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**From:** Credible Behavioral Health, Inc. <Hope.winkowski@credibleinc.com>  
**Sent:** Monday, November 06, 2017 1:17 PM  
**To:** Credible Documentation  
**Subject:** Credible Update: Arkansas Medicaid Payments

# CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

As you know the MMIS GoLive that was to occur on 11/1/2017 was actually live on 10/26/2017. Credible has been working diligently with Partners to address the challenges that this has caused. On 11/4/2017, Credible has received notification that a significant amount of denials are being received for rendering information. Please find below information from [AR Medicaid's Front Line Newsletter](#) and steps on how to proceed for expedited payments:

## **Institutional Providers Using NPI and Medicaid Provider ID Rather Than License Number**

When substituting provider identification numbers in fields such as attending, operating, or facility ID on an 847I, electronic transaction providers must enter the NPI rather than a license number.

For paper claims, the NPI or Medicaid Provider ID is acceptable but not a license number. If the claim is submitted with a license number in any of the provider ID fields as noted above the claim will be denied.

*Please note: The billing ID must always be an NPI on all institutional claims.*

### **Rehabilitation Centers (RSPMI - Provider Type 26 with Specialty R6 - Rehabilitation Services for Mental Illness)**

Claims submitted and processed in the new Arkansas MMIS with rendering providers that are **NOT** enrolled in the Arkansas Medicaid program are denying for **Explanation of Benefit (EOB) 1063 - The MDCD Rendering Provider ID submitted on the claim must be the NPI**. Current policy requires rendering providers to either be fully enrolled as a participating provider or as a registered, non-credentialed provider. To expedite payment now, providers may remove the **rendering** provider ID from the claim and resubmit. This will allow the claim to bypass the denials for rendering provider during the new Arkansas MMIS, it is expected that RSPMI billing providers begin submitting claims with the rendering provider ID.

Next Steps for temporary correction during the stabilization period:

1. Billing Payer > AR Medicaid > Set Use Rendering = False
2. Batch Lists and Edits > Re-create your Medicaid Batches and resend to MMIS portal

Per AR Medicaid instructions, please ensure all staff providing services for AR Medicaid consumers are enrolled as a participating provider or as a registered, non-credentialed provider. Rendering staff should be enrolled in the new AR MMIS and NPIs then entered into the Employee's Record, if not already completed.

Credible remains available to assist you with further troubleshooting. Please submit a task ticket and a Billing Specialist will be happy to assist you.

Thank you for your continued Partnership,

**Hope Winkowski**

*National Billing Manager*

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**Mission:** Improve the quality of care and lives in Behavioral Health  
for clients, families, providers and management.

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