

# Fall 2015 Provider Workshops

WV Bureau for Medical Services &  
Molina Medicaid Solutions



# Health PAS-Online Web Portal

## The New Look



west virginia

Medicaid Management Information System



MOLINA  
Medicaid Solutions

Enable Accessibility   A A A   Help   Sign In or Register

[Home](#) | [Reference Material](#) | [News](#) | [Contact Us](#) | [Provider Directory](#)

### Welcome to Health PAS-OnLine

Medicaid is a State and Federally funded Program for eligible individuals and families



**GENERAL**   MEMBER   PROVIDER

#### Announcements

1/22/2015 11:25 AM

Welcome to the new WV Medicaid and CHIP Web Portal.

#### Welcome

Welcome to Health PAS-OnLine, West Virginia Medicaid and CHIP's web portal for Members and Providers.



#### Medicaid News

[Spring and Fall 2014 WV Provider Workshop Presentations](#)  
1/5/2015 3:30 PM

[WV Medicaid is following Medicare by Adding Temporary G Codes](#)  
1/5/2015 3:00 PM

#### Member

Login to the Member Secure Portal to view your

- ▶ Medicaid claims and notifications
- ▶ Medicaid programs and benefits
- ▶ Directory of Providers

#### Providers / Trading Partners

Login to the Provider Secure Portal to

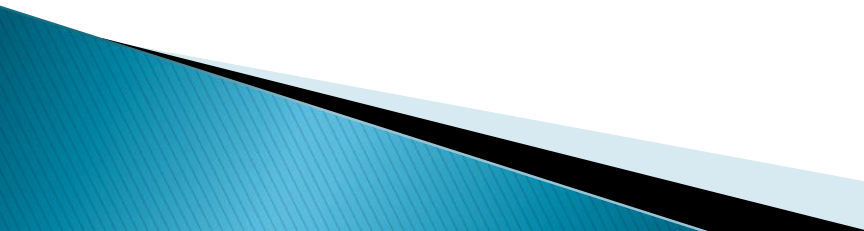
- ▶ View Medicaid eligibility and history
- ▶ Submit claims

# What's The Same

- ▶ Web address: [www.wvmmis.com](http://www.wvmmis.com)
  - ▶ Trading Partner IDs
  - ▶ User Names
  - ▶ Member Rosters will be carried over
  - ▶ Access past Reports and EDI Responses
- 

# What's New

- ▶ Contact Us
  - Secure Messaging
  - Call Back
  - Web Chat
- ▶ Submit DDE Claims
  - From View & Submit Claims, Patient Roster, PCP Roster, Verify Member Eligibility
  - Adjudicate a Claim
  - Edit a Claim
  - Add Attachments
- ▶ View Medical Authorizations
  - Review information entered on a prior authorization associated with the billing provider on the trading partner account
- ▶ View Dental Authorizations
- ▶ Submit Rx Authorizations

- ▶ Electronic Health Records
  - ▶ View Patient Roster
    - Enter new and view old EPSDT assessments
    - Add Inter-periodic screening notes
  - ▶ Grievance and Appeals
    - Claims, prior authorizations, enrollment, cost settlement, etc.
    - Submitted online or mail/fax
  - ▶ Multi-Partition
    - Access Medical and Pharmacy specific content with a single web portal account
  - ▶ Receive 277CA Claim Acknowledgement Reports
    - Reports receipt acknowledgement of an incoming 5010 837 claim submission
  - ▶ Receive 277U Unsolicited Claim Status Reports
    - Reports unsolicited claim status for non-finalized claims where the provider has an affiliation
- 

# Registration

Trading Partners can register as a trading partner for WV Medicaid, WVCHIP, and/or Behavioral Health & Health Facilities (BHFF).

## Necessary Information

- Tax ID or SSN
- NPI or API
- Name and email address
- PIN (obtained from the enrollment welcome letter)

Non-enrolled billing providers may register for an account and will be provided access to the Health PAS Provider Enrollment online application.

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Search this site SEARCH

Home Reference Material News Contact Us Provider Directory

Welcome to Health PAS-OnLine

Medicaid is a State and Federally funded Program for eligible individuals and families

GENERAL MEMBER PROVIDER

Welcome

Welcome to Health PAS-OnLine, West Virginia  
Medicaid and CHIP's web portal for Members and Providers.

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Login to the Member Secure Portal to view your

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- › Directory of Providers

Providers / Trading Partners

Login to the Provider Secure Portal to

- › View Medicaid eligibility and history
- › Submit claims

# Sign In

In the Health PAS–Online banner click the ‘Sign In’ hyperlink.

Enter the trading partner:

- User Name
- Password
- Read the ‘Attention HIPAA PHI’ statement and select the check box.
- Click ‘Sign In’

If an incorrect password is entered five times, the account will be locked out and the EDI Helpdesk will need to be contacted to unlock the account.

The screenshot displays the West Virginia Medicaid Management Information System (MOLINA) website. The top navigation bar includes links for Home, Reference Material, News, Contact Us, and Provider Directory. A search bar is located in the top right corner. The main content area features a banner for 'Welcome to Health PAS-OnLine' with a sub-headline: 'Medicaid is a State and Federally funded Program for eligible individuals and families'. A sign-in form is overlaid on the page, containing fields for 'User Name' and 'Password', a 'SIGN IN' button, and a checkbox for 'I have read and accept the HIPAA PHI privacy policy.' A yellow callout box next to the checkbox contains the text: 'Attention HIPAA PHI: Special Handling Required. This website contains Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Federal law mandates that you not use or disclose the information contained herein in any way that will compromise the privacy, security or confidentiality of the individual to whom the information pertains.' The background shows a banner for 'Welcome to Health PAS-OnLine' and an 'Announcements' section with a message dated 1/22/2015 11:25 AM.

# Trading Partner Window

Provides several sections of information:

- ▶ Navigation Toolbar
- ▶ Messages & Alerts
  - View unread messages and unread documents
- ▶ Training
  - LMS hyperlink to provider and trading partner training videos
- ▶ LMS Help
  - Contact information for LMS assistance

Information on this screen may vary depending on the type of trading partner account.

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Medicaid Management Information System

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Enable Accessibility A A A Help Medical

Search this site SEARCH

Home Reference Material **Form Entry** Account Maintenance File Exchange Contact Us Provider Directory

View Authorizations View & Submit Claims Verify Member Eligibility View Patient Roster View PCP Roster View Payment Detail Provider Incentive Payment Electronic Health Record Submit Rx Authorization

Provider Home > Provider

### Welcome to Health PAS-OnLine

We thank you for your participation in the Medicaid, CHIP and BHHP programs. The information below describes some of the features available. Please refer to our User Guides for detailed instructions.

For first time user who registered as Un-enrolled provider, you can access below link for Provider Enrollment. For other provider, you can manage enrollment anytime.

[Provider Enrollment Application](#)

**Add Additional Users to Your Trading Partner Account:**

Trading partner accounts support multiple users in compliance with HIPAA security regulations. If you have additional employees that require access to your trading partner information or need to submit transactions, please invite the users and set security permissions by selecting 'Manage Users' under 'Account Maintenance.'

**X12 Submission:**

HIPAA X12 transactions may be submitted using the 'X12 Upload' feature under 'File Exchange' in the above navigation menu. You must be certified to submit production transactions. For each transaction you intend to submit, 837P (Professional Claims), 276 (Claim Status Requests), 270 (Eligibility Requests), etc., you are required to upload at least three test files (indicated by a 'T' in the element ISA15 - Usage Indicator) with at minimum 15 transactions per file that receive no validation errors. Upon passing the testing requirements, you will automatically be certified to submit production transactions. View your EDI transaction certification status by selecting 'Trading Partner Status'

### Messages & Alerts

**SECURE MESSAGING**  
You have **1** Unread Messages

**ALERTS**  
You have **0** Unread Documents

### Training

User Training is available through the [Learning Management System \(LMS\)](#).

If you already have a profile, you may go directly to [West Virginia Medicaid Training Center](#) to log in.

### LMS Help

For help with your profile or self-paced courses, contact:

[medicaidprovider@molinahealthcare.com](mailto:medicaidprovider@molinahealthcare.com)

+1 866 690 5585




# Contact Us

Provides valuable contact information for Molina Medicaid Solutions as well as office hours and office closures.

- ▶ **Phone Support**
  - Local and toll-free phone numbers
- ▶ **Secure Messaging**
  - Send a secure email
  - Should NOT contain PHI
- ▶ **Call Back**
  - Request a call back from a call rep that can review the issue ahead of time
- ▶ **Web Chat**
  - Chat real time via the internet with a call rep during business hours
- ▶ **Grievance & Appeal**
  - Submit online, mail or fax

Home Reference Material ▾ Form Entry Account Maintenance ▾ File Exchange ▾ **Contact Us** Provider Directory ▾

Contact Us

 **Support Hours** Monday - Friday  
8:00 am to 5:00 pm

Call Center Closures:  
New Year's Day, MLK Day, President's Day, Memorial Day, West Virginia Day, July 4th, Labor Day ...[more](#)

PHONE SUPPORT	MESSAGING SUPPORT	ONLINE SUPPORT	GRIEVANCE & APPEAL
<b>(888) 483-0793</b> Call our Customer Support Representatives at any time during regular business hours for assistance. You may leave a voicemail after hours or request call back using the Online Support feature	<b>Send Secure Message</b> Send a secure message to our customer service representatives through the web portal.  <b>Send Email Message</b> Send email using your external service provider. This message should not contain PHI (Personal Health Information).  Provider Services <a href="mailto:wmmis@molinahealthcare.com">wmmis@molinahealthcare.com</a>  Provider Enrollment <a href="http://wvproviderenrollment@molinahealthcare.com">wvproviderenrollment@molinahealthcare.com</a>	<b>Call back</b> You may leave a question or comment along with a phone number for the support staff to call you back.  <b>Web Chat</b> Live web chat with our customer service representatives during most regular business hours	<b>Grievance &amp; Appeal</b> Grievance & Appeal information may be submitted online, or you may print the forms, enter the information and mail them in for a decision.

# DDE Claim Submission

The most recent 40 claims submitted in the past 90 days are displayed. Column heading may be sorted in ascending and descending order.

- ▶ Quickly and efficiently
  - Submit, Edit, Adjudicate View and Search claims
  - Reverse and Replace finalized claims
  - Add Attachments

For assistance in navigating the View & Submit Claims module refer to the Trading Partner Claim Submission User Guide located under Reference Material – User Guides.

## Claim Status

Form Entry > Claims Status

\* Billing Provider WINCHESTER FAMILY PRACTICE | 1179450816 New Claim

Listed below are the claims that have been received by the Health Plan for the selected provider. Claims are initially listed in reverse chronological order by Date of Service. To view a claim, click on its number.

The most recent 40 claims submitted in the past 90 days are displayed below. Use the search feature to view additional claims.

### Claim Status Results

[Export to Excel](#) [Print List](#) [Search](#)

	Claim #	Claim Type	Member Name	Pat Acct #	From	To	Status	Claim Amt	Copay	Paid Amt
○	15260W00013	1500	TRAINING337, NICHOLE MEM	F09172015	9/17/2015	9/17/2015	PAID	\$100.00	\$0.00	\$29.58
○	15260W00015	1500	TRAINING339, BENTLEY MEM	F09172015	9/17/2015	9/17/2015	PAID	\$100.00	\$0.00	\$29.58
○	15260W00016	1500	TRAINING340, ROBERT MEM	F09172015	9/17/2015	9/17/2015	PAID	\$100.00	\$0.00	\$29.58
○	15260W00018	1500	TRAINING342, KIMBERLY MEM	F09172015	9/17/2015	9/17/2015	PAID	\$100.00	\$0.00	\$29.58
○	15260W00020	1500	TRAINING344, JOSEPH MEM	F09172015	9/17/2015	9/17/2015	PAID	\$100.00	\$0.00	\$29.58
○	15239W00005	1500	TRAINING32, TONY CHIP	UATTEST	8/27/2015	8/27/2015	PAY	\$250.00	\$0.00	\$0.00
⊗	15260W00014	1500	TRAINING338, KEITH MEM	F09172015	9/17/2015	9/17/2015	PAY	\$100.00	\$0.00	\$29.58
○	15260W00021	1500	TRAINING32, TONY CHIP	09172015	9/16/2015	9/16/2015	PAY	\$100.00	\$0.00	\$0.00
○	15260W00017	1500	TRAINING341, VICKIE MEM	F09172015	9/17/2015	9/17/2015	PAY	\$100.00	\$0.00	\$29.58

EDIT
ADD ATTACHMENTS
PRINT
REVERSE
PRINT COVER SHEET
VOID
ADJUDICATE

# Electronic Health Record

Allows providers and authorized users access to Health Information Exchange (HIEView).

- ▶ Consolidated record for viewing member's clinical history
- ▶ Information is updated on a nightly basis
- ▶ Available to users with the appropriate security access

For assistance refer to the Electronic Health Record Provider User Guide located under Reference Material – User Guides.

The screenshot displays the HIEView interface for member Training108, Candace. At the top, it shows the member's name and status (Currently Enrolled). Below this, a grid of personal and demographic information is provided, including risk scores, address, age/gender, member ID, primary case manager, chronic conditions, and eligibility status. A navigation bar includes tabs for Member Care Summary, Claims, Utilization, Pharmacy, and Summary. A date range filter is set to Aug 6, 2012 to Feb 6, 2015. The main content area is divided into several sections: Immunizations & Preventive Health, Labs, Inpatient, Emergency Department, Pharmacy, Authorizations, and Office Visits. Each section contains a table with relevant data points. A green checkmark icon is visible in the bottom right corner of the Office Visits table.

Date	Service	Provider

Date	Service	Facility Name

Admit Date	Discharge	Facility Name

Date	Type	Facility Name	Primary Diagno

Date	Medication/Stren	Prescriber
07/31/2013	METRONIDAZO...	?
07/31/2013	FLUCONAZOLE...	?
07/03/2013	ENDOCET 5-32...	N/A

Auth Number	Start Date	End Date	Template	Referred To Provider	Status
WXUTH500...	07/02/2014	08/01/2014	DME & Medical S...	Quest Clinical,	APPROVED
WXUTH500...	07/02/2014	08/01/2014	DME & Medical S...	Quest Clinical,	APPROVED

Date	Provider	Primary Diagnosi
05/27/2014	Quest Clinical,	HYPERTENSION
05/27/2014	Med Corp. A	DM, UNCOMPLI

# System Requirements

To successfully use all features of the Health PAS–Online web portal, ensure that your computer system meets the following minimum requirements.

- ▶ Reliable online connection
- ▶ Web browser
  - Internet Explorer 8, 9, 10 or 11
  - Mozilla Firefox 33 or 34
  - Google Chrome 41, 42, 43 or 44
- ▶ Adobe Reader
- ▶ Microsoft Excel

# Learning Management System (LMS) Training Demonstration

- ▶ Providers must log in to the secured provider web portal at [www.wvmmis.com](http://www.wvmmis.com)

west virginia + Medicaid Management Information System MOLINA Medicaid Solutions

HOME • PROVIDER • MEMBER

**Trading Partner Sign In**

User Name:

Password:

Sign In

[Register](#)  
[Reset Password](#)  
[Retrieve User Name](#)

Announcements  
Contact Us  
ICD-10 Transition  
Provider Directory  
Provider Enrollment  
Enrollment Reference Guides  
Medicaid Provider Sanctioned/Exclusion  
Reference  
Billing Instructions

**Welcome to Health PAS Online.**

Health PAS Online has been developed in partnership with Molina Corporation, who serves as the fiscal agent. This new web portal will serve as your location for provider re-enrollment, new enrollment, updates to provider information, claims submission and further information regarding Medicaid billing.

We believe you will find the web portal process to be user-friendly and streamlined. If you are short on time and cannot complete the entire application, you will be able to save your work and return at a more convenient time. If you have any questions, please contact us at (888) 483-0793, option 6. We thank you for your service to Medicaid members and look forward to our continued partnership in improving the health of West Virginia citizens.

# Accessing the LMS training link

- ▶ Selecting the LMS Training Link will take the provider to the Molina Healthcare Medicaid Training Center.

Secure Provider Homepage

## Welcome to Health PAS Online

We thank you for your participation in the Medicaid program and decision to submit electronic transactions.

**Multiple User Access to Your Trading Partner Account:**  
Trading partner accounts support multiple users in compliance with HIPAA security regulations. If you have additional employees that require access to your trading partner information, you must request security permissions by selecting 'Manage Users' under 'Account Maintenance.'

**X12 Submission:**  
HIPAA X12 transactions may be submitted using the 'X12 Upload' feature under 'File Exchange' in the left navigation menu. You must be certified to submit production transactions. 276 (Claim Status Requests), 270 (Eligibility Requests), etc., you are required to upload at least three test files (indicated by a 'T' in the element ISA15 - Usage Indicator) with at minimum passing the testing requirements, you will automatically be certified to submit production transactions. View your EDI transaction certification status by selecting 'Trading Partner Status' under 'Account Maintenance'. Your EDI ID was assigned at the time of registration and is displayed at the top of this page.

Interchange Acknowledgement (TA1) responses are displayed at the time you upload your transactions. Please be sure to check your EDI Responses. WEDI SNIP levels 1-2 edits are reported on transaction types. The responses may be accessed by selecting 'Responses' under 'File Exchange'. Response email alerts may be scheduled by using the 'Alerts' feature.

**WV Medicaid Training Center:**  
First time LMS users will need to register. When registering, you will be prompted for an Access code. The access code is **"WVProvider"**. First time users must setup an user profile. Please provide your user name and password. This will help us respond to your help request in a timely fashion.

User Training is available through: [the Learning Management System \(LMS\)](#)

Please see the [LMS Student User Guide](#) for more details on how to register and use the LMS.

# First-time Users Must Register

- ▶ Create a unique username and password to access provider training schedules and materials.







**MOLINA**  
Medicaid Solutions

Welcome to the Medicaid Training Center

Username  Password    remember me [help logging in](#)

Welcome to Molina Healthcare

Medicaid Training Center

 ISO <a href="#">New ISO Users - Register Here</a>	 IDAHO <a href="#">New Idaho Users - Register Here</a>
 MAINE <a href="#">New Maine Users - Register Here</a>	 WEST VIRGINIA <a href="#">New West Virginia Users - Register Here</a>
 NEW JERSEY <a href="#">New New Jersey Users - Register Here</a>	 USVI <a href="#">New USVI Users - Register Here</a>

Contact Us: [MedicaidTraining@molinahealthcare.com](mailto:MedicaidTraining@molinahealthcare.com)

# Registering for a Training Session

- ▶ Select Calendar Search to see the available training sessions.

The screenshot displays the user interface for the West Virginia Medicaid Training Center. At the top, it says "Welcome Joseph White" and includes links for "Logout", "Help", and "Support". The logo for "MOLINA Medicaid Solutions" is on the left, and the title "West Virginia Medicaid Training Center" is on the right. A navigation menu on the left side lists several options: "Homepage", "Calendar Search", "Advanced Search", "Learning Console", "Registrations", "Profile", "Transcript", "Training Plan", and "Dashboard". The "Calendar Search" option is highlighted with a red box. The main content area shows "Joseph's Homepage" with a search bar and a "Go" button. Below this, there is a welcome message and a "User Guide" link. At the bottom, there are tabs for "My Registrations", "My Notifications", and "Featured", along with a "Sort By" dropdown menu set to "Descending by Date".



# Calendar Search

- ▶ One-click registration for training sessions

The screenshot displays the 'Joseph's Calendar Search' page on the West Virginia Medicaid Training Center website. The page features a navigation menu on the left with options like 'Homepage', 'Calendar Search', 'Advanced Search', 'Learning Console', 'Registrations', 'Profile', 'Transcript', 'Training Plan', and 'Dashboard'. The main content area shows a calendar for December 2015. A modal window is open, displaying details for a training session on December 18th. The session details include the date (12/18/2015), time (1:00 PM - 3:00 PM), name ('WV - Health PAS-OnLine Training (PRV)'), event description, location ('Web Conference'), overview, instructor ('White, Joseph'), instructor email ('joseph.white\_MMS\_VW@molinahealthcare.com'), and 150 seats available. A 'Register' button is highlighted with a red box. The calendar grid also has a red box around the date 18th, which contains the text 'WV - Health PAS-OnLine Training (PRV) Web Conference'. The page header includes 'Welcome Joseph White', 'Logout | Help | Support', and the 'West Virginia Medicaid Training Center' logo.

West Virginia Medicaid Training Center

Joseph's Calendar Search

Click the Month or Day tabs to preview each view.  
Click the Calendar Search button link to refine the search by Category, Instructor, Facility, Session Name, Location, or Start Time.

Date : 12/18/2015 Time : 1:00 PM - 3:00 PM  
Timezone : Eastern Time (US & Canada)  
Name : WV - Health PAS-OnLine Training (PRV)  
Event Description : The training is offered to the WV Medicaid provider community to instruct users on the new features MMS Web Portal.  
Location : Web Conference  
Overview : The training is offered to the WV Medicaid provider community to instruct users on the new features MMS Web Portal.  
Instructor : White, Joseph  
Instructor Email : joseph.white\_MMS\_VW@molinahealthcare.com  
Seats Available : 150

More Details Register

Calendar Search List View

Month Day

4 5  
11 12  
18 19  
20 21 22 23 24 25 26  
27 28 29 30 31 01 Jan 2

WV - Health PAS-OnLine Training (PRV) Web Conference

# Self-Paced Provider Training Videos

- ▶ Search for a eLearning Video using the *Search Curricula* field.

The screenshot displays the West Virginia Medicaid Training Center homepage. At the top, it says "Welcome Joseph White" and "Logout | Help | Support". The logo for MOLINA Medicaid Solutions is on the left, and the title "West Virginia Medicaid Training Center" is on the right. A navigation menu on the left includes links for Homepage, Calendar Search, Advanced Search, Learning Console, Registrations, Profile, Transcript, Training Plan, and Dashboard. The main content area is titled "Joseph's Homepage" and features a search bar with "eLearning (0)" selected and "Search Curricula" entered. Below the search bar, a welcome message reads "Welcome to West Virginia Medicaid Training Center Homepage" and "User Guide - This is the user guide document which explains how to use the West Virginia Medicaid Training Center." with a "User Guide" link. A map of West Virginia is shown on the right. Below the welcome message, there are tabs for "My Registrations", "My Notifications", and "Featured". A filter section shows "Prerequisite(s)" and "Mandatory" options, and a "Sort By" dropdown set to "Descending by Date". The main content area displays a search result for "WV - New Provider Orientation (eLearning) v3.0 - C-0001", which is an eLearning video registered on 10/14/2015. A note mentions a "Timely Filing Policy" and there are links for "More Details", "Launch", and "Drop". At the bottom, there are links for "Terms of Use" and "System Requirements".

# Registering for an eLearning Video

- ▶ One-click registration process.

The screenshot displays the user interface of the West Virginia Medicaid Training Center. At the top, it says "Welcome Joseph White" and includes links for "Logout", "Help", and "Support". The logo for "MOLINA Medicaid Solutions" is on the left, and the title "West Virginia Medicaid Training Center" is on the right. A navigation menu on the left includes links for "Homepage", "Calendar Search", "Advanced Search", "Learning Console", "Registrations", "Profile", "Transcript", "Training Plan", and "Dashboard". The main content area is titled "Library Basic Search" and features a search bar with "eLearning" selected and a "Go" button. Below the search bar, the results for "WV - New Provider Orientation (eLearning) v3.0 - C-0001" are shown. The course is described as "eLearning" and includes a "Timely Filing Policy" note. A red box highlights the "More Details | Register" link. To the right of the course details, there are several filters: "Advanced Search", "Mandatory", "Requires Approval", "Certification", "Prerequisite(s)", and "Badge". At the bottom, there are pagination controls showing "per page 10 | 25 | 50" and "prev 1 next". The footer contains links for "Terms of Use" and "System Requirements".

# Launching an eLearning Course

- ▶ Select the launch button to access course content.

The screenshot displays the user interface for the West Virginia Medicaid Training Center. At the top, it shows a welcome message for Joseph White and navigation links for Logout, Help, and Support. The main header includes the MOLINA Medicaid Solutions logo and the title 'West Virginia Medicaid Training Center'. A sidebar on the left contains a navigation menu with options: Homepage, Calendar Search, Advanced Search, Learning Console, Registrations, Profile, Transcript, Training Plan, and Dashboard. The main content area is titled 'eLearning Details' and shows that the user is successfully registered for the course 'WV - New Provider Orientation (eLearning) v3.0 - C-0001'. The course duration is listed as 1.00 hours. The content includes sections for 'Timely Filing Policy' and 'Medicare Primary Claims', both containing bulleted lists of requirements. At the bottom of the page, there is a 'Source' section with contact information for the eLogic Platform. A red box highlights the 'Launch' button in the bottom right corner of the interface.

Welcome Joseph White Logout | Help | Support

**MOLINA** Medicaid Solutions **West Virginia Medicaid Training Center**

Homepage | Calendar Search | Advanced Search | Learning Console | Registrations | Profile | Transcript | Training Plan | Dashboard

eLearning Details ---All---

You have successfully registered for:

WV - New Provider Orientation (eLearning) v3.0 - C-0001 Hours: 1.00

Overview and Objectives

Timely Filing Policy

- To meet timely filing requirements for WV Medicaid, claims must be received within one year from the date of service.
  - The year is counted from the date of receipt to the "from date" on a HCFA, Dental or UB92.
- Claims that are over one year old must have been billed and received within the one year filing limit.
  - The original claim must have had the following valid information listed on it:
    - Valid provider number
    - Valid member number
    - Valid date of service
    - Valid type of bill
- Claims that are over one year old must be submitted to Provider Relations with a copy of the remittance advice showing where the claim was received prior to turning a year old
- Services with dates of service over two years old are NOT eligible for reimbursement
- This policy is applicable to reversal/replacement claims
  - If a reversal/replacement claim is submitted with a date of service that is over one year old, the replacement claim must be billed on paper with a copy of the original remittance advice
  - You are NOT allowed to add additional services to the replacement claim
  - If additional services are billed on the replacement claim that were not billed on the original claim and the dates of service are over one year old, the claim will be denied for timely filing

Medicare Primary Claims

- Timely Filing
  - The normal WV Medicaid timely filing requirement for Medicare primary claims is one year from the EOMB date
- Claims Processing
  - The back log of all paper Medicare primary claims has been processed
  - Beginning 07/09/2005, the web portal is available to direct data enter Medicare and TPL primary claims

TPL Primary Claims

- Timely Filing
  - The normal WV Medicaid timely

For additional resources pertaining to the functionality shown in this eLearning Course, please refer to your Reference Materials Library.

Source: eLogic Platform  
Author Bio: Default Instructor3  
Author Email: wvmedicaidtraining@molinahealthcare.com

[Terms of Use](#) | [System](#)

# Upcoming Provider Training Opportunities

Training Course	Date and Time
WV Health PAS Online	Fri. 11/06/2015 1:00PM – 3:00PM
WV Health PAS Online	Fri. 11/20/2015 1:00PM – 3:00PM
WV Health PAS Online	Fri. 12/04/2015 1:00PM – 3:00PM
WV Health PAS Online	Fri. 12/11/2015 1:00PM – 3:00PM
WV Health PAS Online	Fri. 12/18/2015 1:00PM – 3:00PM

Each training opportunity will cover all the new MMIS Online features including. The new MMIS is scheduled to go-live in January 2016.

# Medicaid Expansion Update & Operational Statistics

The number of people receiving health insurance through Medicaid has increased more in West Virginia than in almost any other state since Medicaid was expanded under the Affordable Care Act. As of July 1, 2015, approximately 160,000 were transitioned to one of the four (4) Managed Care Organizations.

What does this change mean for WV Medicaid providers?

## ❖ **Checking eligibility:**

- Portal enhancement will show the MCO assigned to the member with the contact information.

## ❖ **Claim Processing:**

- Molina is not able to verify claim information for any claims billed to the MCO's. We do not share a claims processing system.

# ICD-10 Operational Statistics

Current ICD-10 Claim Billing Statistics effective October 1, 2015:

- ▶ Total claims count “PAY”: 64,069
- ▶ Total claims count “DENIED”: 20,064
- ▶ Total claims count “OPENED or PENDED”: 21,973

Current ICD-10 Claim Billing Statistics effective October 1, 2015:

- ▶ Total claims payment “PAID”: \$13,082,990.07
- ▶ Total claims charges “DENIED”: \$12,202,244.55
- ▶ Total claims in process “OPENED or PENDED”: \$54,993.40

Current ICD-10 Claim Billing Statistics effective October 1, 2015:

- ▶ Total claims rejected: 4927
- ▶ Top 2 rejection reasons:
  - Claims that span ICD-10 implementation date should be split, so all ICD-9 codes remain on one claim and all ICD-10 codes remain on another claim.
  - ICD-10 codes are mandated for use with dates of service 10/1/2015 or after.

# ICD-10 Transition

- ▶ CMS Latest News
- ▶ About ICD-10
- ▶ ICD-Training
- ▶ ICD-10 FAQ's
- ▶ CD-10

west virginia + Medicaid Management Information System MOLINA Medicaid Solutions

HOME PROVIDER MEMBER

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Welcome to West Virginia Medicaid!  
*Serving West Virginia to improve health care access and outcomes*

*Medicaid is a State and Federally funded program for eligible individuals and families.*

This website provides information to West Virginia Medicaid members, providers, trading partners and the public. Users may find helpful website links and documents within our public portal from the menu bar above. Providers and Members are encouraged to click on the appropriate tab above and log into our secure site for individual claims review, enrollment, reports and other helpful tools and information.

Medicaid News

Current View ...

✓ Title	Modified
CPT 0009M Added to Laboratory, Physicians, Hospitals, & CAH Contracts	... Wednesday at 11:20 AM
Urgent Revalidation Notice for Phases 1 Through 10 Providers	... Wednesday at 9:56 AM
Prior Authorization Restrictions Removed from the Following "C" Codes:	... September 29
CPT 81507 Now Requires Prior Authorization	... September 25
2015 Fall Provider Workshop Survey/Registration	... September 24

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See the [Announcements](#) page for all your WV Medicaid news.



# Provider Revalidation

The Provider Enrollment/Revalidation Project is the web based enrollment application designed by the State of West Virginia in order to comply with ACA and Federal Regulations. This initial Provider Revalidation which began June 3, 2013 will continue through completion in early 2016.

All participating providers must be screened upon initial application, including applications for a new practice location, and any applications received in response to a request for re-enrollment. The required screening measures vary according to the provider's categorical risk level. With the implementation of this project in West Virginia we are:

- Assuring our State Medicaid agency complies with the process for screening providers
- Assuring enrolled providers will be screened in accordance with federal and state regulations
- Assuring the State Medicaid agency has a method for verifying providers are licensed and such licenses have not expired or have current limitations.
- Assuring providers will be revalidated regardless of provider type at least every 5 years
- Assuring the required federal database checks are performed on all providers or any person with ownership or controlling interests
- Assuring the State Medicaid agency is requiring the National Provider Identifier (NPI) of Ordering/Referring or other professionals to be specified on any claim for payment.

# Provider Revalidation Operational Statistics

## Revalidation Statistics as of April 2015:

- ▶ Completed Revalidation Direct/Pay To providers approximately 1670
- ▶ Completed Revalidation Rendering Providers approximately 5760
- ▶ Completed Revalidation Ordering/Referring Providers approximately 150

## Current Revalidation Statistics as of October 2015:

- ▶ Completed Revalidation Direct/Pay To providers approximately 3166
- ▶ Completed Revalidation Rendering Providers approximately 10,480
- ▶ Completed Revalidation Ordering/Referring Providers approximately 239

## Newly Enrolling Statistics since Revalidation began in June 2013:

- ▶ Completed Revalidation Direct/Pay To providers approximately 614
- ▶ Completed Revalidation Rendering Providers approximately 1076
- ▶ Completed Revalidation Ordering/Referring Providers approximately 39

# WVCHIP Enrollment Update

With the upcoming transition of WVCHIP claim processing to Molina Medicaid Solutions scheduled for January 2016 we have some tasks to complete before the implementation date.

Below are a few discussion points for what is coming:

- WVCHIP Provider Survey – Currently we have over 500 providers submitted on our survey located on Molina’s web portal. We continue to encourage providers to complete this survey which will provide Molina with basic information of the CHIP provider directory. This information will be used to provide you with an enrollment application and information to assist you with the enrollment process.
- Enrollment Procedures – All WVCHIP providers will enroll with WV Medicaid via a paper application. If you are a current WV Medicaid provider an abbreviated portion of the application will only be required to provide WVCHIP specific information.
- Current CHIP/Medicaid Providers which are currently revalidated will not be required to revalidate again.
- More information is posted to the Molina Web Portal. [www.wvmmis.com](http://www.wvmmis.com)



WVCHIP will transition ALL medical and dental claims processing functions to Molina Medicaid Solutions in early 2016. Providers will be required to enroll with WVCHIP using the current Medicaid Provider Enrollment and Application processes. Providers are STRONGLY encouraged to begin the enrollment process as soon as possible by completing the survey at <http://www.surveymonkey.com/s/WVCHIPParticipationSurvey>. Failure to enroll BY or BEFORE January 2016 may cause delay in payment or disruption of services for WVCHIP members. More information regarding this transition is available at [www.chip.wv.gov](http://www.chip.wv.gov) and [www.wvmmis.com](http://www.wvmmis.com) or by contacting Molina at (888) 483.0793 – please enter your NPI and select option 4.

[CHIP PROVIDER ENROLLMENT FAQ](#)

# Contact Information

- WV Bureau for Medical Services
  - Website: [www.dhhr.wv.gov/bms](http://www.dhhr.wv.gov/bms)
  
- Molina – Fiscal Agent
  - Website: [www.wvmmis.com](http://www.wvmmis.com)
  - Email: [www.edihelpdesk@molinahealthcare.com](mailto:www.edihelpdesk@molinahealthcare.com)
  - Phone Numbers:
    - Provider Services & EDI Helpdesk – (888)–483–0793 or (304) 348–3360
    - Member Services Helpdesk – (888)–483–0797 or (304) 348–3365
    - Pharmacy Helpdesk – (888)–483–0801