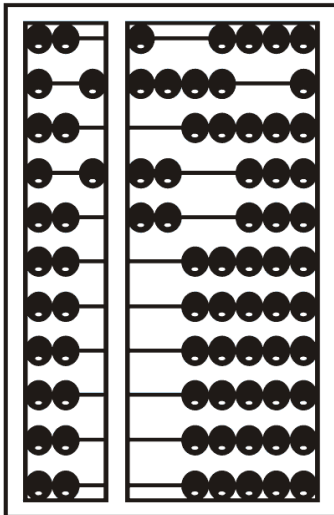


JAMES MCGUINNESS
& ASSOCIATES INC.
Consultants



Welcome to Full-Service
Medicaid with
James McGuinness &
Associates, Inc.

EMAIL ANNOUNCEMENT

- James McGuinness and Associates will be working with Rockland County as their Medicaid contractor/claiming agent.
- All providers should have received an email from the County explaining that McGuinness will be handling Medicaid claiming/billing for Rockland County for service dates beginning **September 1, 2021**.
- Along with the email you should have also received a **New Implementation Guide for Full-Service Medicaid**, which delineates the CPSE Portal Medicaid requirements and expectations for the Rockland County Provider.

INTRODUCTIONS

Who will you be working with at McGuinness?

- Deborah Frank, McGuinness Medicaid Specialist
- Kelly Knowles, McGuinness Medicaid Team

WHAT IS THE PURPOSE OF THIS WEBINAR?

- ❑ This is not a training.

- ❑ We are looking to:
 - Provide you with an introduction to the upcoming expectations/requirements
 - Share a timeline for the implementation process
 - Let you know what you can do to ensure a smooth transition.

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? FOR PRESCRIPTIONS

□ County Expectations for **Prescriptions**:

- The County is expecting providers to upload Prescriptions to the Portal for **ALL** children – **Not just Medicaid children.**
- Agency Service Providers & Independent Providers will be expected to **review** and **upload** prescriptions for services beginning with **September 1, 2021** service dates. (A webinar training has been scheduled to walk through this process on 9/20/21.)

This means reviewing the prescription for the eight required items for a Medicaid prescription (which can be found on Page 21 of the Medicaid Handbook - link below) prior to uploading the prescription. The upcoming webinar on Medicaid-Compliant Written Orders (9/30/21) will explain in detail how to review prescriptions for Medicaid compliance.

- Medicaid Policy & Billing Handbook (Update 9)
http://www.oms.nysed.gov/medicaid/handbook/sshsp_handbook_9_march_21_2018_final.pdf

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? FOR PRESCRIPTIONS

□ County Expectations for **Prescriptions** (Continued)

- As of **September 1, 2021** providers will not be able to submit billing for services that do not have an uploaded prescription.
- As of **October 1, 2021**, the county is expecting SLPs to use the **Digital Speech Recommendation** feature in the Portal for new children or changes in service. *(A webinar training has been scheduled to walk through this process on 9/28/21.)*

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? FOR PRESCRIPTIONS

□ County Expectations for **Prescriptions** (Continued)

- As of **January 1, 2022**, providers will use a new prescription template for all services except Speech (*SLPs will complete a digital recommendation in the Portal*).
- Providers will no longer be required to submit a hard copy of the prescription to the county (*because the image of the prescription will be available in the Portal*).

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? COMPLY WITH REQUESTS FOR NON-COMPLIANT OR MISSING DOCUMENTS

- ❑ **Non-Compliant Prescriptions:** If uploaded documentation does not meet Medicaid requirements, you will receive notification from McGuinness regarding what is required to ensure Medicaid claiming.
- ❑ **Outstanding Prescriptions:** Several times throughout the school year you will be contacted by McGuinness with a request for *missing* documentation that is required for Medicaid claiming. Please respond to this notification at your earliest convenience to ensure that Medicaid claims are processed within the limited claiming window.

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? VERIFY YOUR CREDENTIALS (In the Portal)

- ❑ All licensed therapists ***must*** have their credentials verified through the CPSE Portal. This process is simply verifying that a therapist's NPI and license number is correct.
- ❑ Providers will only be able to bill for therapists that have verified credentials. *(A webinar training has been scheduled to walk through this process on 9/23/21.)*
- ❑ All licensed therapists ***must*** have an NPI number to bill through the Portal – even if they work under the direction of a supervising clinician. There is no cost to apply for an NPI number and usually takes 7-10 days. Applicants can use the following links to apply:
 - <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms10114.pdf>
 - <https://www.webpt.com/blog/do-i-need-a-new-npi-and-other-npi-questions/>

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? CREDENTIAL VERIFICATION APPROVALS

- ❑ In addition to verifying the therapist's credentials in the Portal, the Credential Verification Process ***must be approved*** by the county (*or McGuinness on behalf of the county*) before billing can move forward.
- ❑ Therapists that have unverified credentials or have verified credentials that have not been approved by the county (*or McGuinness*) will not be able to submit billing through the Portal.

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? SUBMIT CBRS BILLING AT THE SAME TIME AS THE CB BILLING

- ❑ The County is expecting Center-Based providers to submit the Center-Based Related Service voucher at the same time that the Center-Based voucher is submitted.
- ❑ If the county receives the tuition bill **without** the Center-Based Related Services, tuition for the student(s) that are missing from the CBRS voucher will not be paid.
- ❑ The County (or McGuinness) will notify you if the CBRS billing has not been submitted.

WHAT WILL ROCKLAND COUNTY EXPECT FROM PROVIDERS? OPRA ENROLLMENT FOR SLPs

- ❑ In order for Medicaid to pay on a claim, the ordering/referring provider must be enrolled with Medicaid as an **O**rdering, **P**rescribing, **R**eferring, **A**ttending (OPRA) provider.
- ❑ Rockland County requires SLPs (who are ordering, prescribing, referring) be OPRA enrolled so the services they provide will be Medicaid reimbursable.
- ❑ If you are an SLP that is not enrolled in OPRA, the link below will give you helpful information about the enrollment process.
- ❑ Link: <http://support.cpseportal.com/kb/a255/opra-enrollment-information-website.aspx>

TO SUMMARIZE

Providers will be expected to:

- ❑ **Review** and **upload** Prescriptions for **all** children (*not just Medicaid children*) for service dates beginning **9/1/21**. This must be completed before you will be able to submit billing in the Portal.
- ❑ The **new prescription template** will be used for all prescriptions (except Speech) beginning **1/1/22**.
- ❑ Comply with requests for non-compliant or missing Medicaid documentation.
- ❑ Credentials **must** be verified in the Portal. This process should be completed as soon as possible following the training.
- ❑ Submit **Center-Based Related Services billing** at the same time as the Center-Based billing.
- ❑ **SLPs**
 - Are required to be enrolled in **OPRA** (**O**rdering, **P**rescribing, **R**eferring, **A**ttending).
 - SLPs will be required to complete a digital speech recommendation in the Portal for **new children** or **changes in service** beginning **10/1/21**.

UPCOMING WEBINAR TRAININGS

What will be Covered?

- ❑ How to Upload Medicaid Documentation to the Portal
- ❑ How to Verify Credentials in the Portal
- ❑ Digital Speech Recommendations (for SLPs)
- ❑ Medicaid-Compliant Written Orders

You should have received an email from the County with the registration links, dates/times of the webinars and who should attend.

Registration is recommended even if you cannot attend. Registering for each webinar will ensure that you receive the follow-up information via your email.

TIMELINE

- ❑ **9/1/21 - Effective Date** (Billing Service Date)
- ❑ **9/20/21 – Training on How to Upload Prescriptions**
Following this training, upload Prescriptions to the Portal.
- ❑ **9/23/21 – Training on Credential Verification**
Following this training, credentials should be verified in the Portal.
- ❑ **9/28/21 – How to Complete a Speech Recommendation (for SLPs)**
Effective 10/1/21 Rockland County is expecting SLPs to use this feature for new recommendations.
- ❑ **9/30/21 – Medicaid-Compliant Written Orders**
This is a very informative Medicaid compliance webinar that everyone should attend.
- ❑ **First Billing Cycle – September 2021**
Prior to billing, make sure credentials have been verified and a prescription has been uploaded.

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QUESTIONS

CPSE PORTAL KNOWLEDGE BASE FOR MEDICAID

- ❑ As you may already know, you can find tutorials, articles and webinars in the CPSE Portal Knowledge Base.
- ❑ We have put all the Knowledge Base Links that are related to Medicaid into a table for quick reference, which is included within the New Implementation Guide.
- ❑ The table of Knowledge Base Medicaid links can also be accessed using this link:
<http://support.cpseportal.com/kb/a231/medicaid-knowledge-base-links.aspx>

CPSE PORTAL KNOWLEDGE BASE FOR MEDICAID - Continued

CPSE PORTAL MEDICAID KNOWLEDGE BASE

Listed below is a list of CPSE Portal Knowledge Base Articles and Webinars that will assist providers/agencies with Medicaid responsibilities. The articles/webinars are categorized as noted in the table below. Links for each of these articles follow this table.

Knowledge Base Articles/Webinars	Description
Children & Enrollments	Therapists and agencies will use these articles to set up and manage temporary enrollments that are created by the therapist or agency. These temporary enrollments will be subsequently matched by the agency so that children can be serviced contemporaneously prior to the creation of the "official" enrollment.
Credential Verification & How to Apply for an NPI #.	In order to be compliant with Medicaid requirements, we need to make sure that therapists are up to date with their credentials. These articles will assist therapists and agencies as well as Portal users without a CPSE Portal login to manage their license and NPI information. Credentials must be verified before billing can be submitted in the Portal.
Lookup	Articles under Lookup will give you information regarding children, enrollments, CPT/ICD, etc.
Medicaid New Implementation Guide (for providers)	This guide will help providers understand the requirements of Full-Service Medicaid with McGuinness.
Medicaid Compliance	We have put together many articles and webinars to help agencies and providers with Medicaid compliance. You will find the following items under this category: <ul style="list-style-type: none"> a webinar and PowerPoint Presentation on Medicaid-Compliant Written Orders, a prescription checklist detailing the valid verses invalid way to complete a Medicaid prescription, a blank Medicaid-compliant prescription template and sample prescription template, and, links to the Medicaid Provider Policy & Billing Handbook and the Medicaid Questions and Answers. <p>These resources will be very helpful with your Medicaid-related responsibilities.</p>
Medicaid Reports (for Documentation)	These reports will help you to determine the documentation that is "missing" (consents, prescriptions, IEPs) and as a result preventing Medicaid claiming.
Prescriptions	There are many articles related to prescriptions. You will find the following under this category: <ul style="list-style-type: none"> "How To" Articles, Articles that will help you with Medicaid compliance as it relates to prescriptions/verifications and, Troubleshooting
Uploading Documentation	These articles will assist you with the processes required for uploading Consent Forms, IEPs and Prescriptions.
User Information	These articles will help you with getting started in the Portal. <ul style="list-style-type: none"> Choosing a PIN #, Entering your signature and credential information, and, Initial set-up
Webinars	These links will bring you to various webinars.

CPSE PORTAL MEDICAID KNOWLEDGE BASE LINKS

New Implementation Guide for McGuinness Full-Service Medicaid (for Providers) http://support.cpseportal.com/kb/a232/mcguinness-full-service-medicaid-new-implementation-guide-for-providers.aspx	
How to Submit a Ticket to the CPSE Portal: http://support.cpseportal.com/kb/a188/how-to-submit-a-ticket-to-the-cpse-portal.aspx	
ARTICLE / TUTORIAL / WEBINAR	LINK
CHILDREN & ENROLLMENTS	
Enrollments Added by County	http://support.cpseportal.com/kb/a182/enrollments-added-by-county-report.aspx
Entering Unmatched Children and Unmatched Enrollments	http://support.cpseportal.com/kb/a71/entering-unmatched-children-and-unmatched-enrollments.aspx
Matching Unmatched Children and Enrollments	http://support.cpseportal.com/kb/a175/matching-unmatched-children-and-enrollments.aspx
View Unmatched Enrollments	http://support.cpseportal.com/kb/a184/view-unmatched-enrollments.aspx
Editing an Unmatched Child	http://support.cpseportal.com/kb/a124/editing-an-unmatched-child.aspx
CREDENTIAL VERIFICATION	
Credential Verification Webinar	http://support.cpseportal.com/kb/a166/credential-verification.aspx
Credential Verification - Agencies	http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx
Credential Verification - Providers	http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx
Credential Verification - No Portal Login	http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx
Service Provider Credential Verification Listing	http://support.cpseportal.com/kb/a224/credential-verification-listing-approval-listing-reports.aspx?KBSearchID=13730
Website to Apply for an NPI Number	https://npes.cms.hhs.gov/NPES
LOOK-UP	
How to look up a child by ESID #	http://support.cpseportal.com/kb/a178/how-to-look-up-a-child-by-esid.aspx
MEDICAID COMPLIANCE	
Medicaid-Compliant Written Orders Webinar Recording	http://support.cpseportal.com/kb/a171/medicaid-compliant-written-orders.aspx
Medicaid-Compliant Written Orders PowerPoint Presentation	http://support.cpseportal.com/kb/a171/medicaid-compliant-written-orders.aspx
Medicaid-Compliant Written Orders Webinar Q & A	http://support.cpseportal.com/kb/a171/medicaid-compliant-written-orders.aspx
Medicaid-Compliant Written Order Verification Checklist	http://support.cpseportal.com/kb/a173/medicaid-compliant-written-order-checklist.aspx
Medicaid-Compliant Written Order - Sample	http://support.cpseportal.com/kb/a174/medicaid-compliant-written-order-sample-template.aspx
Medicaid-Compliant Written Order Blank Template	http://support.cpseportal.com/kb/a172/medicaid-compliant-prescription-template.aspx
Medicaid Provider Policy & Billing Handbook	http://www.oms.nySED.gov/medicaid/handbook/sshap_handbook_9_march_21_2018_final.pdf
Medicaid Questions & Answers	http://www.oms.nySED.gov/medicaid/q_and_a/q_and_a_combined_revised_12_9_16.pdf
MEDICAID REPORTS (FOR MISSING DOCUMENTATION)	
Missing Documents Preventing Claiming	http://support.cpseportal.com/kb/a191/missing-documents-preventing-claiming-report.aspx
Missing Parental Consents	http://support.cpseportal.com/kb/a99/missing-medicaid-parental-consents.aspx
Missing IEPs	http://support.cpseportal.com/kb/a186/missing-ieps-report.aspx
Missing Prescriptions	http://support.cpseportal.com/kb/a187/missing-prescriptions-report.aspx
PRESCRIPTIONS	
How to Create a Digital Speech Recommendation (Entering Unmatched Children and Unmatched Enrollments may be required for this process.)	http://support.cpseportal.com/kb/a163/creating-a-digital-speech-recommendation.aspx
Prescription Verification Checklist (for Medicaid)	http://support.cpseportal.com/kb/a173/medicaid-compliant-written-order-checklist.aspx
Prescription Requirements for Medicaid	http://support.cpseportal.com/kb/a173/prescription-requirements.aspx
Uploading & Troubleshooting Prescription Documentation	http://support.cpseportal.com/kb/a180/uploading-troubleshooting-prescription-documentation.aspx?KBSearchID=10123

McGuinness Medicaid-in-Education Contact Information

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Kelly Knowles, McGuinness Medicaid Team – kknowles@jmcguinness.com – Extension #28

Follow-up

- ❑ This presentation will be recorded and the PowerPoint presentation will be uploaded to the Portal Knowledge Base for future reference.
 - Search for help in our Knowledge Base: <http://support.cpseportal.com/Main/Default.aspx>
 - Email: support@CPSEPortal.com
 - Questions/Guidance regarding Medicaid compliance:
Contact Deborah Frank – dfrank@jmcguinness.com, 518-393-3635, Ext. #41

❑ HELPFUL LINKS

CPSE Portal Knowledge Base Links for Medicaid

<http://support.cpseportal.com/kb/a231/medicaid-knowledge-base-links.aspx>