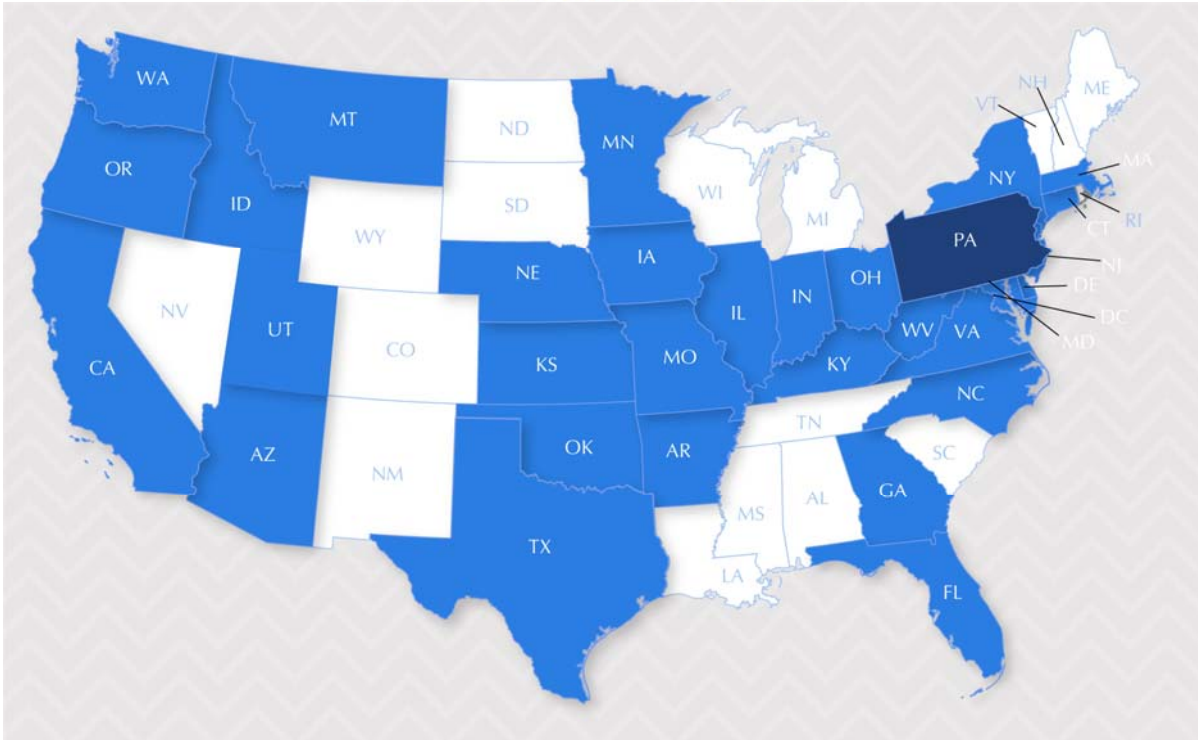


From: Credible Behavioral Health, Inc. <Hope.winkowski@credibleinc.com>
Sent: Friday, January 05, 2018 6:53 PM
To: Credible Documentation
Subject: Credible Update: Pennsylvania MCO's Ordering, Referring, Prescribing Rules Now in Effect

CREDIBLE
Behavioral Health Software



DEAR CREDIBLE,

With the start of the New Year, the Pennsylvania MCO's Ordering, Referring, Prescribing rules are now in effect. Based on the feedback received from initial claim submission with MCOs, please ensure you have the following configuration in place in order to have successful claim submissions.

Referring Provider:

Basic Configuration:

- Add the following fields to the Client Profile:
 - **referred_by:** Use this field to enter the first and last name of the referring/ordering/prescribing provider
 - **referred_npi:** Use this field to capture the NPI of the referring provider

- **referred_id**: Use this field to capture the PROMISe ID of the referring provider
 - **referred_id_qualifier**: Enter G2 in this field
- **Billing Payer:**
 - Sending Referring Provider is checked.
 - PROMISe ID Info for Referring is checked.

When configured and data populated in the client profile, Loop 2310A returns as:

NM1*73*LastName*First****XX*1234567890~
REF*G2*PROMISe ID~

Credible has been made aware of multiple rejections for the qualifier ***73** in the referring provider loop. This ***73** qualifier is sent when the alternative ID (PROMISe ID) is sent in the REF segment. In order to meet the Payer's request for a *DN qualifier in L2310A, Credible's Technical team will be addressing the need to allow the *DN qualifier when also sending the alternative ID.

Ordering Provider:

- **837P: Loop 2420E Send Ordering Provider**: Some states (Ohio, PA and Missouri) and some payers are beginning to require the Ordering Provider (Loop 2420E). Credible has added new functionality to address these requirements.
- **Partner Config: Allow Ordering Provider Selection**: When this is checked, a new Ordering Provider dropdown will be available when sign & submitting a visit, or when updating an existing visit. The list of providers is composed of all employees that have been flagged as doctors, as well as any external providers assigned to the client. Note: this is the same list that appears in the Provider dropdown when adding a medication.
- **Payer Config: Send Ordering Provider in 2420E (837P)**. When this setting is checked, the visit's ordering provider information will be sent in the claim. Partners who will be using this new functionality are encouraged to review their lists of external providers for accuracy. If needed, NPI is publicly available via the NPI Registry Public Search.

Supervising Provider:

- **Billing Payer: Send Billing Supervisor Provider (837P)** is checked.
 - This sends the Employee's Supervisor information in 2310D
- **Partner Config: Allow Billing Supervisor Selection** is checked.
 - This allows the selection of the billing supervisor at sign and submit when necessary.
- A field has been added to the Employees table: **Is_Billing_Supervisor**. Administrators will need to add this to the Employee Profile via Data Dictionary. To avoid confusion with the other supervisors in the system, Partners are encouraged to label this field as *Supervisor for Billing, Supervisor for Claims, Supervisor for 837P*, or a similar label. When checked "Yes" in the employee profile, the employee becomes available to be selected as a billing supervisor in a dropdown at sign and submit. When the Payer Config: Send Billing Supervisor Provider (837P) setting is checked, the employee's billing supervisor selected at sign and submit will be sent in the 837 Professional file. If the visit's billing supervisor is blank, this loop will not populate in the 837P.

Please refer to your MCO's specific Provider Bulletins to determine the scenarios in which these three requirements are needed.

Thank you for your continued Partnership,

Hope Winkowski

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for clients, families, providers and management.

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