

Provider Relations Training Plan

Types of site visits

- Moderate and high risk providers include DME (re-enrolls yearly), Private Duty Nursing (re-enrolls every 5 years), Physical Therapy (re-enrolls every 5 years), Ambulance (re-enrolls every 5 years), Independent Laboratory (re-enrolls every 5 years), Independent Radiology (re-enrolls every 5 years), Home Health (re-enrolls yearly), Hospice (re-enrolls every 5 years). Newly added high risk providers are AMHP and newly added moderate risk providers are ABA therapy providers.
- DXC will visit the above listed providers as outlined below:
 - For new enrollments, DXC will visit all moderate and high risk providers prior to completing the enrollment application.
 - For re-enrollments, DXC will visit all DME and home health providers selected for re-enrollment monthly (with the exception of chain DME providers, those letters will be mailed without conducting a site visit). All other moderate risk providers will be visited if they have not had a site visit by Medicare within the last five years.
 - CHOW for moderate and high risk providers
 - Address change for moderate and high risk providers
 - As requested by Medicaid staff
 - DXC will also visit any providers whose risk status has been elevated to moderate or high risk
- Other types of provider visits include:
 - Educational visits for general Medicaid billing questions/training/program integrity reviews
- Workshops (as requested/as new information warrants)

**DXC will work with the Agency to coordinate any provider outreach needed for the ICN's/dental health home project and the Alabama Coordinated Health Network.

Conventions

DXC and Medicaid decided in the past DXC will only attend conventions if allowed to share a booth with Medicaid, have a booth available at no charge, or pay half the booth fee of the Medicaid booth and be allowed to share the booth space. DXC will attend a convention, if requested, to assist a Medicaid speaker, or to speak to a group of providers, as requested by the Agency or association. *DXC may choose to attend a convention at its discretion and pay all booth fees.

Association Meetings/Contact

DXC will continue to send out updates as changes/information requires. Meetings can also be scheduled as needed. Alerts, Insiders and other information are sent out to associations on a regular basis through e-mail communication.