



**Department
of Health**

NYS Medicaid Doula Services Benefit Billing Informational Session Part 1: Introduction to Billing June 5, 2024

**Office of Health Insurance Programs (NYS Medicaid)
Bureau of Maternal and Child Health Policy**

Billing Informational Session

Please note that by participating in today's online event, you acknowledge and consent that your personal information (such as name, image) may be visible to others in the live online meeting as well as captured in the recording, which will be posted on our website.

The feedback in the context of this meeting will not be considered formal public comment on the proposed State Plan Amendment.

Guidelines for Sharing

- All are invited to speak at designated times
- Please use the "Raise your hand" function to note the desire to speak
- Individuals will be unmuted in order of request, unless they have already spoken, in which case individuals who have not yet spoken will be given priority
- Please keep comments to three minutes or less

Goals and Roadmap for Today

10:30-10:35am: Opening

10:35-11:15am: Medicaid Info

- eMedNY and Provider Manual
- Billing Guidance
- Fee Schedule

11:15am-12:00 pm: Billing Info

- Eligibility
- Claim Submission
- Timely Billing

12:00-12:25pm: Questions

12:25-12:30pm: Closing

June 2024

Doula Services Provider Manual

- The provider manual provides an overview of the doula services benefit (https://www.emedny.org/ProviderManuals/Doula/PDFS/Doula_Policy_Guidelines.pdf) including:
 - Provider guidelines and resources,
 - Enrollment and revalidation requirements,
 - Description of covered services,
 - Billing codes and fee schedule, and
 - Documentation guidance.
- All Medicaid-enrolled doulas are to follow updated guidelines, including those doulas who participated in the doula services pilot.



[Provider Manuals](#) > Doula



Note to the provider community: Enrollment in the doula pilot program closed as of 2/28/23. NYS Medicaid has been approved for statewide expansion of the doula services benefit in 2024. For more information on the statewide benefit, please visit the doula services website at [New York State Medicaid Doula Services Benefit \(ny.gov\)](#) or email the doula services team at doulapilot@health.ny.gov.

MANUAL CONTENTS

[Information for All Providers](#)

[Policy Guidelines](#)

[Fee Schedule](#)

[Provider Training Videos](#)

***Please note that the information in this presentation is current as of June 2024.**

Providers should reference the published provider manual on eMedNY for the most updated billing guidance.

June 2024

Provider Manual: Review Before You Begin Billing

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Links and eMedNY Contacts

- Important links and guidance for Medicaid-enrolled doula providers.
- Includes information for enrollment, providers and billing and regulation.
- Multiple pages of information.

1 Links and eMedNY Contacts

NYS Medicaid Updates

NYS Medicaid Updates are published monthly. Updates to the Doula Services policy may be made periodically and posted on the NYS Medicaid program's Medicaid Update website. NYS Medicaid Updates are available at:
health.ny.gov/health_care/medicaid/program/update/main.htm

Provider Communications

Provider communications may periodically be posted on eMedNY's Doula Services Provider Manual website. Please follow the link provided and click on the *Doula Services Provider Communications* icon under "Featured Links" for further information visit: [Provider Manuals - Doula \(emedny.org\)](https://www.emedny.org)

NYS Medicaid FFS Doula Services Fee Schedule

The NYS Medicaid FFS Doula Services Fee Schedules can be found on each of the approved billing provider's Fee Schedules. Fee Schedules can be found in the eMedNY Provider Manuals: [Provider Manuals - Doula \(emedny.org\)](https://www.emedny.org)

NYS Medicaid General Policy Manual – Information for All Providers

General Medicaid Policy information and billing guidance is available at:
[eMedNY : Provider Manuals : Information For All Providers](https://www.emedny.org)

New York Codes, Rules and Regulations, Title 18 (Social Services)

[New York Codes, Rules and Regulations, Title 18 - New York State Department of Health \(ny.gov\)](https://www.doh.ny.gov)

New York Codes, Rules and Regulations, Title 10

[New York Codes, Rules and Regulations, Title 10 - New York State Department of Health \(ny.gov\)](https://www.doh.ny.gov)

eMedNY

Doula Services Provider Enrollment:

Provider <https://www.emedny.org/info/ProviderEnrollment/doula/>

General eMedNY website: <https://www.emedny.org/>

eMedNY Phone Number: (800) 343-9000

Provider Enrollment Forms: [Provider Enrollment \(emedny.org\)](https://www.emedny.org)

Change of Address for Enrolled Providers:

[Provider Enrollment - Change of Address \(emedny.org\)](https://www.emedny.org)

Contact eMedNY for the following: Billing Questions, Remittance Clarification, Request

Description of Covered Services

Covered doula services may include:

- Intermittent support that aligns with personal and cultural preferences during the prenatal, childbirth, postpartum and newborn periods, inclusive of all pregnancy outcomes.
- Education, guidance, health navigation, and connections to community-based resources related to childbirth and parenting.
- Development of a birth plan and continuous labor support.
Patient-centered advocacy, and physical, emotional and nonmedical support.
- Facilitation of communication between the Medicaid member and medical providers; and
- Discussion of the importance of perinatal and pediatric health services provided by a licensed health provider during pregnancy and labor and delivery, and after pregnancy and the infant's birth.
- Doula services may be provided in the hospital, clinic, or community settings.
- Doula services may be provided during pregnancy, labor and delivery, and after pregnancy, regardless of pregnancy outcome.

Description of Covered Services

The following services are NOT eligible for Medicaid reimbursement under the doula services benefit:

- Medical and healthcare-related services, including case management, that require a license.
- Services outside the level of training and certification the doula has attained.
- Services that duplicate another covered Medicaid service or that are otherwise billed.
- Advocacy for issues not directly related to the Medicaid member's health or social care needs.
- Services that do not include direct engagement with the Medicaid member.
- Group doula services or group classes.
- Childcare.
- Shopping.
- Placenta encapsulation.
- Vaginal steams.
- Still and video photography; and
- Birthing ceremonies.

Provision of Doula Services & Telehealth

Provision of Doula Services

- Doula services are provided on an individual basis with the Medicaid member.
- To qualify for Medicaid reimbursement for perinatal doula services, the service:
 - Must involve a direct interaction with the Medicaid member.
 - Must meet the minimum time frame for the doula service; and
 - Can be administered in-person or via telehealth according to current Medicaid telehealth policy.
- To qualify for Medicaid reimbursement for labor and delivery doula services, the service:
 - Must involve a direct interaction with the Medicaid member; and
 - Must be provided to the Medicaid member in-person except in extenuating
 - circumstances, such as illness, emergency or precipitous birth, in which
 - case the current telehealth policy will apply.

NYS Medicaid Telehealth Policy:

- https://www.health.ny.gov/health_care/medicaid/redesign/telehealth/index.htm

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Documentation of the Service

- In addition to the “Record Keeping Requirements” found in the “Information to All Providers General Policy,” guidelines are available on the eMedNY website under information for providers.
- Services must be documented in the record maintained by the doula services provider for the Medicaid member. The Department conducts audits of persons who submit claims for payment under the Medicaid Program, and the Department may seek recovery or restitution if payments were improperly claimed, regardless of whether unacceptable practices have occurred.
- Documentation of doula services provided should include, but may not be limited to:
 - Date, time, and duration/time of service provided to Medicaid members; and
 - Information on the nature of the service provided and that supports the length of time spent with the individual on the date of service.

General Billing Guidance

The Medicaid-enrolled doula services provider may be reimbursed for up to eight perinatal visits and one labor and delivery encounter per pregnancy.

Billing Providers

- The doula is the billing provider and will directly enroll as a Medicaid provider.
- The doula does not require supervision.

Perinatal Visits

- Up to eight perinatal visits per pregnancy are reimbursable.
- Each perinatal visit must be at least 30 minutes of direct interaction with the Medicaid member to be reimbursed.
- Perinatal visits can occur in-person or via telehealth.
- Reimbursement is not available for doula service visits/appointments that are not kept.
- Current NYS Medicaid Telehealth policy will apply to reimbursable perinatal services.

Labor and Delivery

- One Labor & Delivery encounter per pregnancy is reimbursable.
- The Labor & Delivery encounter must involve direct interaction with the Medicaid member.
- A licensed perinatal services provider must be in attendance for the doula to be reimbursed.
- Labor & Delivery doula services are to be provided in-person except in extenuating circumstances such as illness or precipitous birth, in which case the current NYS Medicaid Telehealth policy will apply.

General Guidance: Multiple Visits & Balance Billing

Multiple Visits

- Multiple visits are not allowed in the same day except for the following instances:
 - A perinatal doula visit occurs early in the day, and a Labor & Delivery doula visit occurs later in the day, or
 - A Labor & Delivery doula encounter occurs early in the day, and a perinatal doula visit occurs later in the day.

Balance Billing

- Medicaid providers are not allowed to balance bill Medicaid members; payment received is considered payment in full for services rendered.

Language Interpretation Services

- Reimbursement is available for language interpretation services, when necessary, which are provided by a third party.
- The Medicaid billing provider will bill Medicaid for the interpreter services and would be responsible for paying the interpreter for services rendered.
- The doula **cannot** bill for interpretation services provided by her/himself.
- To be reimbursed for interpretation services, the service must be provided by an independent third-party vendor (e.g., telephonic interpretation service) whose sole function is to provide interpretation services for individuals with limited English proficiency and communication services for people who are deaf and hard of hearing.
- It is recommended that such individuals be recognized by the National Board of Certification for Medical Interpreters (NBCMI).
- The need for this service must also be documented in the medical record.

Language Interpretation Services, Continued

When billing the NYS Medicaid program for interpretation services, the following code should be used:

HCPCS Procedure Code	Billable Units
T1013	One Unit: Includes a minimum of eight up to 22 minutes of medical language interpreter services.
	Two Units: Includes 23 or more minutes of medical language interpreter services.

For additional information on interpretation services, please visit the following link:
https://www.health.ny.gov/health_care/medicaid/program/update/2012/2012-10.htm#cov

Update: Recommendation for Doula Services

- Until a standing recommendation for doula services has been published, NYS Medicaid Members must obtain a written recommendation from a licensed provider for doula services
- Doulas must keep a copy of the recommendation in their records.
- This form is **not required** for submission as part of a claim but may be asked for in an audit.
- This recommendation must be dated prior to the initiation of doula services.
- This recommendation can be completed using the [form](#) provided by the NYSDOH.



NYS Medicaid Doula Services Recommendation Form

If you are a Medicaid Member...



Doulas provide physical, emotional, educational, and non-medical support for pregnant and postpartum persons before, during, and after childbirth or end of pregnancy. You are eligible for doula services through NYS Medicaid during pregnancy and up to 12 months after pregnancy, regardless of the outcome.

You must obtain a recommendation **prior to the initiation of doula services** for the services to be covered by Medicaid. This recommendation must be from a licensed practitioner*, for example, your primary care provider, OBGYN, midwife, or nurse. You can ask for a recommendation even if you do not know who your doula will be yet.



If you are a doula enrolled in NYS Medicaid...

The doula must obtain a written record of the licensed practitioner's recommendation for the Medicaid Member **prior to the initiation of doula services** for the services to be reimbursed by Medicaid. The doula must maintain this recommendation in their documentation records for the Medicaid Member in compliance with HIPAA standards.



If you are a licensed practitioner...*

This recommendation acknowledges that the Medicaid member would benefit from doula support for the duration of the pregnancy and up until 12 months postpartum. A recommendation is not the same as a prescription or referral. You may provide a recommendation without identifying the doula who will serve the member.

This form can be used and is one example of a recommendation for doula services. Alternate documentation can be used as long as all of the information below is included to document a licensed practitioner's recommendation. This documentation must be kept by the Medicaid-enrolled doula services provider.

Licensed Practitioner's Recommendation for Doula Services	
Medicaid Member's First and Last Name:	Medicaid Member's DOB (MM/DD/YYYY):
Licensed Practitioner's First and Last Name:	Licensed Practitioner's License Number:
Licensed Practitioner's Signature:	Date of Signature (MM/DD/YYYY):

*Doula services are a preventative health service and must be recommended by a physician or other licensed practitioner of the healing arts acting within their scope of practice under State law to be eligible for Medicaid reimbursement. The licensed practitioner may include a physician, nurse practitioner, registered nurse, licensed midwife, psychologist, licensed clinical social worker, licensed marriage family therapist, licensed mental health counselor or psychiatrist.

Fee-for-Service Fee Schedule

Doula Services Healthcare Common Procedure Coding System (HCPCS) Procedure Codes and ICD-10 Diagnosis Codes

HCPCS Code	Diagnosis Code	Code Description	Service Description	Per Pregnancy Allowance
T1032	Z32.2 (prenatal/ pregnancy) or Z32.3 (postpartum)	"Services provided by a doula birth worker"	Perinatal Service: Prenatal or postpartum doula support (minimum of 30 minutes)	Up to and including 8 times
T1033	Z32.2	"Services provided by a doula birth worker, per diem"	Labor and Delivery: In-person doula support during labor and birth (no time minimum, must be present for the birth)	Up to and including 1 time

To see current Fee Schedule, click on fee schedule:
<https://www.emedny.org/ProviderManuals/Doula/>

MMC Plans are encouraged to match or exceed the FFS rate

Medicaid Managed Care Carve Out & Contracting Information

- Doula services will be carved out of the Medicaid Managed Care (MMC) plan benefit packages between March 1, 2024 and September 30, 2024.
- **All Medicaid Members who are enrolled in FFS or MMC plans are eligible for Medicaid coverage of doula services during and after the MMC carve out.**
- Doulas must first enroll in Medicaid as FFS providers before they can contract with MMC Plans
 - To enroll with FFS: <https://www.emedny.org/info/ProviderEnrollment/doula/>
- Each MMC Plan will have their own contracting process for doulas.
- More guidance about the Carve-Out can be found in the Provider Manual:
 - https://www.emedny.org/ProviderManuals/Doula/PDFS/Doula_Policy_Guidelines.pdf
- **The Medicaid Office has compiled a list of points of contact at each MMC plan for doulas. This list is available on the Doula Services website:**
 - https://www.health.ny.gov/health_care/medicaid/program/doula/index.htm

Billing Guidance for all Providers

Medicaid Partners

- New York State Department of Health (NYSDOH)
- Office of the Medicaid Inspector General (OMIG)
- GDIT - eMedNY
- County Department of Social Services (DSS)
NYC Human Resources Administration (HRA)
- New York State of Health
- Managed Care Plans
- Providers

New York State Department of Health

➤ Responsibilities

- Medicaid policy
- Procedure codes
- Required claim documentation
- Fees and Rates
- Prior Approvals
- Fraud and Abuse
- Over two year claims procedures
- Provider enrollment

➤ Website

www.health.ny.gov

Office of the Medicaid Inspector General (OMIG)

➤ Responsibilities

- Surveillance and monitoring of fraud and abuse

➤ Website and Phone Contact :

- **Website:** www.omig.ny.gov
- **Telephone:** (877) 87-FRAUD

GDIT - eMedNY

➤ Responsibilities

- Processing Medicaid claims
- Provider Manuals
- Remittance statements and checks
- Electronic Fund Transfer
- Billing inquiries & guidelines
- Provider training
- Electronic Transmitter Identification Numbers (ETIN)
- ePACES (Electronic Provider Assisted Claim Entry System)
- Provider Enrollment Maintenance (Fee-for-Service)
- Medicaid Eligibility Verification System (MEVS)

➤ Contact

eMedNY Provider Services – (800) 343-9000

Website – www.emedny.org

County Department of Social Services (DSS) NYC Human Resources Administration (HRA)

➤ Responsibilities

- Recipient enrollment and eligibility
- Excess recipient income (participation spend-down)
- Temporary ID cards
- Some prior approvals/authorizations
- Medicaid managed care plan concerns

[https://www.emedny.org/ProviderManuals/AllProviders/PDFS/
Information_for_All_Providers-Inquiry.pdf](https://www.emedny.org/ProviderManuals/AllProviders/PDFS/Information_for_All_Providers-Inquiry.pdf)

New York State of Health (NYSoH)

- NYS Health Benefit Exchange
 - Health Plan Marketplace
 - Created by the Affordable Care Act
 - Medicaid recipient enrollment and eligibility for select populations
 - County/Office code “H78” identifies clients that have been enrolled through NYSoH
 - Phone inquiries pertaining to eligibility from the NYS Health Benefit Exchange contact 855-355-5777

<https://nystateofhealth.ny.gov>

Managed Care Plans

➤ Responsibilities

- Contract with providers
- Covered services
- Plan procedures
- Referral process
- Recipient education
- Maintenance of records

➤ Website and Phone Contact:

- Refer to: 'Information for All Providers', Managed Care Information Section of the Provider Manual for plan codes and telephone numbers.

<https://www.emedny.org/ProviderManuals/AllProviders/index.aspx#mcparty>

Providers

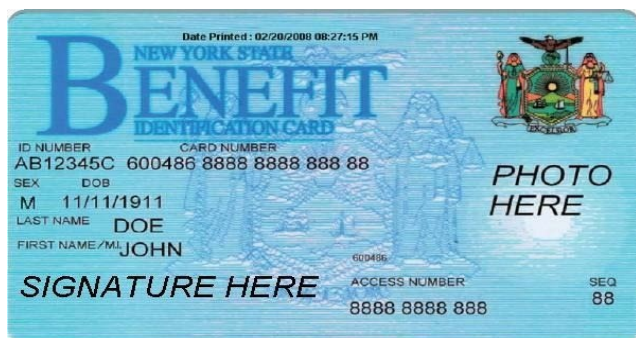
➤ Responsibilities

- Verify eligibility via Medicaid Eligibility Verification System (MEVS)
- Timely submission of claims
- Retain appropriate medical record data
- Be compliant with HIPAA guidelines
- Obtain and Register NPI
- Follow NYS Medicaid rules and regulations
- Review the monthly NYSDOH *Medicaid Update*
- Refer frequently to eMedNY website for updated info
- Refer frequently to the DOH Doula website for updated info

Medicaid Benefit Identification: CARDS/FORMS

Medicaid Benefit Identification Cards and Forms with which you will need to become familiar are:

- Permanent plastic photo card
- Permanent plastic non-photo card
- Replacement paper card
- Temporary Medicaid Authorization Form, DSS-2831A



Medicaid Eligibility Verification System - MEVS

- Methods for checking eligibility
 - **ePACES**: Free Internet based application
 - **Audio Response Unit**:(touch-tone telephone method)
1 800-997-1111
 - Alternate access: Batch and Real-time 270/271 Eligibility Inquiry & Response

Eligibility verification is necessary to avoid risk of receiving no payment

Determining Enrollee Status

- Eligibility verification is critical for payer Identification
 - Medicaid Fee-for-Service -or-
 - Managed Care Organization (MCO)

- MEVS communicates Medicaid and MCO eligibility and plan information including:
 - Recipient eligibility status
 - Plan Information
 - Plan Name
 - Plan Address
 - Plan Phone Number
 - Plan Code

- MEVS communicates recipient demographic information including address

MEVS Provider Manual

The screenshot shows the eMedNY website header with the logo and navigation links: home, self help, glossary, site map. Below the header is a search bar with the text "ENHANCED BY Google" and a search icon. The main navigation menu includes: What's New, Information, Provider Enrollment, Provider Manuals (highlighted), Provider Outreach and Training, Contacts, eMedNY HIPAA Support, eMedNY Tools Center, and PTAR. A dropdown menu for "Provider Manuals" is open, showing options: Provider Manuals, Information for all Providers, and MEVS and Supplemental Documentation (highlighted). Below the navigation is a breadcrumb trail: [Provider Manuals](#) > [MEVS and Supplemental Documentation](#). The main heading is "MEVS and Supplemental Documentation" with an icon of a filing cabinet.

The following information *is not part of your provider manual*. However, it may be useful information, and is placed here for your convenience. (When changes are made to this document, the former version will be archived and can be retrieved by clicking on the archive link.)

MEVS Documentation

 [MEVS/DVS Provider Manual](#) (PDF 952KB)

Version 4.44, February 2024

This manual replaces MEVS/DVS Provider Manual dated December 2022.

[MEVS / DVS Provider Manual Archive](#)

Supplemental Documentation

 [FTP Batch Procedure Instructions](#) (PDF 149KB)

This document contains information pertaining to access methods, obtaining access, file preparation procedures, and links to file format specifications in eMedNY's Companion Guides.

MEVS Provider Manual

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Section 4
describes
eligibility
messages

ePACES – Eligibility Request

New Eligibility Request

Claims

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- [Find Claims](#)
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- [Build Claim Batch](#)
- [Submit Claim Batches](#)
- [Status Inquiry](#)
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Eligibility

- [Request](#)
- [Responses](#)

PA/DVS

- [Initial Request](#)
- [Revise/Cancel Request](#)
- [Responses](#)
- [Image Upload](#)
- [PA Roster](#)
- [PA Roster Downloads](#)

Support Files

- [Provider](#)
- [Other Payer](#)
- [Submitter](#)

User Admin

- [Add/Edit Users](#)



* Indicates required field(s)

Client ID

* Enter Client ID:

Client Information

* First Name:

* Last Name:

* Date Of Birth:

* SSN:

OR

County Code:

* Gender:

OR

Ordering/Referring Provider NPI:

* Date of Service:

*Service Types

Available for submission:

Filter

- 1 - Medical Care
- 2 - Surgical
- 3 - Consultation
- 4 - Diagnostic X-Ray
- 5 - Diagnostic Lab
- 6 - Radiation Therapy
- 7 - Anesthesia
- 8 - Surgical Assistance
- 9 - Other Medical

Selected for submission:

- 30 - Health Benefit Plan Coverage

Submit

Clear

ePACES – Eligibility Response Examples

Client Information:

Client ID:	LL11111X	Client Name:	DOE, JOHN
Gender:	M	SSN:	
Date of Birth:	4/26/1987	Address 1:	ADDRESS LINE 1
Anniversary Date:	1/01/2024	Address 2:	
Recertification:	December	City, State Zip:	CITY, STATE ZIP
County:	Nassau	Office:	
Date of Service:	4/04/2024	Plan Date:	1/01/2024

Medicaid Eligibility Information:

Not MA Eligible

ePACES – Eligibility Response Examples

Client Information:

Client ID:	LL11111X	Client Name:	DOE, JOHN
Gender:	M	SSN:	
Date of Birth:	4/26/1987	Address 1:	ADDRESS LINE 1
Anniversary Date:	1/01/2024	Address 2:	
Recertification:	December	City, State Zip:	CITY, STATE ZIP
County:	Nassau	Office:	
Date of Service:	4/04/2024	Plan Date:	1/01/2024

Medicaid Eligibility Information:

MA Eligible

Co-pay Remaining: \$50.00

Covered Services

Code	Description
AG	Skilled Nursing Care
AL	Vision (Optometry)
MH	Mental Health
UC	Urgent Care
1	Medical Care
35	Dental Care
4	Diagnostic X-Ray
47	Hospital
48	Hospital - Inpatient
5	Diagnostic Lab
50	Hospital - Outpatient
86	Emergency Services
88	Pharmacy
98	Professional (Physician) Visit - Office

Standard Co-pay

Service Type	Co-pay
Clinic	\$3.00
X-Ray	\$1.00
Lab	\$0.50
Inpatient	\$25.00
OTC	\$0.50
Brand Drug	\$3.00
Generic	\$1.00

ePACES – Eligibility Response Examples

Client Information:

Client ID:	LL11111X	Client Name:	DOE, JOHN
Gender:	M	SSN:	
Date of Birth:	4/26/1987	Address 1:	ADDRESS LINE 1
Anniversary Date:	1/01/2024	Address 2:	
Recertification:	December	City, State Zip:	CITY, STATE ZIP
County:	Nassau	Office:	
Date of Service:	4/04/2024	Plan Date:	1/01/2024

Medicaid Eligibility Information:

ELIGIBLE PCP

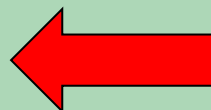
Co-pay Remaining: \$0.00

Covered Services

Code	Description
82	Family Planning
88	Pharmacy

Medicaid Managed Care:

Plan name: UNITED HEALTHCARE OF NY INC
 Address: 77 WATER STREET 14TH
 NEW YORK, NY 100054407
 Phone: (212) 898-8400
 Plan Code: MO



Claim Submission

➤ Claim Adjudication Cycle

- Weekly cycle processing
 - Monday 6:00 PM cut-off time
 - Check & Remit prepared the following Monday
 - Checks & Paper remits are mailed 2 weeks and 2 days from check date
 - Electronic Funds Transfer (EFT) - funds are available 2 weeks and 2 days from check date

Claim Submission Methods

- Paper – eMedNY-150003 Form
 - Claim forms may be requested at:
eMedNY Call Center – 800-343-9000

- Electronically
 - ePACES (electronic Provider Assisted Claim Entry System)
 - HIPAA Compliant Software (837 Professional)

Claim Submission Methods

➤ Paper Claim Form:
eMedNY-150003

Instructions are available in
the provider manual

MEDICAL ASSISTANCE HEALTH INSURANCE CLAIM FORM TITLE XIX PROGRAM
PATIENT AND INSURED (SUBSCRIBER) INFORMATION

ONLY TO BE USED TO ADJUST/VOID PAID CLAIM

A CODE V

ORIGINAL TRANSACTION CONTROL NUMBER

1. PATIENT'S NAME (First, middle, last)
Jane Smith

2. DATE OF BIRTH
05/20/1990

3. INSURER'S NAME (First name, middle initial, last name)

4. PATIENT'S ADDRESS (Street, City, State, Zip Code)

5. INSURED'S SEX
MALE FEMALE

6. MEDICARE NUMBER

7. PATIENT'S TELEPHONE NUMBER

8. INSURED'S EMPLOYER OR OCCUPATION

9. OTHER HEALTH INSURANCE COVERAGE - Enter Name of Policy Holder, Plan Name and Address, and Policy or Private Insurance Number

10. WAS CONDITION RELATED TO PATIENT'S EMPLOYMENT
 SELF SPOUSE CHILD OTHER
 CRIME VICTIM
 AUTO ACCIDENT OTHER LIABILITY

11. INSURED'S ADDRESS (Street, City, State, Zip Code)

12. DATE

13. INSURED'S SIGNATURE

14. DATE OF ONSET OF CONDITION

15. FIRST CONSULTED FOR CONDITION

16. HAS PATIENT EVER HAD SAME OR SIMILAR SYMPTOMS

17. DATE PATIENT MAY RETURN TO WORK

18. NAME OF REFERRING PHYSICIAN OR OTHER SOURCE

19. ADDRESS (OR SIGNATURE SHIP ONLY)

20. NATIONAL DRUG CODE

21. NAME OF FACILITY WHERE SERVICES RENDERED (if other than home or office)

22. WAS LABORATORY WORK PERFORMED OUTSIDE YOUR OFFICE

23. DIAGNOSIS OR NATURE OF ILLNESS, RELATE DIAGNOSIS TO PROCEDURE IN COLUMN 24H BY REFERENCE TO NUMBERS 1, 2, 3, ETC. OR ICD-9 CODE

24. DATE OF SERVICE

25. PLACE

26. PROCEDURE CD

27. MOD

28. MOD

29. MOD

30. MOD

31. DIAGNOSIS CODE

32. DAYS OR UNITS

33. CHARGES

34. AMOUNT PAID

35. BALANCE DUE

36. ACCEPT ASSIGNMENT

37. TOTAL CHARGE

38. AMOUNT PAID

39. BALANCE DUE

30. EMPLOYER IDENTIFICATION NUMBER / SOCIAL SECURITY NUMBER

31. PHYSICIAN'S OR SUPPLIER'S NAME, ADDRESS, ZIP CODE

32. MY FEE HAS BEEN PAID

33. DATE SIGNED

34. PATIENT'S ACCOUNT NUMBER

35. OTHER REFERRING ORDERING PROVIDER (LICENSE NO.)

36. PROF CD

37. CASE MANAGER ID

EMEDNY-150003

Claim Submission Methods

- Electronically
 - ePACES

The screenshot shows the eMedNY ePACES web application interface. At the top, the logo "eMedNY ePACES" is displayed, along with "Help" and "Log Out" links. Below the logo, the "PROVIDER NAME - 0123456789" is shown. A "Change Provider:" dropdown menu is visible, followed by a "Go" button. The main content area features a "welcome to" message and the "ePACES" logo, which is overlaid on the Seal of the State of New York. Below the logo, there is a paragraph of text: "The New York State Department of Health invites you to use the ePACES application to request and receive a variety of HIPAA-compliant Medicaid transactions. Using the links in the menu-bar on the left and the Help link on the top right of each page, you will be able to easily navigate through all the available functionality. If you do not see the necessary links in the menu at the left, please contact your Primary Administrator." Below this text, another paragraph states: "Please make sure your Provider Name is displayed at the top of the page before continuing. If your Provider Name is incorrect or not available in the 'Change Provider' drop-down box at the top of the page, please contact the eMedNY HelpDesk at 800-343-9000." At the bottom of the main content area, there is a link to "eMedNY DOH". On the left side of the interface, there is a navigation menu with the following sections: "Claims" (with links for New Claim, Find Claims, Real Time Responses, Build Claim Batch, Submit Claim Batches, Status Inquiry, and Status Responses), "Eligibility" (with links for Request and Responses), "PA/DVS" (with links for Initial Request, Revise/Cancel Request, and Responses), "Image Upload", "PA Roster", "PA Roster Downloads", "Support Files" (with links for Provider, Other Payer, and Submitter), and "User Admin" (with a link for Add/Edit Users).

- Free web-based application
- Verify member eligibility
- Submit claims
- Check claim status

Claim Submission Methods

➤ Electronically

- ePACES enrollment
- Contact the eMedNY Call Center at 800-343-9000
- Select Option 2 for ePACES Enrollment
- An email containing a Token number will be sent to you
- Reply to the email as instructed
- Another email will instruct you to activate your account by going to <https://www.emedny.org/enroll>

Claim Submission Methods

➤ Electronically

- ePACES enrollment (continued)
- Enter your NPI and Token
- Check the box indicating you have read and agree to the Medicaid confidentiality regulations
- Click – Agree/Login

•• ePACES Activation

Welcome to the ePACES Activation website. First time users please enter your provider number and token. After you receive your user ID and password, please use these to access this system.

If any of this information is unavailable please contact Provider Services at 1-800-343-9000.

*Provider Number: **OR** User ID:
Token: Password:

I have read and I agree to the Medicaid Confidentiality Regulations.
[View Medicaid Confidentiality Regulations.](#)

*Enter either your NPI or MMIS ID

https://www.emedny.org/HIPAA/QuickRefDocs/ePACES-Enrollment_Overview.pdf

Claim Submission Methods

- To send or receive electronic claim information providers need the following:
 - ETIN (Electronic Transmitter Identification Number)
 - Certification Statement – updated annually
 - Trading Partner Agreement
 - User ID and Password
 - Electronic Remittance/PDF Remittance Request Form (to receive 835 or PDF remittance)

Forms are available at - <https://www.emedny.org/info/ProviderEnrollment>

Electronic Payment/Responses

- **EFT** – Electronic Funds Transfer
 - Funds deposited directly to checking or savings account
- **PDF Remittance Advice**
 - PDF version of the paper remittance delivered electronically to eXchange
- **Electronic Remittance Advice**
 - HIPAA compliant 835 formats that require software to interpret

Note: Medicaid requires all billing providers to register for EFT and ERA or PDF remittances.

Sample Paper/PDF Remittance Advice

PAGE 03
DATE 08/06/07
CYCLE 1563



TO: ABC PRACTITIONER
123 MAIN STREET
ANYTOWN, NEW YORK 11111

ETIN:
PRACTITIONER
PROV ID: #####
REMITTANCE NO: #####

LN. NO	OFFICE ACCOUNT NUMBER	CLIENT NAME	CLIENT ID NUMBER	TCN	DATE OF PROC. SERVICE CODE	UNITS	CHARGED	PAID	STATUS	ERRORS
01	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 91105	1.000	14.30	14.30	PAID	
02	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 90846	1.000	14.30	14.30	PAID	
01	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 99221	1.000	52.80	52.80	PAID	
01	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 99111	1.000	66.00	66.00	PAID	
01	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 99285	1.000	17.60	17.60	ADJT	ORIGINAL CLAIM PAID MM/DD/YY
01	CPXXXXXX	LASTNAME	LL#####L	#### #	MM/DD/YY 99281	1.000	14.30	14.00	ADJT	

*=PREVIOUSLY PENDED CLAIM
**=NEW PEND

TOTAL AMOUNT ORIGINAL CLAIMS	PAID	147.40	NUMBER OF CLAIMS	4
NET AMOUNT ADJUSTMENTS	PAID	3.60	- NUMBER OF CLAIMS	1
NET AMOUNT VOIDS	PAID	0.00	NUMBER OF CLAIMS	0
NET AMOUNT VOIDS – ADJUSTS		3.60	- NUMBER OF CLAIMS	1

Timely Claim Submission


- Initially submit claims within 90 days of the date of service to be valid and enforceable, unless the claim is delayed due to circumstances outside the control of the provider.
- Claims submitted after 90 days must be submitted within 30 days from the time submission came within the control of the provider.
- If a claim is returned to a provider due to data insufficiency or claiming errors (rejected or denied), it must be corrected and resubmitted within 60 days of the date of notification to the provider.

Timely Claim Submission

- In addition, paid claims requiring correction or resubmission must be submitted as adjustments to the paid claim within 60 days of the date of notification.
- In most cases adjustments, rather than voids, must be billed to correct a paid claim.
- Claims not correctly resubmitted within 60 days, or those continuing to not be payable after the second resubmission, are neither valid nor enforceable.

Timely Claim Submission (Continued)

- Delay Reason Code Form – submit with claims containing dates of service over 90-days old
- Submit one Delay Reason Code Form with each late claim form
- Refer to the Timely Billing Guidelines in the Information for All Providers section of Provider Manual or in the Information Tab of www.emedny.org

eMedNY Delay Reason Code Form 

eMedNY PO Box 4601 Rensselaer, NY 12144-4601	<u>Expedited / Priority Shipping:</u> eMedNY 327 Columbia Turnpike ATTN: Box 4601 Rensselaer, NY 12144	Client Identification Number: _____ Date(s) of Service: _____
----------------------------------------------------	--------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------

The attached claim is for services for which the timely filing limit has expired. The reason for late submission is (Enter 'X' in box where appropriate):

- 1 Proof of eligibility unknown or unavailable
- 2 Litigation (Include supporting documentation)
- 3 Authorization Delays (include supporting documentation)
- 4 Delay in Certifying Provider
- 5 Delay in Supplying Billing Forms (applies to paper claims only)
- 6 Delay in Supplying Custom-made Appliances ** NYS Medicaid does not accept this reason for delay and will deny a code value of "6", **
- 7 Third Party Processing Delay (include EOMB)
- 8 Delay in Eligibility Determination
- 9 Original Claim Rejected or Denied due to a reason unrelated to the billing limitation rules
- fill in Transaction Control Number (TCN) of original claim: _____
- 10 Administrative Delay in the Prior Approval Process
- fill in prior approval number: _____
- 11 Other (select one)
 - (A) Adjustment of Paid Claim
- fill in original TCN: _____
 - (B) Audit Directed Replacement of Voided Claim
- fill in voided claim TCN: _____
 - (C) Provider Initiated Replacement of Voided Claim
- fill in voided claim TCN: _____
 - (D) Interrupted Maternity Care - delayed prenatal care claims because delivery performed by a different practitioner
 - (E) IPRO Denial/Reversal - Island Peer Review Organization previously denied claim but denial was reversed on appeal - fill in original TCN: _____
- 15 Natural Disaster (include supporting documentation)

Sincerely,
 Name: _____
 Title: _____

Refer to your Provider Manual, General Billing section for more information on the timely submission of claims.

Timely Claim Submission (Continued)

➤ 90-Day Indicator for Electronic Claims (HIPAA Compliant)

1 = Proof of eligibility unknown or unavailable

2 = Litigation

3 = Authorized delays

4 = Delay in certifying provider

6 = Delay in supplying custom made appliances *

7 = Third party processing delay

8 = Delay in eligibility determination

9 = Original claim rejected or denied due to a reason unrelated to the billing limitation rules

10 = Administration delay in the prior authorization process

11 = Other (IPRO denial reversal, interrupted maternity care & adjustments of paid claims)

15 = Natural Disaster

* eMedNY will deny code 6

eMedNY ListServ

eMedNY LISTSERV®

Welcome to the eMedNY LISTSERV®. The eMedNY LISTSERV® is a new Medicaid mailing system that offers providers, vendors and other subscribers the opportunity to receive a variety of notifications from eMedNY. The email notifications are provided as a free service to subscribers and may include information on provider manual updates, fee schedules, edit status changes, billing requirements and many other helpful notices. Notifications will be sent as necessary to keep subscribers informed and up to date about eMedNY/Medicaid initiatives and changes that may impact the provider community.

To subscribe or unsubscribe, please choose the list(s) you want, enter and confirm your email address below (scroll down), and then click the "SUBMIT" button.

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Overview Category	✓Subscribe	✗Unsubscribe	
eMedNY General Updates	<input type="checkbox"/>	<input type="checkbox"/>	Archives
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PTAR	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Provider Type	✓Subscribe	✗Unsubscribe	
Acupuncture	<input type="checkbox"/>	<input type="checkbox"/>	Archives
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Assisted Living (ALP)	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Bridges to Health	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Care at Home Waiver	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Child (Foster) Care Agency	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Chiropractor and Portable X-Ray	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Clinic	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Clinical Psychology	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Clinical Social Worker	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Comprehensive Medical Case Management	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Day Treatment	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Dental	<input type="checkbox"/>	<input type="checkbox"/>	Archives
Doula	<input type="checkbox"/>	<input type="checkbox"/>	Archives



NYS Medicaid Update Newsletter



Services News Government

Department of Health

Individuals/Families

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Health Facilities

You are Here: [Home Page](#) > [DOH Medicaid Update Main Page](#) > DOH Medicaid Update

DOH Medicaid Update

Search All Medicaid Update Issues

[Hint: Use all variations of whole words (alone or in phrases), separated by commas, for best results (e.g., 72 hour, 72 hours).]

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Provider Directory

- [Current Provider Directory](#)
- For historical Provider Directory listings, please find the section in most archived PDF file version issues.

Editor's Office

- **Comments and Suggestions Regarding this publication or website?**
Readers can contact the editor, Angela Lince, at medicaidupdate@health.ny.gov.
- **Each new issue of the Medicaid Update Newsletter is announced via email using the Medicaid Update LISTSERV.** If readers want to sign up for the *Medicaid Update* LISTSERV, please email the request to: medicaidupdate@health.ny.gov.

Search Functions

1. *Recommended:* The "**Search All Medicaid Update Issues**" box at the top of this page performs a search of **any** words used within **only** *Medicaid Update* articles. Search results are a combination of closeness-of-match and recency of posting.
2. The categories in "**Medicaid Update Topics A to Z**" present articles that have been grouped over time through renaming or expansion.
3. For a quick search of article titles, readers can open the entire article list by selecting the "[DOH Medicaid Update Index - A to Z](#)" [web page](#) (to which the topics are linked) and then performing a Windows "Find" by striking Ctrl-F on the keyboard or by menu in the browser of their choice.

For Billing Questions

eMedNY Contacts

This page provides important eMedNY contact information. If you find any information or links on this web site to be inaccurate, please use the form below to let us know.

eMedNY Call Center: 1-800-343-9000

Please fill out the following fields in order to provide us with the information we need to assist you and improve our offerings. If you prefer not to use this form, you may use any of the other contact information listed on this page to get in touch with us.

eMedNY Contact Form

Topic: *

Title: Dr. Mr. Ms. Mrs.

First Name: *

Last Name: *

Phone Number: *

Email: *

Provider ID Number:

License Number:

State:

Subject: *

Message: *

* I certify that I have NOT entered in any Protected Health Information (PHI) or Personally Identifiable Information (PII)

Website:

- <https://www.emedny.org/contacts/emedny.aspx>
- Call number and contact form available

Upcoming Doula Services Meetings

Remaining 2024 Town Hall Meeting Dates	
June 11	<ul style="list-style-type: none"> Town Halls are scheduled for the second Tuesday of every month from 10am-12pm.
July 9	
August 13	
September 10	<ul style="list-style-type: none"> Town Hall engagements may be reduced based on need for discussion.
October 8	
November 12	
December 10	<ul style="list-style-type: none"> Additional Meetings to Support Provider Enrollment will continue to be added.

June 2024

June Town Hall Registration Link

- <https://meetny.webex.com/weblink/register/r929c7719c8992d4d265e16139ccd81b3>

Part 2 Billing Session:

- Monday, June 17, 2024 1:30-3:30pm
- <https://www.zoomgov.com/meeting/register/vJIsduqsqTkuEk4O0WUOVYuxAUbBpT TBVdE#/registration>

Closing Remarks and Next Steps

To be added to the listserv: doulapilot@health.ny.gov.

For more information on the Doula Services benefit, visit https://health.ny.gov/health_care/medicaid/program/doula/

To enroll as a NYS Medicaid Doula Services Provider, visit <https://www.emedny.org/info/ProviderEnrollment/doula/>

Thank you for participating.

End Presentation

June 2024