

STATE OF RHODE ISLAND



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DIVISION OF DEVELOPMENTAL DISABILITIES

To: DD Provider Community

CC: Kevin Savage, Maureen Wu, Heather Mincey, Anne Leclerc, Stephen Briggs, Nicholas Girardi

From: Marylin Gaudreau, Assistant Director for Administrative Services/DD Fiscal Budget Manager

Date: 9/10/2024

Please see the below FAQ/billing concerns for the recent changes made to the rates for DD services. This should be a comprehensive list and will be updated as necessary to include all billing issues. Also attached, for your reference, is the updated billing manual and the previously rate sheet from Anne Leclerc that was emailed last week.

1. RN/LPN Billing

Concern: Question raised regarding the RN codes T1002 U5 and T1002 U6 being switched from the billing manual versus the Gainwell rates.

BHDDH response 08/28/2024: The U5 modifier is being used for any professional service where the service is provided via Community whereas the U6 modifier is the designation for Telehealth. These rates are different based on these designations. The Community rate for RN is \$24.20 versus the Telehealth rate of \$19.88. This is correctly identified in the rate table attached and is also the correct rates entered in Gainwell.

2. Timely Filing

Concern: What is happening with the timely filing for Gainwell?

BHDDH response 8/28/2024: The timely filing edit was set to ignore (which will allow these claims to process for payment) on August 19, 2024 and will remain so until Friday 10/4/24 which should allow providers to bill the previously held July-August 2023 claims. (Reminder, providers may back bill claims today for service dates September 2024 going forward for the new services). Based on the information regarding professional services, if your agency will not be able to bill within this window, please reply to the BHDDH team identified in this memo.

For professional services that were billed under the old code (that paid \$13.13), you will need to recoup your claims to rebill the new professional service codes. If you'd like BHDDH to recoup those claims for you and then rebill the new professional service codes, please contact marylin.gaudreau@bhddh.ri.gov. If you did not bill any claims with the old code, please proceed with billing your professional service claims.

3. Professional Services Billing

Concern: Professional services are unable to be billed because authorizations are not updated/Gainwell doesn't have the appropriate dollars in the auth.

BHDDH response 08/28/2024: Providers may bill the new Professional Services – refer to the billing manual for the complete list of codes and the rate sheet for the appropriate rates. The new professional services are available to be billed from 7/1/23 forward. (See timely filing section for

more information regarding claims payment). For providers who have included the new rates as part of the PO (even if it was under the old code), you may begin billing your claims as the dollars are available in the Gainwell system based on the authorization approved with those dollars requested. For providers who did not include the new rates as part of the PO, you will need to send a revised PO with the new rate information so BHDDH can update the authorizations accordingly. Once that update is complete, then you may start billing the professional services in Gainwell. NOTE - BHDDH will do our best to respond in a timely manner to all your changes but please allow up to 48 business hours for Fiscal updates to be completed.

BHDDH Follow-Up: POs being updated with all signatures, etc may be time consuming and the request to send the updated POs for professional services in a condensed excel file is under discussion at BHDDH. There will be an update provided by end of day, Friday 8/30/2024.

BHDDH Response 09/02/2024: Please use the POs to submit to BHDDH the changes for the professional services without the required signatures. Be sure to include any changes that may occur from the changes (if needed), such as a shift in Community Supports lines, etc.

BHDDH Response 09/05/2024: Providers can send the updated POs directly to Nicholas.Girardi@bhddh.ri.gov & marylin.gaudreau@bhddh.ri.gov with the subject line "Professional Services Lines Update". You do not need to submit via the normal process so BHDDH can update the authorizations accordingly.

Concern: There is no code for billing Professional Services under L9.

BHDDH response 08/28/2024: There are currently 30 total authorizations with L9 for professional services. BHDDH will review this issue and identify the solution by end of day, Friday 8/30/2024.

BHDDH response 09/02/2024: There will need be codes/modifiers entered into the MMIS for these services. BHDDH will complete these updates before Friday 9/13/2024. Please use the existing L9 code for billing the professional services L9s until this update is completed.

4. Community Supports 1:1 Billing

Concern: The old code T2021 TG U1 isn't working for payment.

BHDDH response 08/28/2024: As of 7/1/2024, the new code to bill this is T2021 with no modifiers to designate the 1:1 service.

5. Whole Life SLA billing & L9 by Tier

Concern: What is happening with the 344 for the old versus new codes for billing WSLA?

BHDDH response 08/28/2024: The suggestion was for providers to supply an excel file identifying the current utilization (through 8/31/2024) so BHDDH can update/create the authorizations needed for the interim and new codes. BHDDH is researching other potential options, and if there are no other alternatives by end of day Friday, it will be recommended to providers to submit a file to Nicholas.girardi@bhddh.ri.gov & marylin.gaudreau@bhddh.ri.gov with Oversight ID, Last Name, First Name, Birth Date, Interim Code WSLA unit amount and NEW Code WSLA unit amount. Please note that the Interim Code, T2015, is available for billing/authorizations through 8/31/2024. The new code, H2016, should be billed 9/1/2024 going forward.

BHDDH response 09/02/2024: After the WSLA code is in place in Therap (see previous section), please use the attached file to submit your expected WSLA authorization breakouts for the WSLA billing. Submit to Nicholas.girardi@bhddh.ri.gov & marylin.gaudreau@bhddh.ri.gov.

BHDDH response 09/05/2024: The codes are available for billing today. Please submit your expected WSLA authorization breakouts via the attached template for the WSLA billing to Nicholas.girardi@bhddh.ri.gov & marylin.gaudreau@bhddh.ri.gov. BHDDH will complete the changes, once received, within three business days and will reply to your email that the changes

are completed. Note – you will need to adjust your authorizations accordingly to not exceed the 344 days with the expected days for both the old code and the new code. The template will do a check for you to make sure that it doesn't exceed 344.

Also, billing should be completed to match the authorizations and the individual's actual usage. You can adjust the units accordingly – example billing for 8/1-8/31 on the claim with units 26 to represent the days of the individual's actual usage for the month. This is an acceptable claim and will process accordingly as long as the service code matches the authorization. This will help as you bill for the 344 days for the year. If you have additional concerns or questions, please contact marylin.gaudreau@bhddh.ri.gov for further clarification.

Concern: The inability to bill the new Whole Life SLA codes.

BHDDH response 08/28/2024: There is currently an update being completed by Therap in order for BHDDH to have the ability to select the new code in the authorizations. BHDDH completed validation in the test environment yesterday and the next steps include moving them into Production. The estimated completion date is expected before Friday 8/30/24.

BHDDH response 09/02/2024: The revised estimated completion date is Friday 9/6/24.

BHDDH response 09/05/2024: The codes are available for billing today. Please submit your expected WSLA authorization breakouts via the attached template for the WSLA billing to Nicholas.girardi@bhddh.ri.gov & marylin.gaudreau@bhddh.ri.gov. BHDDH will complete the changes, once received, within three business days and will reply to your email that the changes are completed.

Concern: There is administrative burden for providers to delineate the L9 by tier for the new Whole Life SLA codes.

BHDDH response 08/28/2024: This is currently under review by BHDDH and a final decision should be identified by Tuesday 9/3/24. In the meantime, providers should bill the existing code with L9 for payment for WSLA services rendered.

BHDDH response 09/05/2024: The new Whole Life SLA codes are currently billed by tier and the L9 will follow suit. The regular SLA codes will have tier breakouts for L9 by the end of the calendar year.

6. *New Services Availability for Billing*

Concern: When are the new services available for billing?

BHDDH response 08/28/2024: All services are available for billing 7/1/23 excluding Live-In Caregiver and remote supports as both those services are still under development. Financial Management Services will be available to bill on 01/01/25.

BHDDH response 09/05/2024: Financial Management Services will be available for the Fiscal Intermediaries only.

7. *Interim Codes Changeover*

Concern: What and when should I be using the interim codes?

BHDDH response 08/28/2024: There are two services that have interim code billing.

- A. Whole Life SLA – T2015 (tier modifiers and L9 are available for billing). Please use this code until the new code H2016 is available for billing, which is expected to be updated in the Therap system this week (see Whole Life SLA/L9 section)
- B. Discovery – T2025 U1 is the interim code that will be used until the end of September when the new code H2023 will be available.

BHDDH response 09/05/2024: See below for a modification for the WSLA section.

- A. Whole Life SLA – T2015 (tier modifiers and L9 are available for billing) and the new code H2016 are available for billing. Please see the Whole Life SLA section for more information on how to bill these codes.

8. *Non-Licensed Clinicians*

Concern: Are there codes available for non-licensed Masters/Doctorate level clinicians?

BHDDH response 08/28/2024: Currently, this item is under discussion with BHDDH and EOHHS. This is not a code issue, it is a waiver service issue. It needs to be a service available within the current Waiver or available in the State Plan.

BHDDH response 09/05/2024: Please note that the old professional code for non-licensed clinician billing (T2021 U8 U1) may be billed through 6/30/2024 and is not an allowable service to be billed beginning 7/1/2024.

9. *Billing Manual & Rate Sheet Updates*

- a. **Concern:** At one of our recent meetings, it was discussed the need to include room & board in the SLA & WLSLA sections. The agreement was to add that the monthly Room and Board payment to SLA home providers would be 2/3 of the monthly Standard Rhode Island SSI payment. That way all SLA/WLSLA would receive the same R&B payment. This requirement is no longer in the Regulations or Standards. If it's not in the billing manual DDO's can set their own R&B rates

BHDDH response 09/02/2024: BHDDH will research this item and provide an update before end of day Friday 9/6/2024.

BHDDH response 09/10/2024: The billing manual has been updated for the clarification on page 12 (SLA) and page 14 (WSLA)

- b. **Concern:** Page 28 Personal Supports in the Workplace reads maximum units 64, and the rate table reads 40. Which is correct?

BHDDH response 09/02/2024: The billing manual has been updated to reflect 40.

- c. **Concern:** Page 47 Support Brokerage reads maximum units 32, and the rate table reads 96. Is 96 correct?

BHDDH response 09/02/2024: The billing manual has been updated to reflect 96.

- d. **Concern:** On Page 51, the Health Insurance Coverage section now states a maximum of \$ 4,200.00 and a monthly fee of \$ 350.00 per employee. Was there a recent update? It used to be a maximum of \$3,000.00 and a monthly fee of \$250.00 per employee.

BHDDH response 09/02/2024: BHDDH will research this item and provide an update before end of day Friday 9/6/2024.

BHDDH response 09/10/2024: It is \$3000 annually or \$250 monthly. The billing manual has been updated to reflect this update.

- e. **Concern:** Page 52 S109 S106 reads must be submitted at least 60 days before the requested start date. Should a note be added that a destination is made within 30 days for an S107 and 60 days for an S110?

BHDDH response 09/02/2024: BHDDH will research this item and provide an update before end of day Friday 9/6/2024.

BHDDH response 09/10/2024: The billing manual has been updated on page 52 to clarify the submission day requirements and the expected BHDDH return responses for the requests.

- f. **Concern:** Please confirm Financial Management Services, Self-Direct (T2050 U2), and Financial Management Services, Vendor (T2050 U2 U3) will become effective once CFCM begins with that client. Is this correct?

- BHDDH response 09/02/2024:** That is correct.
- g. **Concern:** Please confirm, Goods or Service now has a new code T1999, 1 unit per day at various costs. When is this code in effect with Gainwell, and when does the code T2025 U2 expire?
BHDDH response 09/02/2024: Goods and Services will be billable under T1999. This code is active today in Gainwell. BHDDH will look to close out the T2025 U2 code by the end of September to allow providers time to update their billing mechanisms.
BHDDH response 09/05/2024: BHDDH will confirm the expectation for the higher unit but \$1 allowable for this service by Wednesday 9/11/2024.
- h. **Concern:** Please confirm Job Development (did this code change from T2025 UD U2 to T2025 U2 UD)
BHDDH response 09/02/2024: Page 25, T2025 U2 UD has been updated to the correct combination T2025 UD U2.
- i. **Concern:** Please confirm Transportation will now be billed under T2003 U2 for Self-Direction. Self-Direction has always billed this service under Goods and Services.
BHDDH response 09/02/2024: This is correct. Transportation should be billed under T2003 U2 for Transportation for self-directed individuals.
- j. **Concern:** In meetings it was agreed that emergency SLA had access to 25 hrs./month respite -which IS included, but they are also eligible 6 hours a MONTH of professional services. The manual still has it as 6 hours over 90 days.
BHDDH response 09/02/2024: BHDDH will research this item and provide an update before end of day Friday 9/6/2024.
BHDDH response 09/10/2024: The billing manual has been updated on page 16 to reflect the 6 hours per month of professional services when in Emergency SLA.
- a. **Concern:** The following are missing from Self Direction Services Rate Sheet: Job Development, Assistive Technology, Vehicle Modification, Respite, Family to Family Support, Home Modification
BHDDH response 09/02/2024: BHDDH will research this item and provide an update before end of day Friday 9/6/2024.
BHDDH response 09/10/2024: These will be added to the Self-Direction rate sheet by end of day Friday 9/13/2024.

10. Other Concerns

- a. **Concern:** The employment PO template will need to be updated for limits and codes.
BHDDH response 09/02/2024: BHDDH will review the template and provide an update by the end of Friday 09/06/2024.
BHDDH response 09/10/2024: The employment PO template has been updated and is attached with this communication.