



# ARMedicaid Insider:

Volume 2, Issue 6, September 2017  
Arkansas' Upgrade to a New MMIS

## GET READY FOR GO-LIVE!

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### **New MMIS Healthcare Portal Official Go-live Date is November 1, 2017!**

Arkansas Medicaid will be implementing the new Medicaid Management Information System on November 1, 2017. In preparation for this transition, many activities leading up to November 1 will be taking place. In addition to information already communicated, more details pertaining to billing, claims processing, claims payment and other changes impacting providers is now available and will continue in the coming weeks. It is critical to be watching for these important updates. The information includes:

- Important cut over dates impacting claims processing and payment
- EDI updates
- PES updates and the date the new version of PES will be available
- Contact information and call wait times

### ***MMIS Transition Guides are Available***



In order to prepare for the transition to the new MMIS, transition guides have been posted to the Medicaid webpage. Go to this [link](#) and scroll down to MMIS Transition Guides. These guides provide actions that **YOU** as a provider or your trading partner (billing company, vendor or clearinghouse) need to take **BEFORE** the new MMIS is implemented. If you do not take these actions, your claims may not get processed and you will not get paid timely. These guides provide you day by day activities that you need to be aware of NOW!

### ***Early Portal Registration and Trading Partner Enrollment has started!***

Get ready for "Go-live!" Early Provider HealthCare Portal registration began September 5. Arkansas Medicaid providers are able to register for Provider Portal access and assign delegate access. Providers are also able to enroll as a Trading Partner to receive their New Trading Partner ID (TP ID). This will replace the current Submitter ID (MC ID). For more information please refer to the Provider Portal Registration and Trading Partner Enrollment Job Aids.

**Note: Please see links below for Portal Registration, Delegate Registration and Trading Partner Enrollment and Registration Job Aides:**

- [https://www.medicaid.state.ar.us/Download/provider/insider/MMIS\\_JobAid\\_ProvPortalReg.pdf](https://www.medicaid.state.ar.us/Download/provider/insider/MMIS_JobAid_ProvPortalReg.pdf)
- [https://www.medicaid.state.ar.us/Download/provider/insider/MMIS\\_JobAid\\_DelegatePortalReg.pdf](https://www.medicaid.state.ar.us/Download/provider/insider/MMIS_JobAid_DelegatePortalReg.pdf)
- [https://www.medicaid.state.ar.us/Download/provider/insider/MMIS\\_JobAid\\_TrngPrtnrIDEnroll.pdf](https://www.medicaid.state.ar.us/Download/provider/insider/MMIS_JobAid_TrngPrtnrIDEnroll.pdf)
- [https://www.medicaid.state.ar.us/Download/provider/insider/MMIS\\_JobAid\\_TradingPartnerPortalReg.pdf](https://www.medicaid.state.ar.us/Download/provider/insider/MMIS_JobAid_TradingPartnerPortalReg.pdf)

**The link to the new portal to register/enroll is -**

[https://www.medicaid.state.ar.us/provider/FL\\_HELP.html](https://www.medicaid.state.ar.us/provider/FL_HELP.html)

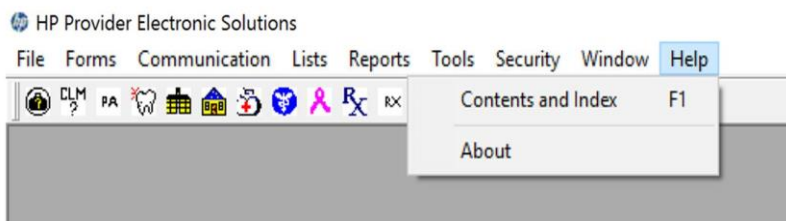
**Training for Go-live**

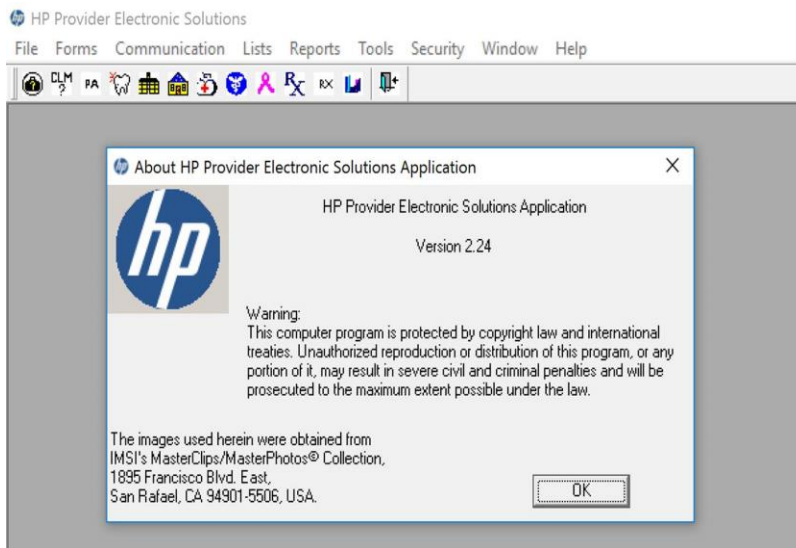
- Instructional Webinars are available for you to view. The available webinars are Portal Registration and Claims Submission - Professional, Institutional, Dental and Long Term Care Claims
- View and print Job Aides that are located at [www.medicaid.state.ar.us](http://www.medicaid.state.ar.us), click [Front Line](#), then the Training tab.
- Refresher Workshops will be available to attend in person or teleconference. See dates below (registration information is posted on the Medicaid website at [www.medicaid.state.ar.us](http://www.medicaid.state.ar.us)) and select [Front Line](#) then the Training tab.

Workshop Date	Venue	Address	City
September 26, 2017	Arkansas Foundation for Medical Care	1020 W. 4 <sup>th</sup> St	Little Rock

**Things You Should Know About PES!**

- PES users will no longer receive the 277-Detailed Rejection Report. However, the 276 Claim Status Response will still be available.
- Previously rejected claims in version 2.24 will show as denials in the new PES version (2.25). This difference is how claims are processed in the new system.
- Providers will have to upgrade to version 2.25 once we Go-live. Currently, you should be at version 2.24. On the PES software landing page click on Help. Next click on About to see your current version.





- Upgrade to the most current version prior to version 2.25. Also, you can only upgrade one version at a time. For example: If you are on version 2.22 you must upgrade to version 2.23 and then upgrade to version 2.24.
- You cannot have two versions of PES on the same computer at the same time.
- LTC Providers will no longer be able to submit their LTC Census on PES. LTC Census must be submitted through the new Provider Healthcare Portal.

## ***ATTENTION Providers that use a Billing Company***

Providers who currently rely on a vendor, clearinghouse, or billing company (i.e., a trading partner) to submit claims or any other electronic transaction, must **contact them immediately** to notify them of changes that must be made regarding the submission process for the new system.

A letter addressed directly to trading partners can be found on the website.

<https://www.medicaid.state.ar.us/Download/Provider/Insider/TradingPartnerLtr.pdf>

This letter outlines the actions that need to be taken prior to “go-live” in order to be ready to submit transactions. **Failure to take the actions noted in the letter could result in your claims being denied in the new system.** A copy of that memorandum is also attached to this newsletter. **It is imperative that all vendors, clearinghouses, and billing companies access the information provided on Front Line before the new MMIS “Go-live” in order to stay apprised of all impending changes and to avoid any disruptions in claims submission.**

## ***Stay Informed!***

The Front Line webpage is your **FIRST** source of information on any updates to the new system. Simply click the “Provider” tile on the Arkansas Medicaid website ([www.medicaid.state.ar.us](http://www.medicaid.state.ar.us)) and select “Front Line”.

