









### Program Information by Payment Year 2020 – Stage 3

The program information for **2020 MU - Stage 3** is now available on the NY Medicaid EHR Incentive Program web site. Guidance on attesting to 2020 MU - Stage 3 can be found at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/ehr/2020\\_stage3.htm](https://www.health.ny.gov/health_care/medicaid/redesign/ehr/2020_stage3.htm).

### Webinars and Q&A Sessions

Upcoming NY Medicaid EHR Incentive Program webinars include:

- Payment Year 2019 Program Discussion
- EP Meaningful Use – Stage 3
- Security Risk Analysis
- 2019 Public Health Reporting
- Patient Engagement for Eligible Professionals
- Health Information Exchange (HIE)

A calendar with the date and times of these webinars, as well as registration information, can be found at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/ehr/calendar/](https://www.health.ny.gov/health_care/medicaid/redesign/ehr/calendar/).

### NY Medicaid EHR Incentive Program Tutorial Series

The NY Medicaid EHR Incentive Program has produced a series of tutorials to assist providers on a variety of topics. These tutorial series include:

- Post-Payment Audit Education Series
- MURPH Audit Report Card
- Eligible Professional MURPH Registration Video Guide
- Eligible Hospital MURPH Registration Video Guide

Additional information on the available tutorials can be found at: [https://www.health.ny.gov/health\\_care/medicaid/redesign/ehr/tutorials.htm](https://www.health.ny.gov/health_care/medicaid/redesign/ehr/tutorials.htm).

### NYS Regional Extension Centers (RECs)

**NYS RECs offer free support to help providers achieve Meaningful Use of CEHRT.** Support provided by NYS RECs includes, but is not limited to, the following:

- Answers to questions regarding the program and requirements
- Assistance on selecting and using CEHRT
- Help meeting program objectives

NYS RECs offer **free** assistance for all practices and providers located within New York State.

<b>For Providers Located:</b>	
<i>Inside the five boroughs of NYC</i>	<i>Outside the five boroughs of NYC</i>
Contact: <b>NYC REACH</b> Phone: (347) 396-4888 Website: <a href="https://www.nycreach.org">https://www.nycreach.org</a> Email: <a href="mailto:pcip@health.nyc.gov">pcip@health.nyc.gov</a>	Contact: <b>New York eHealth Collaborative (NYeC)</b> Phone: (646) 619-6400 Website: <a href="https://www.nyehealth.org">https://www.nyehealth.org</a> Email: <a href="mailto:ep2info@nyehealth.org">ep2info@nyehealth.org</a>

### Questions

The EHR Incentive Program has a dedicated support team ready to assist as needed. The program may be contacted at: **(877) 646-5410 (Option 2)** or via email at: [hit@health.ny.gov](mailto:hit@health.ny.gov).

<b>Please Complete the New York Medicaid EHR Incentive Program Customer Satisfaction Survey</b>
The NY Medicaid EHR Incentive Program values provider insight. The survey can be found at: <a href="https://www.surveymonkey.com/r/NY_EHR">https://www.surveymonkey.com/r/NY_EHR</a> .

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## **Attention Submitters of X12 Transactions: Provide Proper Electronic Data Interchange (EDI) Contact Information**

The *Submitter Name* and *Submitter Electronic Data Contact Information* contained in Loop 1000A, PER Segment of all X12 837 claim transactions is the first source eMedNY references to attempt to contact submitters who have files that require immediate intervention. Providers should ensure that information populated within this section contains the contact details of someone available to assist an eMedNY analyst in the event that EDI/X12 data content troubleshooting is required. This will ensure that if a problem is identified with the submitted file, and an outbound call is necessary, minimal delay is experienced. Providers who utilize a service provider to submit transactions should ensure this notice is shared with all appropriate parties.

Questions regarding this notice should be directed to the eMedNY Call Center at (800) 343-9000 or via email at [emednyproviderservices@csra.com](mailto:emednyproviderservices@csra.com).

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### **Pre-Adjudication Editing Regarding the Medicare Beneficiary Identifier (MBI)**

The Centers for Medicare and Medicaid Services (CMS) has replaced the Social Security Number (SSN)-based Health Insurance Claim Numbers (HICNs), with a new Medicare Beneficiary Identifier (MBI). The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 required CMS to remove SSNs from all Medicare cards.

**Effective January 1, 2020**, in alignment with the CMS Medicare Card Replacement Initiative, the electronic Medicaid System of New York State (eMedNY) began to reject all inbound claims with Medicare coordination of benefits (COB) data that contained the HICN of the Medicare member. The MBI is **now required** for all COB reporting for clients with Medicare reported on a claim as “COB”.

For submitters of the *X12 837 Claim*, the 277 Claims Status Acknowledgment rejection coding is: “**A7|162|GB**”. For the 837, the MBI is located in **LOOP ID - 2330A OTHER SUBSCRIBER NAME**.

For Electronic Provider Assisted Claim Entry System (ePACES) users, a message on the “Claim Status” screen will read:

- **A7 Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status Details and has been rejected.**
- **162 Entity’s Health Insurance Claim Number (HICN)**
- **GB Other Insured**

ePACES users may correct the Medicare ID/MBI on the “Other Payer” tab. For institutional claims, the MBI is identified as the “**Member ID**” field. For professional claims the MBI is identified as the “**Primary ID**” field.

Questions regarding this notice should be directed to the eMedNY Call Center at (800) 343-9000.

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# Provider Directory

## Office of the Medicaid Inspector General:

For suspected fraud or abuse complaints/allegations, call 1-877-87FRAUD, (877) 873-7283, or visit [www.omig.ny.gov](http://www.omig.ny.gov).

## Provider Manuals/Companion Guides, Enrollment Information/Forms/Training Schedules:

Please visit the eMedNY website at <https://www.emedny.org/>.

## Providers wishing to listen to the current week's check/EFT amounts:

Please call (866) 307-5549 (available Thursday PM for one week for the current week's amount).

## For questions about billing and performing MEVS transactions:

Please call the eMedNY Call Center at (800) 343-9000.

## Provider Training:

To sign up for a provider seminar, please enroll online at <https://www.emedny.org/training/index.aspx>. For individual training requests, call (800) 343-9000.

## Beneficiary Eligibility:

Call the Touchtone Telephone Verification System at (800) 997-1111.

## Medicaid Prescriber Education Program:

For current information on best practices in pharmacotherapy, please visit the following websites:

- [http://www.health.ny.gov/health\\_care/medicaid/program/prescriber\\_education/presc-educationprog](http://www.health.ny.gov/health_care/medicaid/program/prescriber_education/presc-educationprog)
- <http://nypep.nysdoh.suny.edu/home>

## eMedNY

For a number of services, including: change of address, updating an enrollment file due to an ownership change, enrolling another NPI, or revalidating an existing enrollment, please visit: <https://www.emedny.org/info/ProviderEnrollment/index.aspx> and choose the appropriate link based on provider type.

## NY Medicaid Electronic Health Record (EHR) Incentive Program

Contact the New York Medicaid EHR Call Center at (877) 646-5410 for assistance.

## Comments and Suggestions Regarding This Publication

Please contact the editor, Georgia Wohnsen, at [medicaidupdate@health.ny.gov](mailto:medicaidupdate@health.ny.gov).