

Florida MMIS Implementation March 2008

Electronic Data Systems, EDS:
Florida Medicaid's New Fiscal Agent

Objectives

- Introduction of EDS
- Overview of WebPortal
- What's Changing
- Implementation Effective Dates
- Additional Training

Who is EDS?

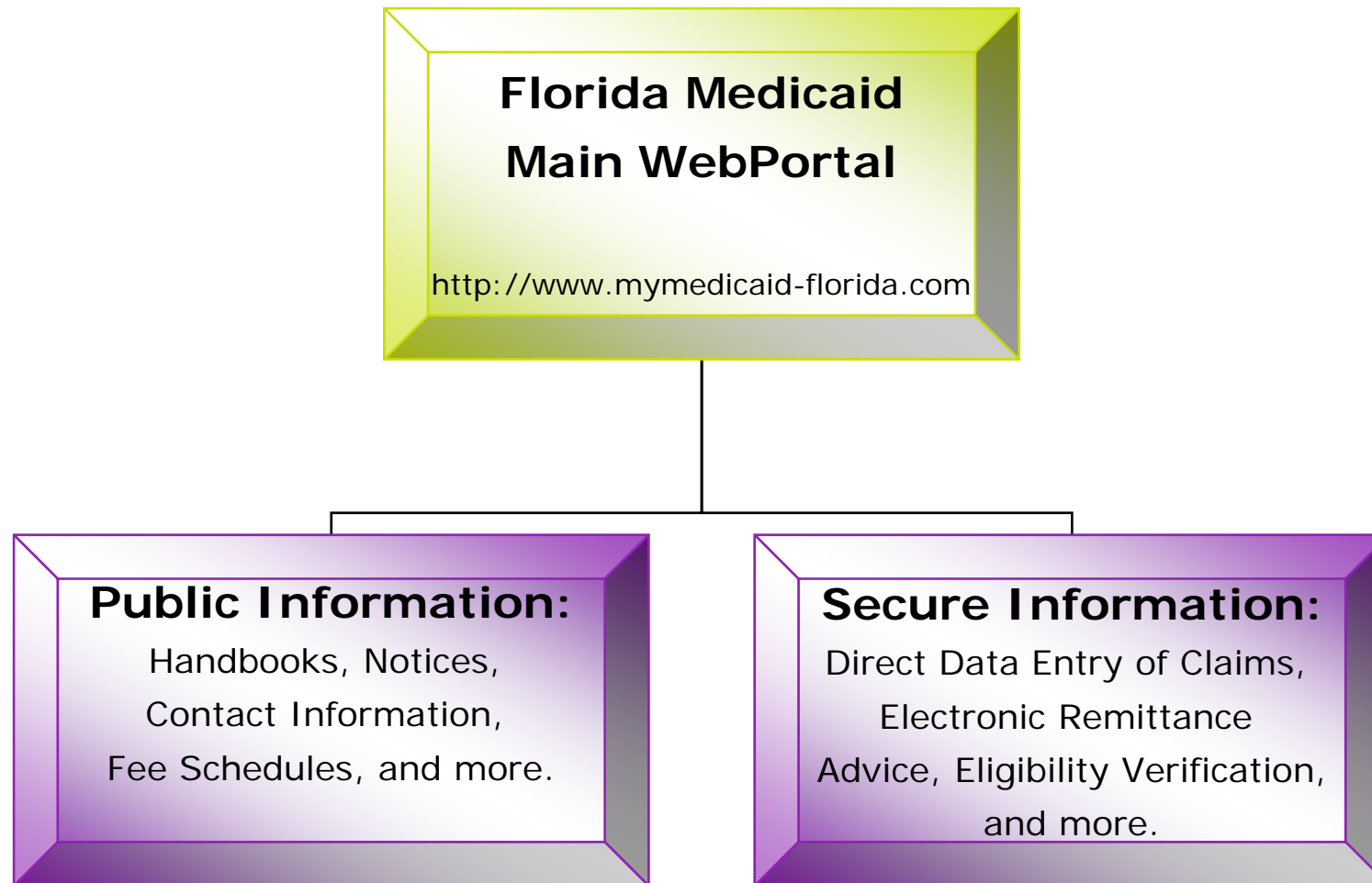


- EDS, Electronic Data Systems – Awarded the Florida Medicaid Management Information System/Decision Support System (FMMIS/DSS) contract with the Agency for Health Care Administration (AHCA).
- EDS holds Medicaid contracts in 20 states that outsource their Medicaid business.
- EDS processes \$107 billion annually in Medicaid & Medicare benefits.

What's Changing?

- Florida Medicaid WebPortal:
 - <http://mymedicaid-florida.com>
 - Eligibility Verification
 - Remittance Advice
 - New 13-digit Internal Control Number (ICN)
 - Explanation of Benefits (EOB) Codes
 - Prior Authorization Requests
- Paper Claim Forms (081,021,111)
- Electronic Claim Submission

Florida Medicaid WebPortal



Public Information: Find A Provider

Sign In Search

Home
Area Offices
Contact Us
Provider Support
Find a Provider
Enrollment
EDI
Pharmacy
TPL

Provider Directory Search ? ^

County

Provider Type

Provider Specialty

Business OR
Last Name

City

State

Zip

Sort Results By

Records 20

search
clear

The Search Results will only display active Medicaid Providers as of the search date and will only include those providers who elected to have their name published.

- The Provider Directory Search section allows the user to:
 - Search for Medicaid-enrolled providers by different search criteria such as, provider type, provider specialty, provider location and provider name.

Public Information: Enrollment



The screenshot shows the Florida Medicaid Agency for Health Care Administration website. The header includes the Florida Medicaid logo and the text "Florida Medicaid Agency for Health Care Administration Champions of Health Care". A navigation menu on the left lists "Home", "Area Offices", "Contact Us", "Provider Support", "Find a Provider", "Enrollment" (highlighted with a red box), "EDI", "Pharmacy", and "TPL". The main content area displays "Instructions" and "Page 1 of 23". A pop-up window titled "Instructions" contains the following text: "Welcome to the online Provider Enrollment application. You must complete each step in the enrollment application. When you have completed all of the steps please click on the 'Submit' button to submit your application. The application is automatically saved after each step. Help is available by clicking the question mark (?) in the title bar. Please click the 'New Application' to start a new Provider Enrollment application or click 'Continue Application' to continue with an existing application." At the bottom of the pop-up are two buttons: "New Application" and "Continue Application".

- The enrollment section allows the user to submit a Florida Medicaid Provider application via the WebPortal.
- After an application is saved, an Application Tracking Number (ATN) is assigned. The ATN stays with the application until enrollment is complete.
- The enrollment tracking search section allows the user to view progress of a recently submitted application.

Menu Item: Claims, Claim Search Detail



Florida Medicaid
Agency for Health Care Administration
Champions of Health Care



Welcome, FL SUPER USER Close Application

Providers Account **Claims** Eligibility Prior Authorization Trade Files Reports

home search **search detail** dental institutional professional

Claim Search Detail: **123456789** MCD - MEDICAL SERVICES ? ^

Claim Type Procedure **S9124** [Search]

Status Revenue Code [Search]

RA Date NDC [Search]

Records 20

- The Claim Search Detail section allows the user to:
 - Search current claims for specific detail items, such as procedure code, NDC, or revenue code.

SEE SAMPLE RESULTS BELOW

Search Results									
ICN	Recipient ID	Patient Acct#	From DOS	Thru DOS	Status	Units	Amt Billed	Paid	Service
2234567891236	9876543210	5938	06/12/2006	06/16/2006	PAID	8	\$1,792.00	\$1,489.92	S9124
2234567891237	9876543210	5938	06/12/2006	06/16/2006	PAID	14	\$1,792.00	\$1,489.92	S9124
2234567891238	9876543210	5938	06/12/2006	06/16/2006	PAID	14	\$1,792.00	\$1,489.92	S9124
2234567891239	9876543210	5938	06/12/2006	06/16/2006	PAID	14	\$1,792.00	\$1,489.92	S9124
2234567891240	9876543210	5938	06/12/2006	06/16/2006	PAID	14	\$1,792.00	\$1,489.92	S9124
2234567891241	9876543210	5921	06/05/2006	06/06/2006	PAID	14	\$784.00	\$651.84	S9124
2234567891242	9876543210	5921	06/05/2006	06/06/2006	PAID	14	\$784.00	\$651.84	S9124

Menu Item: Prior Authorization, New



FLORIDA MEDICAID Florida Medicaid Agency for Health Care Administration
Champions of Health Care

Welcome, FL SUPER USER Close Application

Providers Account Claims Eligibility **Prior Authorization** Trade Files Reports

home search **new**

Base Information

Provider 123456789 MCD - MORRIS MD

Base Information ?

Recipient ID* <input type="text"/> [Search]	Assignment Code* <input type="text"/>
Last Name	Diagnosis <input type="text"/> [Search]
First Name, MI	Rendering Provider <input type="text"/> MCD [Search]
Date of Birth	Clerk <input type="text"/> Default User Default User

- The Prior Authorization New section allows **Durable Medical Equipment (DME), Dental, Hearing, and Vision** providers to enter and submit a Florida Medicaid prior authorization request.

Menu Item: Trade Files

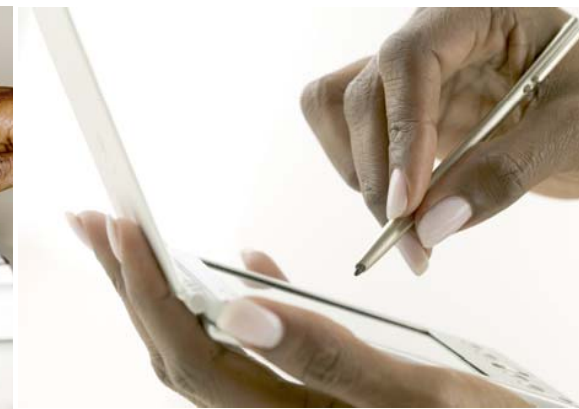


The screenshot shows the Florida Medicaid WebPortal interface. At the top, there is a blue header bar with the text "Welcome," on the left and a "Close Application" button on the right. Below the header, there is a navigation menu with several items: "Providers", "Account", "Claims", "Eligibility", "Prior Authorization", "Trade Files", and "Reports". The "Trade Files" item is highlighted in red. Below the navigation menu, there are three buttons: "home", "download", and "upload". The "download" button is highlighted in red. Below the navigation menu, there is a "File Download Search" section. It contains a "Document Type" dropdown menu, a "search" button, and a "clear" button. There are also help and refresh icons in the top right corner of the search section.

- The Trade File section is a tool within the WebPortal in which the user can exchange electronic X12 files with EDS.
- Vendors and providers can upload and download X12 files into the system such as Eligibility Requests and Responses (270/271) and Electronic Remittance Advice (835).

Eligibility Verification

- WebPortal Eligibility Verification Request
- EDI (270/271- X12 eligibility request and response transactions)
- Automated Voice Response System (AVRS) – Fax Confirmation now available for free
1.800.289.7799, Option 1
- Personal Digital Assistant (PDA)
- For more information on eligibility view the supplied handouts or after March 1, 2008 visit <http://www.mymedicaid-florida.com>.

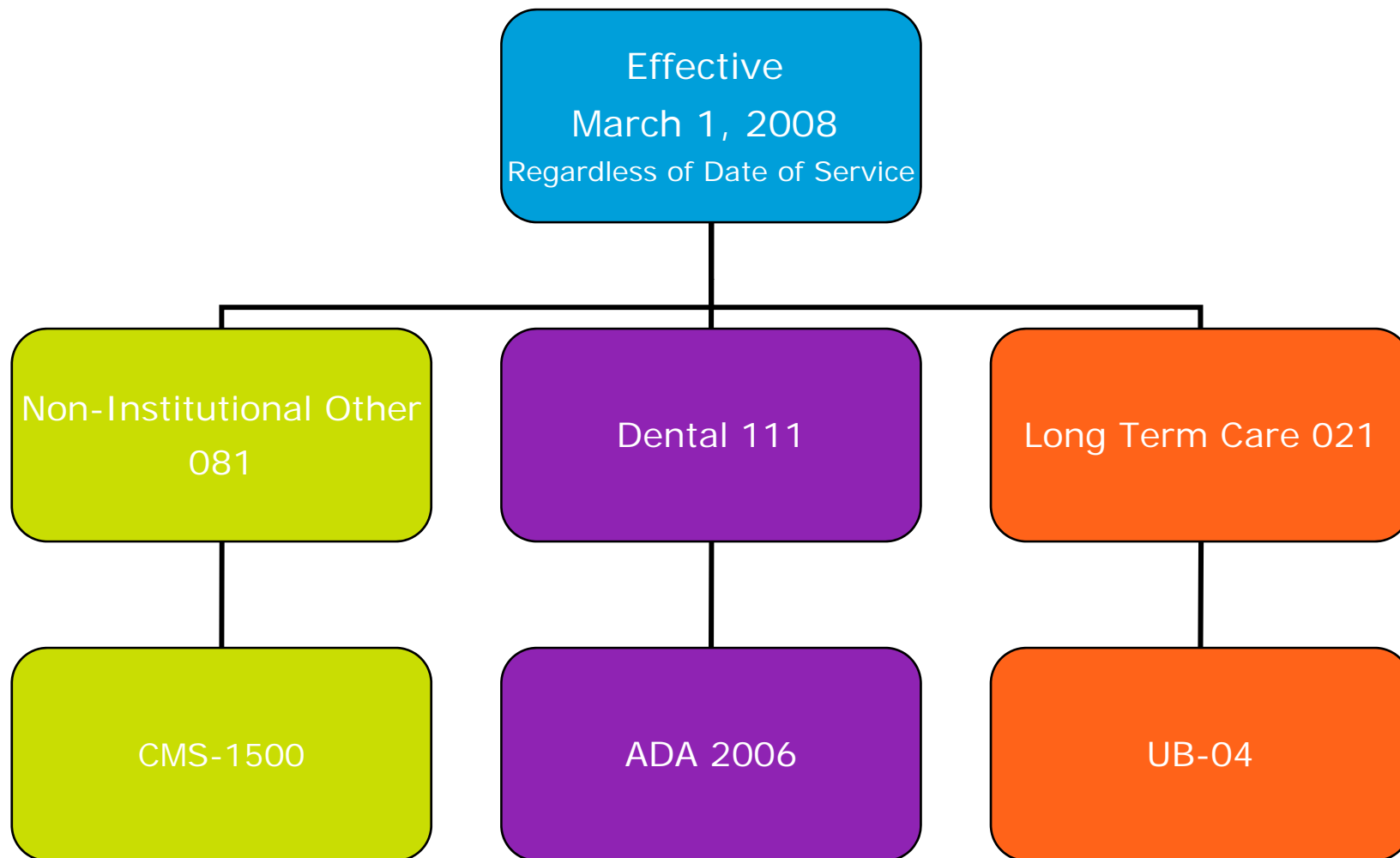


Provider Electronic Solutions (PES)



- PES is the new Florida Medicaid electronic billing software.
- Training sessions are offered at local Medicaid Area Offices.
- Packets containing the PES software are mailed to all current users of Winasap2003.
- For PES installation questions prior to March 1, 2008, please contact EDI at **850.523.5220**.

Claim Form Changes



Portal Registration Letter



- All current Florida Medicaid providers are going to be mailed a WebPortal registration information letter.
- This letter provides instructions for creating an online Portal account with EDS and contains a PIN (Personal Identification Number) and web address that are used for initial registration.
- For assistance with registration on or after March 1, 2008, please call our Provider Contact Center at **1.800.289.7799, option 7**.
- If you did not receive a PIN letter:
 - Please visit our WebPortal for more information:
<http://mymedicaid-florida.com/providerreadiness>

EDS Available Resources

One Number: 1.800.289.7799

Available After March 1, 2008

Option 1	Automated Voice Response System (AVRS) - eligibility verification/history, claim status, provider payment inquiry, etc.
Option 2	First Health Pharmacy Contact Center - pharmacy claim processing and support
Option 3	Electronic Data Interchange (EDI) – technical assistance, file transmission inquiries, vendor testing, etc.
Option 4	Provider Enrollment – application assistance, status of applications, changes to provider file, etc.
Option 7	Provider Contact Center (PCC) - claim status, portal sign on, website navigation, etc.
Option 7	Provider Field Representative - claim resolution, WebPortal navigation, and paper claim training



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