New Medicaid Information Technology System (MITS) Update

Since the implementation of MITS on August 2, 2011, over seven million claims have been processed, with 91% paid and 9% denied. In the first weeks, over 37,000 provider/agent "users" signed on to the new secure MITS web portal and created a new MITS account. All three claim types, Professional (CMS1500), Institutional (UB04), and Dental (ADA2006) are accepted through the new portal and processed in MITS with provider payments generated from MITS since the first payment cycle on August 11, 2011. Trading Partners are able to send and receive EDI transactions, and providers are able to check eligibility, make changes to their demographics, make adjustments to claims, and access their financial information.

During the MITS implementation phase, there will continue to be enhancements and adjustments to the web portal and system functionality. ODJFS has identified several known issues that have been 'fixed' or a resolution will soon be communicated to providers. It is important for providers to stay informed during this implementation phase by frequently visiting the MITS website where all known issues and resolutions will be published at: http://jfs.ohio.gov/mits/index.stm.

Examples of Known Issues and Updates:

During the first weeks following implementation, several known issues were identified. Most MITS implementation issues can be classified one of several broad categories: 1) account and agent set up; 2) consumer eligibility, third party liability (TPL)/coordination of benefits (COB); and 3) use of the web portal for claims submissions and prior authorization submissions.

MITS web portal registration and account set up issues that occurred during the early registration period have been corrected and additional training resources are available on the MITS website.

MITS claims issues are primarily related to the set up of edits and audits. The majority of monthly DME audits have been reset to calendar months as of September 16, 2011. The final group of audits was reset on September 23, 2011. Claims or lines that denied or had units cut back may be re-billed. No mass adjustments are being considered at this time.

Medicare coverage and claims processing for dual eligible consumers with both Medicare and Medicaid coverage is being reviewed with significant input from external parties.

PA submission issues are also being addressed as they are identified. The paperless PA process is new to many providers. Along with addressing system issues, additional training and information will continue to be developed and communicated to providers. One of the new processes with MITS, providers may only make changes to submitted PAs that are in the initial pending status or when the PA is pending additional information. If providers need to make changes to a PA that has been approved or denied, they must submit a new PA, and in the review text field reference the original PA/tracking number and include the reason for a requested change. Once a decision has been made for any PA, either approved or denied, no changes can be made.

Computer set up and the use of certain billing software for trading partners has also created provider-specific issues. As providers become more familiar with MITS including account set up, electronic submission of claims and PA requests, eligibility verification, and other new functionality, they will experience less difficulty conducting business with Medicaid.

ODJFS acknowledges there will be changes in processes with the new system. However, Medicaid policy has remained the same. Providers are strongly encouraged to take advantage of the many online resources available to help with the transition to MITS by visiting the MITS website at: http://jfs.ohio.gov/mits/index.stm.

Provider Resources:

Providers who are experiencing individual claims or system questions are strongly encouraged to call the Provider Call Center at 1-800-686-1516. This is the most direct method to report and resolve issues with portal functionality or questions about claims, prior authorizations, and eligibility. If necessary the concern will be elevated and a "remedy" ticket initiated to assure that a review is conducted. The Provider Call Center staff is also aware of known MITS system issues and possible solutions. Unless an issue is reported through the Provider Call Center, it may not be recorded and referred for review and resolution.

Many MITS issues identified through the Provider Call Center are either provider training or system issues. ODJFS continues to offer additional MITS training sessions beginning in September through November 2011 for providers who did not take advantage of 'pre go live' training or who continue to have difficulty using the new web portal.

The MITS website is a tremendous resource for providers. Providers should check the website first at http://jfs.ohio.gov/mits/index.stm before calling the Provider Call Center. New information and links to other OHP resources are available such as:

- Provider eLearning Tutorials, FAQs, web portal user manuals and training presentations posted on the MITS Provider Training Page
- New "Known Issues" posted to MITS home page
- New "Answer Key" documents linked from the MITS home page
- System down and/or payment issues posted on the MITS Implementation Notices page
- Technical Requirements:
    - Internet Access (high speed works best)
    - Internet Explorer version 6.5 - 8.0 or Firefox 1.5 - 3.5
    - Turn off pop-up blocker functionality
- How do I Access the MITS Portal?
    - Go to https://portal.ohmits.com/Public/
    - **MITS Public Provider** page, on the right side of the screen, under the **Provider Setup** heading, click the **Click here to setup your account** link
- For Claims & COB/TPL questions go to:
    - http://jfs.ohio.gov/mits/Pointers_for_Providers_Claims_in_MITS.pdf
    - http://jfs.ohio.gov/mits/COB_Final_08302011.pdf
    - http://jfs.ohio.gov/mits/TPL_handout_revised.pdf
- Historical Remittance Advices created prior to MITS Go Live, August 2, 2011 will continue to be available on the 'old' Provider Portal at: https://medicaidremit.ohio.gov/default/home.jsf#