



ARMedicaid Insider: Volume 1, Issue 2, December 2016 Arkansas' Upgrade to a New MMIS

Progress on the development of the new Medicaid Management Information System (MMIS) and Healthcare Portal continues for a targeted implementation of mid-2017. This issue of the ARMedicaid Insider discusses some billing changes and compares features between the new HealthCare Portal and the Provider Electronic Solutions (PES) software.

How will billing change for Providers when the new system is implemented?



NEW HealthCare Portal: The new HealthCare Portal will be accessed from the Medicaid webpage. As a web-based system, there is no software to download. Registering for the HealthCare Portal is easy and free to use. The next section of this newsletter will tell you more about the features available on the HealthCare Portal.

Electronic Data Interchange (EDI) claims: Providers using a current vendor or third party billing system will have minimal changes when the new system is implemented. Claims, inquiries, eligibility transactions and RAs will be processed the same way in the new system using standard X12 formats.

Provider Electronic Solutions (PES) claims: PES will still be available for existing providers to use. A new version of PES will need to be downloaded for the transactions to be processed in the new system. We will notify you when the new version of PES is available for download. PES will NOT be the preferred way of submitting claims since the new HealthCare Portal will offer more functionality, including real-time claims processing and electronic attachment submission.

Paper Claims: Standard claim forms will continue to be accepted and scanned into the new system. However, the new functionality of submitting claims electronically via the HealthCare Portal will provide you with real-time claims processing, resulting in faster payment and less administrative time. Real-time claims processing means you will know if your claim will pay or deny moments after submission. Claim attachments can be submitted electronically eliminating the need to submit a paper claim.

How does the new HealthCare Portal compare to PES?

In the last issue of the ARMedicaid Insider, we mentioned a new HealthCare Portal and some of its benefits. The HealthCare Portal is much easier to use than PES and offers capabilities that are not found in PES. The chart to the right outlines the advantages of the HealthCare Portal compared to PES.

Feature	HealthCare Portal	PES
Real-time claims processing	Y	N
Submit electronic attachments	Y	N
Submit adjustments	Y	Y
Submit PA requests	Y	N
Real-time Eligibility Verification	Y	N
AVECS Transaction Fees	N	Y

Who can use the HealthCare Portal?

All enrolled providers will have access to the Portal. A simple online registration process is required. You will be notified prior to the new system implementation in mid-2017 on how to complete early registration.



The Portal also allows you to create additional user accounts or “delegates” under your provider ID. Delegates are authorized staff whom you can grant access to your Medicaid data. You will have control over the data they can see within your account. For example, you can grant them access to all data (claims, eligibility, RAs, benefit limits, etc.) or limit their access to one or more of the data segments.



What equipment or software is needed to use the HealthCare Portal?

You will need a computer with an internet connection. No software or additional equipment is needed.

Stay Informed!

The Front Line web page 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) and select “Front Line”.



Are You Ready for the New MMIS?

The Arkansas Department of Human Services is pleased to announce the delivery of a new Arkansas Medicaid Management Information System (MMIS) coming November 1, 2017. The new MMIS will bring cutting edge technology to DHS, Arkansas Medicaid providers and beneficiaries.

The Front Line webpage is the information hub for the new MMIS. You will find Alerts, Policy Changes, Newsletters, Training Information, Job Aids, and can sign up for eblast communications. [Visit the *Front Line* webpage for more information today!](#) (HTML, new window)

Early provider portal registration is open!

[Arkansas Medicaid providers can register for portal access and assign delegate access now.](#) (HTML, new window).

All provider portal functionality will be available after Go-live of the new MMIS on November 1, 2017.

MMIS Transition Guides

To help you manage the timeline for the new MMIS transition, we have developed guides for your reference. [View or print the transition guides today!](#) (PDF, new window)



interChange MMIS Transition How Will you Submit Claims?

PES Submitters

- **Register**: Get your Trading Partner ID **NOW**
- **Claim Submission**: Use current version of PES until **10/20/2017**
- **Eligibility**: Use current version of PES until **10/20/2017**
DDE is valid through **10/25/2017**
VRU can be used anytime before and after Go-live

For more information: http://www.medicaid.state.ar.us/Download/provider/insider/PES_submit.pdf

EDI-X12 Submitters

- **Register**: Get your Trading Partner ID **NOW**
- **Claim Submission**: use current drop location until **10/20/2017**
- **Eligibility**: DDE is valid through **10/25/2017**
VRU can be used anytime before and after Go-live

For more information: http://www.medicaid.state.ar.us/Download/provider/insider/EDI_submit.pdf

Portal Submitters

- **Register**: for your Portal ID **NOW**
- **Claim Submission**: DDE can be used through **10/20/2017**
- **Eligibility**: DDE is valid through **10/25/2017**
VRU can be used anytime before and after Go-live

For more information: http://www.medicaid.state.ar.us/Download/provider/insider/portal_submit.pdf

MMIS Provider Portal Training

The new HealthCare Portal will benefit providers and beneficiaries alike offering a variety of functions unavailable on the current website. Don't miss your opportunity to receive training on this cutting-edge technology!

Workshop Schedule

The same information will be presented during the morning and afternoon workshops.

Morning Workshop

9:30 am – 10:00 am Registration
10:00 am – 12:30 pm Navigating the Provider Portal

Afternoon Workshop

12:45 pm – 1:15 pm Registration
1:15 pm – 3:45 pm Navigating the Provider Portal

Workshop Registration

Consider which method, location and time will be most suitable for you to educate yourself on using the new HealthCare Portal. Morning or afternoon workshops are available in your region. Plan for your training and register now.

Registration is easy!

[Complete the online form to register for a workshop. \(HTML, new window\)](#)

Workshop Dates

Date	Venue	City
April 6, 2017	University of Arkansas Monticello	Monticello
April 11, 2017	Metroplex Event Center	Little Rock
April 13, 2017	Hilton Garden Inn	Jonesboro
April 18, 2017	Southern Arkansas University Tech	Camden
April 25, 2017	Carmichael Community Center	Searcy
April 27, 2017	Bryant Parks Community Center	Bryant
May 3, 2017	Jones Family Center	Springdale
May 9, 2017	Lake Point Conference Center	Russellville
May 16, 2017	Henderson State University	Arkadelphia
May 18, 2017	Pine Bluff Convention Center	Pine Bluff
June 6, 2017	Hilton Garden Inn	Texarkana
June 13, 2017	Ramada Inn	Mountain Home
June 15, 2017	Fort Smith Convention Center	Fort Smith
June 20, 2017	Forrest City Civic Center	Forrest City
June 22, 2017	Metroplex Event Center	Little Rock
July 11, 2017	El Dorado Conference Center	El Dorado
July 13, 2017	Guachoya Art Center	Lake Village
July 18, 2017	Reynolds Community Center	Paragould
July 25, 2017	National Park College	Hot Springs
July 27, 2017	U of A Community College	Batesville