



ARMedicaid Insider: Volume 2, Issue 3, March 2017 Arkansas' Upgrade to a New MMIS

Progress on the development of the new Medicaid Management Information System (MMIS) and HealthCare Portal continues for a targeted implementation of mid-2017. This issue of the *ARMedicaid Insider* discusses:

- ✓ Early registration for the new HealthCare Provider Portal
- ✓ What will happen to claims in suspense during the system crossover
- ✓ Requirements for upgrading Provider Electronic Solutions (PES) software to function with the new system

Early HealthCare Provider Portal registration will start May 1!

Get ready for Go-live! Early HealthCare Provider Portal registration begins May 1, 2017. Starting on this date, Arkansas Medicaid providers will be able to register for Provider Portal access and assign delegate access. All Provider Portal functionality will be open after Go-live.



IMPORTANT: If you have a billing company, they will need to enroll as a trading partner and can also register for the portal starting May 1. Please contact your billing company and notify them.

A link to register for the portal, trading partner enrollment, and additional information will be posted May 1 on the [Front Line webpage](#).

Claims in suspense during system crossover will transfer to the new MMIS.



If a provider has claim(s) in suspense when the new MMIS goes live, those claims will have a two-step process to transfer to the new system.

Step 1. Claims that are still in process when the new system goes live will deny with EOB code 755 which says "Denied and Resubmitted in new system."

Step 2. HPE will select all claims in the current Legacy system with EOB code 755 and pull them into the new system (interChange) for processing. No action is needed by you for these claims.

Please watch the [Front Line webpage](#) for additional information on when these steps will take place.

Provider Electronic Solutions (PES) software upgrade is required.

Provider Electronic Solutions (PES) software will be available for claim submission after Go-live but will require an upgrade. Providers will use PES version 2.24 up until Go-live. After Go-live, PES version 2.25 must be downloaded from the Arkansas Medicaid website. Version 2.24 will not work with the new MMIS. Technical support will be available after Go-live.



NOTE: You cannot have both versions downloaded on your computer at the same time. Wait until the new system is up and running to download the newest version 2.25.

The [Front Line webpage](#) will keep you up-to-date on when version 2.25 is available.



Stay informed!

Don't miss the opportunity to receive live training on navigating the Provider Portal.

Visit the [Front Line webpage](#) to register for workshops being held over the next several months at locations around the state. Additional webinars will be available on the webpage beginning May 2017.

The Front Line webpage (<https://medicaid.mmis.arkansas.gov/provider/frontline.html>) is your information hub for the new MMIS. Add Front Line to your favorites and check it often for future training opportunities, FAQs, and timely implementation news.