



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”.

