

New

Medical Assistance Claims Processing System

PA PROMIS^e™

Frequently Asked Questions

Quick Tip 4

For Billing Staff and Office Managers

QUESTION	ANSWER
My PROMIS ^e ™ PROVIDER ID doesn't match my Federal Employer ID Number (FEIN) or SSN.	The new Provider ID number will not match your FEIN or SSN. The new PROMIS ^e ™ Provider ID number uses your FEIN or SSN as a key. The assigned PROMIS ^e ™ Provider ID number is computer generated and may be similar to your Medical Assistance Provider ID number or completely different.
I am a medical group that represents 16 doctors at four locations. Can I get copies of all the new PROVIDER ID numbers for the doctors in my group?	Provider identification is considered confidential information and must be acquired from the individual practitioners.
How can I CHANGE MY ADDRESS AND THE LEGAL ENTITY listed on my crosswalk letter?	Use the NEW PROMIS^e™ PROVIDER ENROLLMENT FORM on the OMAP website. Old or inactive addresses can be end-dated using the form included with your provider number cross reference. Please make sure that new Service Location Codes are used for the appropriate billing purposes. You may elect to use the ePEAP system to update your provider file. Once registered for ePEAP on-line use, you can change your addresses on-line.
I have received one of my PROVIDER ID CROSS REFERENCE LETTERS for one PROVIDER TYPE but not the others.	Letters were mailed to the address of each unique MA Provider ID number over a two week period. All letters should have been received by end of January 2004. They may have been mailed to your other offices. If all letters are not received, please send an e-mail to promise@state.pa.us or call the Department's Provider Inquiry number.
Why do I have two SERVICE LOCATION CODES for one address on my crosswalk?	Service Location Codes are based on Provider Type <u>and</u> physical address. If a provider operates under more than one Provider Type at a single address then the appropriate number of Service Location Codes is assigned.
Have PROVIDER TYPES been changed? Where can I find them?	Yes. Crosswalk of new provider types can be found at www.dpw.state.pa.us/omap/promise/omapMAMISxwalk.asp
Can I use PROVIDER ELECTRONIC SOLUTIONS (PES) software instead of PROMIS ^e ™?	Actually the PES software is HIPAA compliant software that will prepare and submit your claims to the PROMIS ^e ™ system for processing. PES software may be downloaded, free of charge, from the OMAP website. PES allows interactive and batch submission of Eligibility Verification System (EVS) requests as well as claims submission transactions.
If I completed CERTIFICATION TO BECOME A HIPAA COMPLIANT PROVIDER , do I have to get new software for PROMIS ^e ™? Do I have to register?	You do not need to recertify for PROMIS ^e ™. However, you will need to make appropriate changes for PROMIS ^e ™. See the PROMIS ^e ™ BRIDGE GUIDE at www.dpw.state.pa.us/omap/promise/omappromise.asp .
When will LTC UB92 Billing Guide for PROMIS ^e ™ and other BILLING INFORMATION be available on the website?	Updated BILLING GUIDES and 8371 Guides for LTC were re-posted Jan. 19. For further information on claims/billing refer to the Provider Handbooks at www.dpw.state.pa.us/omap/provinf/omapprovhb.asp and Companion Guides at www.dpw.state.pa.us/omap/promise/omappromise.asp and certification process for submission of electronic claims at www.dpw.state.pa.us/omap/promise/omappromisecert.asp
When will the Department stop accepting LOCAL CODES ?	The Department will continue to accept local procedure billing codes until July 1, 2004. EXCEPTIONS: Providers of services through Home and Community Based waivers, who will receive payment through PROMIS ^e ™ based on plans of care in HCSIS, and long term care providers, who will bill using revenue codes, will no longer use local procedure billing codes.
How can I get TRAINING ? I took the eLearning course and still do not understand.	Providers may access the OMAP PROMIS ^e ™ website at www.dpw.state.pa.us/omap/promise/omappromise . Instructions for completing invoices and specs for electronic billing are found here. Following implementation of PROMIS ^e ™, more training will be offered. Watch the OMAP website for more details.

Go to www.dpw.state.pa.us/omap/promise/omappromisefaqs.asp
to access more Frequently Asked PROMIS^e™ Questions for MA Providers