Provider Enrollment: Referring, Ordering, Prescribing, and Attending (ROPA) Providers

Dental Claims Changes

Quick Reference Guide

The Agency for Health Care Administration (Agency) and DXC Technology (DXC) are preparing for compliance with federal requirements detailed in the Patient Protection and Affordable Care Act (ACA), mandating all ordering and referring physicians, or other professionals providing services to Medicaid recipients be enrolled with the Florida Medicaid program. In the future, the Florida Medicaid Management Information System (FMMIS) will verify the National Provider Identification (NPI) number submitted for ordering and referring providers on Fee-for-Service (FFS) claims and encounters. Providers seeking more information about the dental claims processing changes associated with the ROPA Provider Enrollment initiative may refer to this Quick Reference Guide (QRG).

What’s Happening?

- New informational Error codes, Explanation of Benefits (EOB) codes, and new Claim Adjustment Reason Code/Remittance Advice Remark Code (CARC/RARC) combinations are introduced to follow federal requirements. Click here to see what these modifications are.
- X12 837D submitters can include referring provider information in the transactions. Click here to see how to report this information.

Who?

- Dental providers who know, or have reason to believe, there was a referring provider are required to list the referring provider on FFS claims.
- Health plans that know, or have reason to believe, there was a referring provider must ensure that billing providers list the referring provider on encounters.

When?

- The Agency will provide notice prior to denying claims and encounters for ROPA edits. A tentative date is not available at this time.

How?

- Providers will receive the new edits if the referring provider is not identified by an NPI number. The edits are informational and will not result in a denial at this time.

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Who?

Provider Type 35, Dentist, may have a referring provider listed on the claim.

When?

The Agency will provide notice prior to denying claims and encounters for the edits identified below.

How?

In the future, dental providers may receive the following edit if the referring provider is not known to Florida Medicaid and identified by their NPI number.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>CARC / RARC Combination</th>
<th>EOB Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1929</td>
<td>206 / N286</td>
<td>1108 NPI REQUIRED – REFERRING PROVIDER</td>
</tr>
</tbody>
</table>

Bills receiving these edits should verify the referring provider supplied on the claim is identifiable via a valid NPI number. NPI records may be reviewed at https://npiregistry.coms.hhs.gov/.

In the future, dental providers may receive the following edit if the referring provider is enrolled as a group.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>CARC / RARC Combination</th>
<th>EOB Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1977</td>
<td>208 / N77</td>
<td>1122 ROPA PROVIDER CANNOT BE A GROUP</td>
</tr>
</tbody>
</table>

X12 837D

X12 submitters report referring provider information in the 2310A loop of the X12 837D transaction. Submitters must include the provider’s NPI, along with the appropriate entity identifier code (DN for referring). The NPI provided in the transaction must be valid and known to Florida Medicaid.

For information on how to successfully submit referring provider information on the X12 837D submission, please refer to the EDI Companion Guides page on the Florida Medicaid Web Portal. Please see the Contact Us section for more information.

<table>
<thead>
<tr>
<th>ROPA Provider</th>
<th>Reference Points</th>
<th>Claim Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDI</td>
<td>837D – Loop ID 2310A</td>
<td>Dental Claim</td>
</tr>
</tbody>
</table>
Contact Us

We’re here to help! Providers may contact us using the following information.

Visit the Florida Medicaid Web Portal at mymedicaid-florida.com to access the EDI companion guides and to stay up-to-date on all.

Visit the Agency’s website at ahca.myflorida.com to access service-specific policies, as well as other resources.

Contact the Provider Services Contact Center at 1-800-289-7799, Option 7, if billing assistance is needed or to request to speak to a field services representative.