

**COMPLETING
THE
PATIENT 1ST
ENROLLMENT
APPLICATION**



AGENDA

- **Introduction**
- **Purpose**
- **Patient 1st Application
Instruction-Common Mistakes**
- **Patient 1st Information**
- **Contact Information**



OUR GOAL

- Our goal is to have a seamless transition to the state wide expansion of the Health Home Program.



HEALTH HOME STATEWIDE EXPANSION

- **The Health Home Program will be statewide effective 4/1/15**
 - The probationary RCOs will be managing the Health Home Programs under Medicaid's supervision
- **To prepare for the statewide expansion, providers must complete the following steps:**
 - Complete an updated Patient 1st Agreement and submit to HP by March 1, 2015
 - Complete a contract with the Health Home Probationary RCOs by March 1, 2015
- ***If complete information is not received by March 1, 2015, your case management payments may be delayed***

PROVIDERS MUST ENROLL INDIVIDUALLY IN PATIENT 1ST

- All physicians currently enrolled in Patient 1st groups must enroll with Medicaid as an individual Patient 1st provider.
- Recipients will be assigned to individual Patient 1st NPI numbers only and will no longer be assigned to a group number.
- If a provider is currently enrolled as a group, assignments will be made to participating Patient 1st providers within the group.



INDIVIDUAL PATIENT 1ST ENROLLMENT FORM

- Medicaid website:
www.medicaid.alabama.gov
- Or, click on the link on the bottom of the home page to go directly to the forms page

The screenshot shows the Alabama Medicaid Agency website. The header includes the agency logo, the word "Medicaid", and the slogan "Together for Quality". The navigation menu contains links for Home, Newsroom, Apply for Medicaid, Programs, Resources, Providers, Fraud/Abuse Prevention, Contact, Recipients, and Reference. Below the navigation is a search bar and two buttons: "For Recipients, Applicants, Sponsors" and "For Providers".

The main content area is divided into several sections:

- News Alerts Calendar:** A section with tabs for News, Alerts, and Calendar. It contains three news items:
 - Governor: Medicaid transformation making significant progress**
 - Williamson: Alabama Medicaid is integral to state's healthcare system**
 - Eleven organizations approved as probationary Alabama RCOs**
- More News:** A link to view more news items.
- Follow Us:** Social media icons for Facebook and RSS Feed.
- Regional Care Organizations:** A logo for Regional Care Organizations.
- Gateway to Community Living:** A logo for Gateway to Community Living.

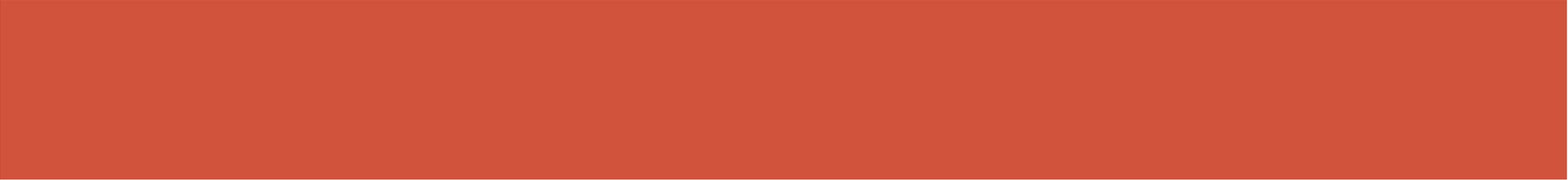
The central image shows two healthcare professionals, a doctor and a nurse, looking at a tablet. Below the image is a "Welcome" section with the following text:

Welcome

Welcome to the Alabama Medicaid Agency! Medicaid is a state/federal program that pays for medical and long-term care services for low-income pregnant women, children, certain people on Medicare, individuals with disabilities and nursing home residents. These individuals must meet certain income and other requirements.

A red box highlights a link: [Click here for information about updating your Patient 1st Enrollment Agreement](#) **NEW!**

On the right side of the page, there are several logos: "My MEDICAID", "Patient 1st", "One Health Record", "4R", and "Alabama VOTES".



PATIENT 1ST ENROLLMENT APPLICATION - KEY POINTS

KEY POINTS - PATIENT 1ST AGREEMENT

Description of 24/7 coverage:

- If using a hospital for 24/7 coverage, a copy of the agreement or letter on hospital letterhead with the hospital MUST BE submitted with the Patient 1st Agreement—Refer to Page 13 under ‘Brief Description of your Arrangements for 24/7 Coverage’.
- If using an answering service, the name and phone number MUST BE listed on the Patient 1st Agreement in Attachment A on Pages 12-13.

KEY POINTS - PATIENT 1ST AGREEMENT CONTINUED

Description of Admitting Privileges:

- If another physician or group is providing admitting privileges, the physician performing the admitting services must sign page 15 of the Agreement.
- The 'Ages Admitted' on Page 15 of the Agreement for the provider covering hospital admissions MUST cover the PMP's current age criteria listed on file with Medicaid.

KEY POINTS - PATIENT 1ST AGREEMENT

- Mid-level extenders -- Nurse Practitioners/Physician Assistants must have a collaborating physician.
- Only two extenders are allowed per physician.
- Please submit all Individual Agreements for one office in a single mailing. This process will facilitate the transition of the recipient assignment to individual providers.
- On Page 3 of the Agreement under EPSDT, if you are currently enrolled in the EPSDT program and have a CLIA certificate on file then no additional information will be required.

KEY POINTS - REFERRAL PROCESS

- All Patient 1st providers should use their individual NPI number on all referrals beginning April 1, 2015.
- Referrals made with the Patient 1st group NPI will continue to be honored until the referral expires or through March 31, 2016.
- All cascading referrals should identify the NPI number and the name of the recipient's PMP beginning on April 1, 2015.

KEY POINTS - OFFICE REFERRALS

- **Are you a Patient 1st physician that has a CRNP or PA assisting with your Patient 1st caseload?**
 - All PA's and CRNP's must use the individual PMP's NPI number and name for referrals outside of the group practice.
 - All PA's and CRNP's within the group practice must use the individual PMP's NPI number as the referring provider on their claims.
 - A written referral from an individual PMP within a group practice is not required.

KEY POINTS

OFFICE REFERRALS - CONTINUED

- **Will a written referral be needed when an enrolled Patient 1st provider within a group treats a patient assigned to another provider within the group practice?**
 - A written Patient 1st referral will not need to be completed when an enrolled PMP treats a patient assigned to another provider within the group practice.

CONTACT INFORMATION

- Provider Enrollment: 1-888-223-3630 Option 1 or pamela.mitchell@hp.com
- Provider Assistance Center: 1-800-688-7989
- Patient 1st Policy Questions:
Latonda.cunningham@medicaid.alabama.gov or
Gloria.wright@medicaid.alabama.gov

HP PROVIDER REPRESENTATIVES:

Call 1-855-523-9170
and enter a seven digit extension:

HP Provider Representative	Extension
Catherine Jackson	1121067
Jim Allen	1121043
Karita Patillo	1121047
Tori Tillery-Dennis	1121064
Gayle Simpson-Jones	1121065
Misty Nelson	1121077
Melissa Gill	1121058
Aletra Adair	1121057
Debbie Smith	1121066
Lauryn Morgan	1121048
Whitney Anderson	1121025