best describes your intent: *

☒ New Enrollment ☐ Add a Location

Enrollment Type*

Ordering/Referring

Medicaid Service Area (MSA) Determination:

Please choose the State of your Primary Practice Location *:

-- Select One --

 A selection is required

-- Select One --

SC

GA

NC

AL

AK

AZ

AR

CA

CO

CT

DE

FL

HI

ID

IL

IN

IA

KS

KY

Enroll Now

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ORP Provider Enrollment (cont.)

Acknowledge **Ordering/Referring** pop-up notification by selecting OK

SOUTH CAROLINA
Healthy Connections
MEDICAID

Exit Enrollment »

Provider Enrollment-Ordering/Referring

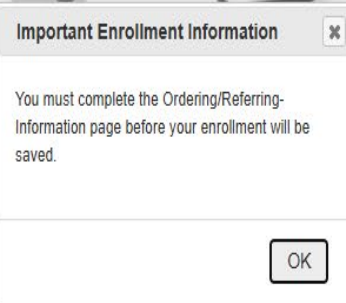
Enrollment Progress




Provider Information


Provider Type & Specialty


Location Information



Important Enrollment Information ✕

You must complete the Ordering/Referring-Information page before your enrollment will be saved.

OK


Ownership, Associations & Affiliations


Sanctions, Trading Partners, W-9 & EFT


Terms & Conditions/
Review & Submit

SC Health & Human Services • P.O. Box 8809 • Columbia, SC 29202-8809 • Phone: (888) 289-0709

ORP Provider Enrollment (cont.)

Screen advance will show **Enrollment Progress**; continue entering **Provider Information**



Claims Submission Requirements

ORP Claims Submissions

- Who must include ORP information on claims?
 - Pharmacy
 - Laboratory
 - Independent x-ray and physiology lab
 - Optician – Individual
 - Home Health
 - Hospice
 - Nursing homes
 - Durable Medical Equipment (DME)
 - Other medical professionals (physical/occupational therapist, speech pathologist)

ORP Claims Submissions *(cont.)*

- Must include the following:
 - The NPI of the ORP provider
 - The provider must be enrolled in South Carolina Healthy Connections Medicaid

ORP Claims Submissions *(cont.)*

- CMS-1500

- Fields 17, 17a and 17b is used to enter the referring, ordering and other provider(s).
- Valid qualifiers are DN = Referring; DK = Ordering
- Field 17: Name of Referring or other source
- Field 17a: Enter provider license number if applicable
- Field 17b: Enter the NPI of ORP provider listed in field 17

ORP Claims Submissions *(cont.)*

- CMS-1500

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE		17a.			18. HOS
		17b.	NPI		FR
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)					20. OU



ORP Claims Submissions (cont.)

- Web Tool claims = CMS 1500

The screenshot displays the 'CMS-1500 Claim Entry - ICD 10' web application. The header features the 'SOUTH CAROLINA Healthy Connections MEDICAID' logo and a navigation bar with links: Change PWD, Reports, Eligibility, Claims Entry, Claim Submission, Lists, History, Logout, and Home. A status bar indicates 'Welcome' and 'Your IP address, [redacted] has been logged.' The main form area includes tabs for Beneficiary Info, Provider Info, Misc Info, Diagnosis Codes, Det Lines, Documents, and Other Coverage. The 'Beneficiary Info' tab is active, showing sections for 'Create Adjustment' (with an 'Initiate adjustment request' checkbox and fields for 'Original CCN' and 'Reason Code'), 'Accident Info' (with checkboxes for 'Auto Accident?', 'Employment Accident?', and 'Other Accident?', and a dropdown for 'EPSDT Referral Needed?'), and 'Other Info' (with fields for 'MHN Referral Number' and 'Prior Authorization Number'). Below these are 'Referring Provider Info' and 'Ordering Provider Info' sections, each with fields for NPI, Last Name, and First Name. A 'Continue' button is located at the bottom right of the form. At the very bottom, contact information for the South Carolina Center is provided: Phone: (888) 289-6709 Option 1, Fax: (803) 870-9021, Email: EDIG.OP5-MCAID@BCBSSC.COM.



ORP Claims Submissions (cont.)

Beneficiary Info | Provider Info | Misc Info | Diagnosis Codes | Det Lines | Documents | Other Coverage

You must correct the following errors before continuing.

- Ordering NPI not on file/system

Create Adjustment

☐ Initiate adjustment request

Original CCN

Reason Code

Accident Info

Auto Accident?

☐ Auto Accident Date

Employment Accident?

☐

Other Accident?

☐

EPSDT Referral Needed? ☐ EPSDT Ref. Type

Other Info

MHN Referral Number

Prior Authorization Number

Referring Provider Info

Referring NPI

Referring Last Name

Referring First Name

Ordering Provider Info

Ordering NPI

9999999999

Ordering Last Name

john

Ordering First Name

doe

Continue



ORP Claims Submissions *(cont.)*

- UB-04
 - Field 76 = Attending Physician ID
 - Enter the physician's NPI
 - Field 77-79 = Other Physician ID
 - Enter the other physician's NPI

ORP Claims Submissions (cont.)

- UB-04

a		b		c		d	
	76 ATTENDING	NPI			QUAL		
	LAST				FIRST		
	77 OPERATING	NPI			QUAL		
	LAST				FIRST		
	78 OTHER		NPI			QUAL	
	LAST				FIRST		
	79 OTHER		NPI			QUAL	
	LAST				FIRST		

THE CERTIFICATIONS ON THE REVERSE APPLY TO THIS BILL AND ARE MADE A PART HEREOF.

ORP Claims Submissions (cont.)

- Web Tool claims = UB-04

The screenshot displays the 'Healthy Connections MEDICAID' web interface for 'UB-04 Inpatient Claims Entry - ICD 10'. The header includes the state logo and navigation links like 'Change PWD', 'Reports', 'Eligibility', 'Claims Entry', 'Claim Submission', 'Links', and 'History'. A user is logged in, with their IP address visible. The main form area contains several sections: 'Additional Information' with fields for Admission Date, Admission Hour, Discharge Hour, From Date of Service, and Through Date of Service; dropdown menus for Adm. Source, Adm. Type, and Patient Status; a dropdown for Type of Bill (set to '111 - Inpatient Hospital, admit through discharge claim'); a field for Orig. GCN; input fields for Covered Days, Non-covered Days, Continuance Days, and Lifetime Reserve Days; and fields for MHN Referral Number and Prior Authorization Number. The 'Referring Provider Info' section includes fields for Referring NPI, Referring Last Name, and Referring First Name, along with a checkbox for 'EPSDT Referral Needed?' and a dropdown for 'EPSDT Ref. Type'. A 'Continue' button is located at the bottom right of the form.

ORP Claims Submissions *(cont.)*

- Incorrect or missing enrollment information can lead to claim denial.
- Once ORP provider is enrolled claims can be resubmitted.

ORP Claims Submissions *(cont.)*

- Possible claim rejection edits:
 - Edit 611 – Referring/Ordering NPI not on claim
 - Edit 612 – Referring/Ordering NPI invalid
 - Edit 613 – Referring NPI not eligible on DOS
 - Edit 614 – Ordering NPI not eligible on DOS
 - Edit 615 – Group provider cannot be ORP
 - Edit 616 – ORP only provider cannot be Billing/Rendering

Frequently Asked Questions (FAQs)

FAQ

- What if I don't want to be reimbursed for my services, do I still need to enroll?
 - Yes, failure to enroll can result in the order, referral or prescription being denied and the patient not receiving needed services.
 - Providers can enroll as an ORP provider if not billing
- What if I am already an active Medicaid provider?
 - You do not need to also enroll as an ORP provider.
- If I am enrolled as an ORP provider, can I bill Medicaid directly?
 - No, to bill Medicaid directly you must enroll as a billing provider, submitting full application package.

Updates to Prescribers COI Form

Updates to Prescribers COI Form

- The updated form will now capture the prescribing provider's NPI which is required to be included on the incontinence supplies provider claim forms to ensure compliance with ORP requirements
- These requirements are outlined in the Medicaid bulletin issued May 20, 2026 ([MB# 26-016](#))

Updates to Prescribers COI Form

- Additionally, the updated form will capture the International Classification of Diseases, 10th Revision (ICD-10) diagnosis codes relevant to the member and their incontinence condition, which will ensure services prescribed are compliant with CMS' medically necessary requirement for all Medicaid services.

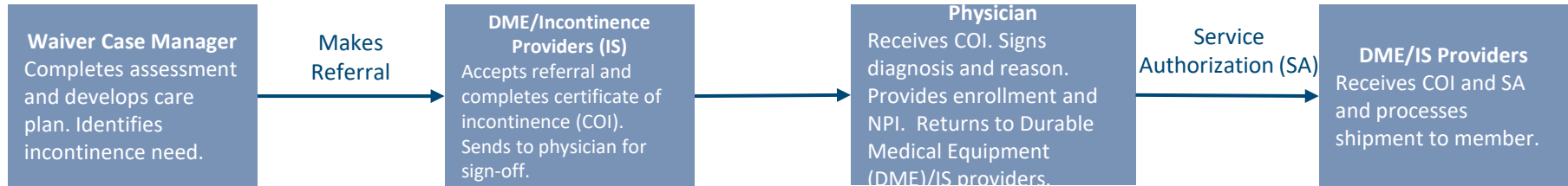
Updates to Prescribers COI Form

- Additional required fields have been added to the 168IS COI form to support ORP compliance
 - Name of certifying prescriber
 - Email
 - Diagnosis related to incontinence
 - Check box to indicate if certifying prescriber is currently enrolled as SC Healthy Connections provider
 - Certifying provider NPI
- Updated COI form will be located in forms section of DME and Home Health manuals

Home and Community-based Services (HCBS)

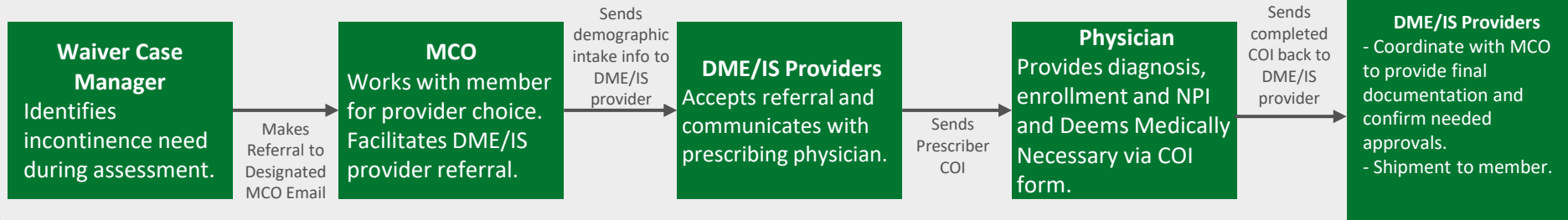
Waiver: Incontinence Referral Process

Current Process



New Process

Referral Form



Provider Resources

Resources

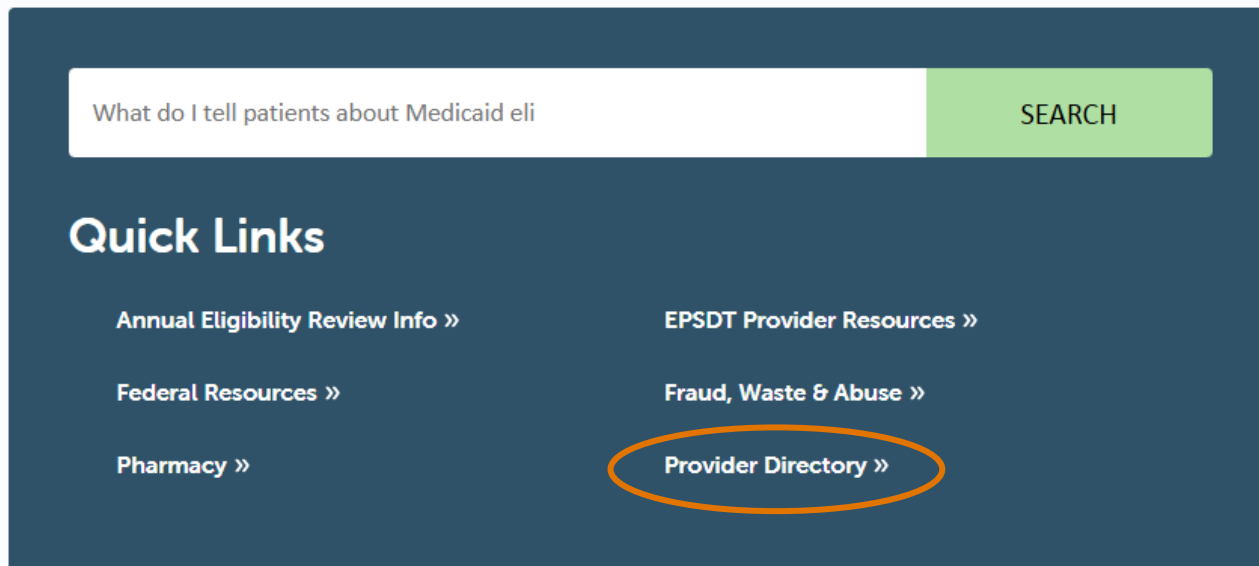
- [CMS NPI Registry](#)
- [Federal regulation 42 CFR 455.410](#)
- [South Carolina Medicaid Enrollment Portal](#)
- [General ORP Guidelines](#)
- Provider Service Center representatives can be reached at (888) 289-0709, option four, from 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.- 5 p.m. Friday.

Provider Directory

The online Provider Directory can be used as a resource to help determine if a provider is enrolled with South Carolina Medicaid.

To use, start by heading to:

- 1) <https://www.scdhhs.gov/providers>
- 2) In the blue “Quick Links” box in the middle of the page, click “Provider Directory”



Provider Directory

When the page opens, you will see the dropdown menus depicted below



[HOME](#) / [PROVIDERS](#) / [SEARCH FOR PROVIDERS](#)

Search for SC Medicaid Providers

Search By

County:

Provider Type:

Order By:

Order Direction:

SEARCH

Providers

Using the dropdown menus, select your search criteria and hit search.



Provider Directory

The example below shows the results of a search for individual physicians in Oconee county.

Search By

County:

OCONEE

Provider Type:

Physician Individual

Order By:

CITY

Order Direction:

ASC

SEARCH

Providers

PROVIDERNAME	SPECIALTY	ADDRESS	CITY	PHONE	NPI
JASON L HIGGS	INTERNAL MEDICINE	22725 HIGHWAY 76 EAST	CLINTON	8648339100	138
GREG J HAWKSWORTH	FAMILY PRACTICE	111 W PINE GROVE ROAD	FAIRPLAY	8649720414	179
ADAIR	OBSTETRICS AND	108 CARTER			

Provider Export Grid

EXPORT GRID

South Carolina Department of Health and Human Services makes up-to-date Medicaid provider directory information available to the public in compliance with the Code of Federal Regulations (CFR) Title 42 Section 422.111(b)(3)(i); 422.112 (a)(1).

You can either scroll through search results or click the “export grid” button to download the results into an Excel file.

Tip – Changing your selection in the “Order By” dropdown allows you to display the results by the provider’s city, phone number, street address, or name.

Provider Directory

Important Information:

- Providers included in the online provider directory are enrolled with South Carolina Medicaid.
- The provider's NPI number appears in the search results; you can find it by scrolling to the far right at the bottom of the results.
- The online provider directory is updated monthly at present, but updates will soon occur daily.

