

# Provider One Phase I

## Pharmacy Point of Sale (POS) Frequently Asked Questions

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Pharmacy Question	Pharmacy Answer
<a href="#">What is ProviderOne?</a>	DSHS is developing a new automated payment system named ProviderOne. This system will eventually replace the current Medicaid Management Information System (MMIS) and the Social Service Payment System (SSPS) as well as incorporate payments to similar providers paid by manual payments (A-19s).

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<p>When will ProviderOne be implemented?</p>	<p>For the current projected implementation timeline, please visit: <a href="http://maa.dshs.wa.gov/ProviderOne/projected_schedule.htm">http://maa.dshs.wa.gov/ProviderOne/projected_schedule.htm</a></p> <p>ProviderOne will be implemented over several years. Because of the large number of providers and DSHS programs impacted, the transition to ProviderOne is expected to occur in three phases:</p> <ul style="list-style-type: none"> <li>• The Pharmacy Point of Sale (POS)</li> <li>• Phase I (medical and long term care claims processing)</li> <li>• Phase II (social services and remaining medical claims)</li> </ul> <p>At key intervals the schedule will be re-evaluated and updated if necessary. DSHS wants to make sure its' providers, staff and systems are ready before payments are processed in ProviderOne.</p>
<p>When will pharmacies be impacted?</p>	<p>Pharmacies will be impacted when the Pharmacy POS system run by ACS is replaced by the <b>ProviderOne Pharmacy POS System</b>.</p> <p>Pharmacies that submit medical claims (for example durable medical equipment) will be impacted when medical and long term care claims begin processing in ProviderOne after Pharmacy POS.</p>
<p>How will pharmacies be impacted by ProviderOne Pharmacy POS?</p>	<p>ProviderOne Pharmacy POS impacts include:</p> <ul style="list-style-type: none"> <li>○ Prescription Drug Program Billing Instructions and the POS Payer Sheet will be updated. These documents will be made available in April 2007 and will include new pharmacy transaction routing information including a new Bin # and Processor Control #.</li> <li>○ DSHS will begin using NCPDP standard reject reason codes.</li> <li>○ Claims reversals will be performed by the pharmacy using the pharmacy's POS system or submitted on a paper adjustment request form.</li> <li>○ Some automation to the authorization process.</li> </ul>
<p>How will ProviderOne impact pharmacies if they also submit medical claims (Phase I)?</p>	<p>After Phase 1 implementation, additional pharmacy impacts include:</p> <ul style="list-style-type: none"> <li>○ Clients will be issued a permanent <b>Services Card</b>. It will replace the monthly paper Medical Assistance ID (MAID/Coupon).</li> <li>○ The services card will contain a new <b>client identifier</b> which replaces the current Patient ID Code (PIC)</li> <li>○ The WaMedWeb will be replaced with a ProviderOne website where providers can access client eligibility.</li> <li>○ Providers can also purchase equipment from a third party vendor to "swipe" the Services Card to access client eligibility.</li> <li>○ Ability to submit authorization requests through Interactive Voice Response (IVR) system.</li> </ul>

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How do pharmacies change their pharmacy bin # & processor control #?	<p><b>Pharmacies must contact their software vendor to make this change. DSHS is providing specific routing information directly to switch vendors.</b></p> <p>Specific instructions will be faxed to pharmacies and posted on the ProviderOne website when finished.</p>
How will the ProviderOne Pharmacy POS benefit providers?	<p>Benefits include:</p> <ul style="list-style-type: none"> <li>○ Improved authorization turnaround times.</li> <li>○ Clearer, more explicit return messages.</li> <li>○ Improved editing – edit and enforce instructions up front.</li> <li>○ Authorization and eligibility transactions will be available through the Pharmacy POS.</li> </ul>
Will the new ProviderOne Pharmacy POS use NPI?	<p>Yes, when the Pharmacy POS system goes live pharmacies will be required to submit NPI for both the Billing and Prescribing Provider on claims in POS.</p> <p>However, until the Pharmacy POS system is implemented, pharmacies will continue the submission of pharmacy NCPDP# and Prescriber DEA or Medicaid ID #.</p> <p>See Numbered Memorandum 06-81 for more info.  <a href="http://maa.dshs.wa.gov/download/numberedmemos.html">http://maa.dshs.wa.gov/download/numberedmemos.html</a></p>
Do pharmacists need an NPI?	<p>DSHS does not require pharmacists to have provider identifiers. The pharmacy is registered in our system.</p> <p>However, pharmacists are eligible for an NPI and other insurers may have different requirements.</p>
Will the DSHS Pharmacy Billing Instructions and Payer Sheet change?	<p>Yes. The payer sheet will be included in the Billing Instructions.</p> <p>DRAFT billing instructions have been posted 4/5/07 on the DSHS Pharmacy website. <a href="http://maa.dshs.wa.gov/pharmacy">http://maa.dshs.wa.gov/pharmacy</a></p>
What training materials will be available for pharmacies?	<p>A ProviderOne Pharmacy POS “Readiness Checklist” is available to assist pharmacies.</p> <p>Go to <a href="http://maa.dshs.wa.gov/providerone/providers.htm">http://maa.dshs.wa.gov/providerone/providers.htm</a> and chose “Checklists” under Provider Toolkit.</p> <p>If you have specific questions regarding the ProviderOne, please contact DSHS 1-800-562-3022, select option 2 (provider) and then option 4 (ProviderOne Response Team).</p>

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Pharmacy Question	Pharmacy Answer
Will there be coverage, policy or rate changes when ProviderOne Pharmacy POS goes live?	DSHS intends to limit changes during implementation. As a principle, DSHS doesn't intent to implement new policy, but there will be difference due to the transfer of edits to the new system. Additionally DSHS is actively monitoring Legislative actions for any mandated changes which may impact pharmacies.
Can pharmacies test the new system?	Yes. DSHS will notify pharmacies by Fax and post information on the ProviderOne website when testing occurs.
Will there be any changes in pharmacy payment cycle?	There will be a change in claims cut off to midnight Tuesday (PST) instead of 5 p.m Wednesday.
What do pharmacies need to do to be prepared for ProviderOne POS?	Steps are outlined in Pharmacy ProviderOne "Readiness Checklist"  Go to <a href="http://maa.dshs.wa.gov/providerone/providers.htm">http://maa.dshs.wa.gov/providerone/providers.htm</a> and chose "Checklists" under Provider Toolkit or call Customer service at 1-800-562-3022.
Are there any changes to Medicare <b>Part D</b> co-payments?	No. There will be no changes to Medicare Part D co-payments at ProviderOne implementation.
Are there any changes to Medicare <b>Part B</b> crossover billing?	There will be no changes to Medicare Part B when ProviderOne Pharmacy POS is implemented.  If impacts are identified for medical claims processing in ProviderOne, DSHS will include that information in provider readiness and training materials.
What will the new override codes/processes be for ProviderOne?	These will be contained in the new billing instructions.
How can I get further assistance?	If you have specific questions regarding the ProviderOne, please contact DSHS 1-800-562-3022, select option 2 (provider) and then option 4 (ProviderOne Response Team)
When will ProviderOne Pharmacy POS system utilize NPI to identify Billing and Prescribing Providers?	<b>DSHS will continue with its current POS requirement (NCPDP for billing providers and DEA or Medicaid ID for prescribing providers) until:</b> <ol style="list-style-type: none"> <li>1. <b>NPES data is available to the vendor</b></li> <li>2. <b>the vendor has tested the date file and</b></li> <li>3. <b>90 days notice to pharmacies.</b></li> </ol> <p><b>NPI will not be implemented prior to the ProviderOne Pharmacy POS implementation but it is not connected to that implementation date.</b></p>

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