

BabyNet Provider Enrollment Webinar

Amy-Jo Tyson, Blue Cross Blue Shield (BCBS)

Hal Peters & Robin Morris, SCDHHS

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Healthy Connections Medicaid Enrollment

- You must enroll with the South Carolina Department of Health and Human Services (SCDHHS) Healthy Connections Medicaid program *correctly* before enrolling in the BabyNet program.
 - Name
 - Correct NPI
 - Address – including zip code
 - Taxonomy Code - **unique 10-character code that designates your classification and specialization**
 - Licensing & Credentialing
- When enrolling in BabyNet, you must use the same information that you used to enroll in Healthy Connections Medicaid.

Affiliations

- Individual NPIs must be affiliated in the Medicaid program and system correctly.
 - This means a rendering provider's individual NPI must be affiliated (connected in the system) to the agency's/ies' organization NPI/s they work for.
 - Whoever is providing services – even if it is the owner – they must be affiliated in MMIS.

Provider Payments

Medicaid groups are required to submit information to SCDHHS to receive payment for BabyNet/Medicaid claims through the South Carolina Enterprise Information System (SCEIS).

- SCEIS requires payments to a provider be issued to:
 - A single bank account/routing number.
 - A single taxpayer identification number (TIN)

NOTE: A **TIN** is a single Social Security Number (SSN) **or** a Federal Employer Identification Number (FEIN)

NOTE: This does not apply to interpreters; this is paid differently and is discussed later in the PowerPoint.

Provider Payments

Pre-Note

- Primary TIN providers' banking information must be verified through Bank of America prior to electronic funds transfer (EFT) payments.
- May take up to 10 calendar days to process.
- Fail Pre-Note, payment drops to hard copy check.

Provider Payments

Payments

- Primary TINs (PTIN) will receive their payments and the payments for all the providers (NPI/Medicaid Provider Number combinations) that share their same TIN.
- Payments will be made to a single bank account – the bank account of the designated NPI/Medicaid Provider Number combination for the TIN.
- If multiple providers receive payments during a payment cycle, multiple transactions will appear in the banking account – EFT and/or check.
- PTIN provider for the group will be responsible for distributing payments to all other providers (“child”) associated with the TIN.

Edit Codes

- Edit Code - 901
 - Individual provider ID number not on file; group provider ID has not passed IRS validation.
 - Check your records to make sure that the individual provider ID number is correct. Submit a new claim with the corrected information.
 - For assistance, contact Provider Enrollment at 1-888-289-0709.
 - IRS Validation – Provider’s taxpayer identification numbers (either FEIN or SSN) and name must be validated with the Internal Revenue Service’s (IRS) prior to SCDHHS issuing Medicaid claims payment.

Edit Codes

- Edit Code - 902
 - Provider not eligible on date of service.
 - Pay-to-provider was not eligible for date of service or was not enrolled when service was rendered.

- Edit Code – 908
 - Provider terminated on date of service.

Edit Codes

- Edit Code - 903
 - Individual provider not eligible on date of service.
- Edit Code – 909
 - Individual provider terminated on date of service.

Edit Codes

- Edit Code - 911
 - Individual provider not member of billing group.

Edit Codes

- Edit Code – 941
 - NPI on claim not found on provider file.
- Edit Code – 942
 - Invalid NPI.
- Edit Code – 946
 - Unable to crosswalk to legacy provider number.
 - The NPI, taxonomy code, and/or zip code + 4 must be entered on the claim and must match the NPI information that the provider registered with Healthy Connections Medicaid. Submit a new claim with the corrected information.

BabyNet Enrollment Overview

- Visit <https://msp.scdhhs.gov/babynet/site-page/babynet-provider-enrollment> for information about enrolling in the Healthy Connections BabyNet program.
- Here you can find:
 - BabyNet Enrollment Requirements
 - BabyNet Provider Application
 - BabyNet Individual User Confidentiality Agreement
 - Drug-Free Workplace Statement
- Affected providers **must** already be enrolled **correctly** in Medicaid before enrolling in BabyNet; otherwise, your claims will edit out. You won't be approved by BabyNet if you are not enrolled correctly.
- Make sure your information in both programs is enrolled correctly.

BabyNet Enrollment Requirements

- BabyNet Provider Enrollment Form
- BabyNet Individual User Confidentiality Agreement
- Drug-Free Workplace Statement
- W-9 Form***
- Required to be enrolled in Medicaid*
- National Provider Identifier (NPI) Number*
- Proof of Current Liability Insurance*
- Current Licensure*
- Background Check: (issued within the last 365 days)
 - Office of Inspector General (OIG)
 - Sex Offender Registry
 - Nationwide Criminal Report
 - Social Security Number Verification
 - Residency History Check
 - Professional License Verification*
 - *Not required for Interpreters
 - ***Not required for Rendering Providers

BabyNet Provider Application

- The application can be found at:
<https://msp.scdhhs.gov/babynet/site-page/babynet-provider-enrollment>
- Interested BabyNet providers **must** enroll with the same information that they used to enroll in the Healthy Connections Medicaid program.
 - Must use the same individual and organization NPIs.
 - If you are a therapy assistant, intern or fellow, you **must use** your supervisor's individual NPI.
 - Must enroll with the same taxonomy that is on file with Medicaid.
 - Must enroll with the same billing address and zip code.

BabyNet Provider Enrollment Process

- Providers fill out the enrollment application on the BabyNet website.
- Providers email their completed application to BabyNet.
- Application is reviewed by BabyNet.
- If the application is approved, BabyNet program area creates an agreement that is sent to the provider for signature.

NOTE: Interpreters will get information from SCDHHS in the emailed agreement with a weblink on how to enroll with SCEIS. This is necessary for paying interpreters.

BabyNet Provider Enrollment Process

- Once the provider signs the agreement and emails it back to BabyNet, the provider information is added to the management list in BRIDGES. (This is applicable for new enrollees; for re-enrollees, the information will already be present in the management list.)
 - Note - The agreement is only sent out for a non-existing BabyNet provider. SCDHHS does not send the agreement to a provider that is only being affiliated with an existing provider.
- The approved application is then sent to the TECS team.

BabyNet Provider Enrollment Process

- TECS is responsible for providing and completing the BRIDGES training for providers along with conducting any onboarding test.
- Once the BRIDGES training is completed, the TECS team adds the providers into BRIDGES.
 - If this is a new application, then TECS would add the new user into BRIDGES.
 - If this is an application for an existing provider (who was previously dis-enrolled) then they would Edit/Add into the user list in BRIDGES.

Service Coordinators Enrollment Process

- This is only for service coordinators.
- Must go through the Materials Management Office (MMO) with the South Carolina State Fiscal Accountability Authority (SFAA) Procurement Services.
- MMO and the South Carolina Department of Disabilities and Special Needs (DDSN) review and rate each application quarterly.
- BabyNet is not directly involved in either of these procurements or review.

Service Coordinators Enrollment Process

- Once the application is approved by MMO and DDSN, the intent to award is posted to the MMO's website.
- After the protest period, providers are awarded their contract for three years.

Service Coordinators Enrollment Process

- DDSN then notifies the following:
 - SCDHHS BabyNet Eligibility team;
 - SCDHHS BabyNet State Office who then notifies BabyNet Provider Enrollment, and SCDHHS Operations staff;
 - Team for Early Childhood Solutions (TECS) team.
- Providers may simultaneously begin the Medicaid Enrollment process via the provider enrollment application (web-application).
- Before beginning any new enrollment with BabyNet, the provider **must** be enrolled in Medicaid.

Service Coordinators Enrollment Process

- The SCDHHS BabyNet Eligibility team then contacts the local System Point of Entry (SPOE) office to add the approved provider into the county matrix.
- BabyNet Operations informs BabyNet Provider Enrollment to review provider applications submitted through the web-app.
- Once the review is completed, the provider is added into the Medicaid Management Information System (MMIS) by BlueCross BlueShield (BCBS).

Service Coordinators Enrollment Process

- BabyNet Operations team then reaches out to SCDHHS Operations to determine the contract rate for approved providers and adds them to MMIS.
- Provider also would reach out to DDSN to conduct the orientation and a training program.
 - DDSN Children's Services Director conducts this day-long training.

Service Coordinators Enrollment Process

- Provider reaches out to TECS to set up their account in BRIDGES (TECS gives the provider credentials to log in to BRIDGES).
 - If the provider previously worked in BRIDGES, the new company is added and no training is needed. If provider has not worked in BRIDGES before, then the provider must go through the online BabyNet training before they are given BRIDGES access.

Therapists and Assistants

- Therapists must enroll in Medicaid.
- Assistants cannot be enrolled in Medicaid; they must enroll with their supervisor's NPI in BRIDGES.
- Therapists fill out the enrollment application on the BabyNet website.
- Therapists email their completed application to BabyNet.
- Application is reviewed by BabyNet.
- If the application is approved, the BabyNet Program area creates an agreement that is sent to the provider for signature.

Therapists and Assistants

- Once the provider signs the agreement and emails it back to BabyNet, the provider information is added to the management list in BRIDGES. (This is applicable for new enrollees; for re-enrollees, the information will already be present in the management list.)
 - Note - The agreement is only sent out for a non-existing BabyNet provider. SCDHHS does not send the agreement to a provider that is only being affiliated with an existing provider.
- The approved application is then sent to the TECS team (Team for Early Childhood Solutions).

Therapists and Assistants

- TECS is responsible for providing and completing the BRIDGES training for providers along with conducting any onboarding test.
- Once the BRIDGES training is completed, the TECS team adds the providers into BRIDGES.
 - If this is a new application, TECS will add the new user into BRIDGES.
 - If this is an application for an existing provider (who was previously dis-enrolled) then they would Edit/Add into the user list in BRIDGES.

Therapists and Assistants

- If the application was submitted for an assistant, TECS will have to affiliate the assistant with a supervisor in BRIDGES and complete the process.
- TECS will also have to add the providers in to the EDIT/Find user list within BRIDGES.

Therapists and Assistants

- In case of a therapist or supervisor, when the provider information is added to the EDIT/Find user list, an email confirmation is sent out containing login information that providers require before submitting service logs in BRIDGES.

Therapists and Assistants

- Again, assistants/fellows/interns **MUST** enroll with their supervisors' NPIs in **BOTH** the Healthy Connections Medicaid and BabyNet programs and their respective systems: MMIS and BRIDGES.
- When a fellow becomes a licensed therapist, they must change their NPIs in both BRIDGES and MMIS.

Takeaways

- **FULLY COMPLETE YOUR APPLICATIONS!**
- **DO NOT SUBMIT AN INCOMPLETE APPLICATION!**
- **SUBMIT YOUR APPLICATIONS CORRECTLY TO AVOID LONGER DELAYS!**
- **If a provider is enrolling in BOTH BabyNet and Medicaid, THEY MUST ENROLL WITH THE SAME INFORMATION IN BOTH PROGRAMS & SYSTEMS!**
 - **SAME NPI**
 - **SAME TAXONOMY**
 - **SAME ZIP**
- **MAKE SURE AN INDIVIDUAL NPI – AKA A RENDERING PROVIDER – IS CORRECTLY AFFILIATED IN BOTH PROGRAMS AND SYSTEMS!**

Takeaways

- A provider has one-year to submit claims with SCDHHS/BabyNet.
- Therefore, their individual NPI MUST be affiliated correctly with your organization's NPI in MMIS in order to receive payment.
- This can be retroactively applied.

Takeaways

- If you update information in Medicaid and BabyNet, it **MUST** be on letterhead, with a typed name and signature, and must clearly indicate what the request is for.
- An example:
 - Affiliation letter must explicitly indicate which individual NPI you want affiliated with your organization NPI;
 - Must be on letterhead;
 - Must have your printed name;
 - Must be signed.

Filing Claims

- **BRIDGES**

- BabyNet Reporting & Intervention Data Gathering Electronic System
- Providers **MUST** submit claims (aka their Service Logs) into BRIDGES.
- Do not directly bill the SCDHHS web tool.
- If you have an electronic data interchange (EDI) set-up to submit claims for BabyNet, it likely is going directly to the SCDHHS web tool – double check this; you need to submit them into BRIDGES.

- **NPI**

- Rendering Service Coordinators **cannot** enroll in Healthy Connections Medicaid; individual Service Coordinators NPIs **should not** be used when enrolling with Medicaid.
- Only the Service Coordinator Agency **can** enroll in Healthy Connections Medicaid; their organization NPIs **should be** used.
- If you are a therapy assistant, intern or fellow, when enrolling in Healthy Connections BabyNet, you **must use** your supervisor's NPI.

