

STATE OF NEW HAMPSHIRE BEAS GENERAL MEMORANDUM (GM)	
DATE:	11/08/2023
TO:	Case Management Agencies, Financial Management Services, Long Term Care Medical Unit, DHHS Program Integrity
FROM:	Wendi Aultman, Bureau Chief, Elderly & Adult Services
SIGNATURE:	
SUBJECT:	CFI Rate Increase- PDMS
GM NUMBER:	23- 28
EFFECTIVE DATE:	11/08/2023
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.
MEMORANDUM SUMMARY	
The purpose of this memorandum is to notify Choices for Independence (CFI) Case Managers and Financial Management Service (FMS) providers of the retroactive rate increase for Participant Directed (PDMS) services.	

House Bill 2 (2023) appropriated funds for increasing Medicaid provider rates. Effective October 1, 2023, rate increases were applied to Home Health Aides and Personal Care Assistant CFI Services as identified in Exhibit 1 below. PDMS services did not receive this increase, however will receive it retroactively.

Providers will receive payment for claims based on the rate established by the department. The FMS providers and Case Managers should be sure to work with the participant to ensure these rates are accurately reflected in the participant’s budget. Because employee pay rates are set by the participant and in keeping with a person-centered approach, the participant should be made aware of how these rate changes affect their budget and the ways they can choose to manage them. Each FMS sets a range of the available pay for each service. The participant can decide what amount they would like to pay each employee within the range of funds available. The FMS can inform the participant and Case Manager of the pay range for each service so that the participant can make an informed decision.

BEAS GM 23-26 released on September 26, 2023 has additional information about the CFI Rate Increases.

1. The CFI services with October 1st rate increases are listed below in Attachment 1 and will be available in the Fee Schedule posted on the MMIS website no later than October 31, 2023 and accessed through the steps below:
 - a. Go to <https://www.nhmmis.nh.gov/>
 - b. The CFI Fee Schedules are located under the Provider menu item on the MMIS Home page.
 - i. Select Provider
 - ii. Select Messages & Announcements
 - iii. The CFI Fee schedule is under the Long Term Services and Supports (LTSS) section
Or
 - iv. Select Provider
 - v. Select Documents and Forms
 - vi. The CFI Fee schedule is under the Fee Schedules Section

2. CFI/ PDMS service authorizations that have not been billed against and begin before October 1, 2023 and end after October 1, 2023 will be split into two separate service authorizations; the original authorization will end on September 30, 2023 and a new authorization will be created that starts on October 1, 2023. This is so the appropriate rate will populate the total authorized amount on the authorization. The BEAS Options Helpdesk will take this action.

3. Retroactive service authorizations (anything dated prior to 11/08/2023 and billed against) priced at the old rates will be manually voided and re-entered by the Options Helpdesk as of the last billed date. Providers will be responsible for entering service authorizations at the new rates effective 11/09/2023.

4. Due to the significant volume of service authorization notices produced during this process, Providers may want to turn off receipt of paper notices in the MMIS. The notices continue to be available in the provider's MMIS Message Center inbox and can be printed by the provider if needed. To turn off receipt of paper notices:
 - a. Contact Conduent Provider Relations by email at nhproviderrelations@conduent.com or by phone at 866-291-1674. Request to change the delivery method for receiving Service Authorizations letters to the Message Center Inbox.
 - b. Verify that the "Provider-Service Authorizations" role has been added to the NH MMIS User IDs through your organization administrator. Only users with this role can access the service authorization letters.
 - c. Refer to the MMIS instructions in Attachment

5. Upon receipt of this memo, Providers are asked to ensure that their billing staff is made aware of the October 1, 2023 fee schedule.

For questions on billing and claims payment, please contact Conduent Provider Relations at 866-291-1674 or by email at nhproviderrelations@conduent.com.

Exhibit 1

Service	Proc Code	Mod1	Mod2	Rate Ending 09/30/2023	Rate Effective 10/1/2023
Home Health Aide 8+ Units	G0156	HC	U1	\$6.93	\$8.29
Home Health Aide 8+ Units in Hospital	G0156	HC	U9	\$6.93	\$8.29
Personal Care Agency Directed	T1019	HC	U1	\$5.79	\$8.00
Personal Care Consumer Directed	T1019	HC	U2	\$5.79	\$8.00
Home Health Aide Per Visit	T1021	HC		\$35.72	\$42.75
Individual Goods & Services	H2016	HC		\$5.79	\$8.29

NH MMIS Health Enterprise Service Authorization Delivery Options

Did you know that NH Medicaid now offers the option to have your Service Authorizations letters delivered to the NH MMIS Message Center?

Just like with the delivery of Remittance Advice to the message center, security has been set in place to require a specific role be assigned to receive Service Authorization Letter.

To start receiving Services Authorization letters in your message center inbox, please ensure to complete the following:

- 1) Notify NH Medicaid Provider Relations unit that you would like to change the delivery methods for receiving Service Authorizations letters to the Message Center Inbox. Service Authorization delivery change request can be submitted through the following methods:
 - a. Mail: NH Medicaid Provider Relations, P.O. Box 2059, Concord, NH 03302
 - b. E-mail:
 - c. Fax: 1(866) 446-3318
- 2) Verify the following role has been added to your NH MMIS User ID through your organization administrator: Provider-Service Authorizations

Once the delivery method has been changed and the role of Provider-Service Authorization have been added, all service authorization letters will be delivered to any IDs that include the Provider-Service Authorization role.

1. Log into the MMIS

To retrieve your service authorization letters, you will need to log into the NH MMIS at <https://nhmmis.nh.gov/portals/wps/portal/EnterpriseHome>.



Home

- [Program](#)
- [Member](#)
- [Provider](#)
- [Documentation](#)
- [Directories](#)



Welcome

Welcome to the Conduent Government Solutions Health Enterprise Portal. This system supports all of your State Medicaid and Decision Support needs

NH MMIS has established a maintenance window from 12:01 A.M. to 12:00 P.M. every Sunday to apply scheduled system upgrades. During the maintenance window, the system may not be accessible.

Provider Registration

For providers to obtain a user name and password to use the Health Enterprise portal, they must be a current provider for Medicaid. For trading partners to obtain a username and password, they must be a current Trading Partner with a trading partner ID. To begin the registration process, they must have their enrollment form ready.

[Register](#)

Quick Links

- [Enrollment](#)
- [Documents and Forms](#)
- [Find a Health Care Provider](#)
- [Department of Health and Human Services](#)
- [Report Fraud & Abuse](#)
- [ICD10 Resources](#)
- [Provider Revalidation](#)

Sign In

Log into the system based upon your role:

- [Providers](#)
- [Members](#)
- [Internal Users](#)

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Home

- [Program](#)
- [Member](#)
- [Provider](#)
- [Documentation](#)
- [Directories](#)

Quick Links

- [Enrollment](#)
- [Provider Manuals](#)
- [Benefits Overview](#)
- [Provider FAQ](#)
- [Billing Manuals](#)
- [Messages and Announcements](#)
- [ICD10 Resources](#)

News

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Provider

The Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other users easy, secure and efficient access to health care information.

Provider Login

* Required Field

To access secure areas of the portal, please log in by entering your User ID.

* User ID:

Forgot User Name or Password? Please contact your Organization Administrator for your User ID or to have your password reset. If you are the Organization Administrator and have forgotten your User ID and/or password, please call Provider Relations Unit at (603) 223-4774 or (866) 291-1674

[Login](#)

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2. Viewing and Saving Service Authorization Letters

Once logged in, your personal provider message center will display.

Please note: Any service authorizations that have been generated prior to the change from paper to the message center will not be displayed in your message center.

Identify the SA letter you want to view and select the blue hyperlink under the date field.

The screenshot shows the 'New Hampshire MMIS Health Enterprise Portal' interface. The main content area is titled 'Provider Message Center' and contains a table of messages. The table has columns for Status, From, Date, and Subject. The first row is highlighted in yellow, and its date field, '11/25/2020 09:03am', is enclosed in a red rectangular box. The subject for this message is 'SA Letter:'. Below the table, there is a footer with copyright information and a link to Adobe Reader.

Status	From	Date	Subject
	ServiceAuthorizationTeam	11/25/2020 09:03am	SA Letter:
	ServiceAuthorizationTeam	11/25/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	11/17/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	11/13/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	11/13/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	11/11/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	10/21/2020 09:01am	SA Letter:
	ServiceAuthorizationTeam	10/21/2020 09:01am	SA Letter:
	ServiceAuthorizationTeam	10/20/2020 09:00am	SA Letter:
	ServiceAuthorizationTeam	10/13/2020 09:00am	SA Letter:

The following page displays.

To view a copy of the SA letter, select the blue hyperlink next to the "File Name"

The screenshot displays the 'New Hampshire MMIS Health Enterprise Portal' interface. The main content area is titled 'Provider Message Center' and contains a table of messages. The table has columns for Status, From, Date, and Subject. The 'From' column consistently shows 'ServiceAuthorizationTeam'. The 'Date' column shows various dates in 2020, and the 'Subject' column shows 'SA Letter:'. A 'Delete' button is visible in the top right of the table. Below the table, a 'Messages - Read Message' section is shown, displaying the details of a selected message. The 'To:' field is 'LaPlant, Tricia', the 'From:' field is 'ServiceAuthorizationTeam', and the 'Subject:' field is 'SA Letter: W202940008'. The 'File Name' field is 'OPR-SA-L003 2020-11-24', which is circled in red. The 'Description' field is 'Service Authorization Letter'. There are 'Delete' and 'Cancel' buttons next to the 'File Name' and 'Description' fields. A footer note states: 'If you are unable to view PDFs, please download Adobe Reader.' with a small Adobe Reader icon.

field.

Note: The Service Authorization letter opens in a PDF format and can be saved to your desktop.

3. Deleting Saved Service Authorization Letters

There are two different ways Service Authorizations can be deleted from the message center.

- 1) Message Center
- 2) Messages – Read Message Pod

Message Center

Select the Service Authorization Letter you want to delete by checking the box on the left between Status and From and then click Delete

New Hampshire MMIS Health Enterprise Portal

Dec 1, 2020

Skip Navigation | Contact Us | Help | Search | Log out

Home | Member | Authorizations | Claims | EDI | My Account | Manage Users

Quick Links

- Messages & Announcements
- Provider FAQ
- Provider Inquiry
- Provider Manuals
- Provider Resources
- Provider Training Registration
- Trading Partner Enrollment
- EFT Enrollment
- ERA Enrollment
- Revalidation

News

Welcome to the Conduent Government Solutions Health Enterprise Portal. This system supports all of your State Medicaid and Decision Support needs.

NIJ MMIS has established a maintenance window from 12:01 A.M. to 12:00 P.M. every Sunday to apply scheduled system upgrades. During the maintenance window, the system may not be accessible.

Provider Message Center

* Required Field

Status		From	Date	Subject	
	<input checked="" type="checkbox"/>	ServiceAuthorizationTeam	11/25/2020 09:03am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	11/25/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	11/17/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	11/13/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	11/13/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	11/11/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	10/21/2020 09:01am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	10/21/2020 09:01am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	10/20/2020 09:00am	SA Letter:	
	<input type="checkbox"/>	ServiceAuthorizationTeam	10/13/2020 09:00am	SA Letter:	

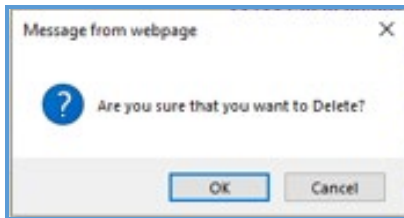
1-10 of 14

If you are unable to view PDFs, please download Adobe Reader.

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Once the Delete Button has been selected the following message will display "Are you sure you want to Delete?". Select OK to delete the SA Letter. Select Cancel if you do not want to delete the SA letter.

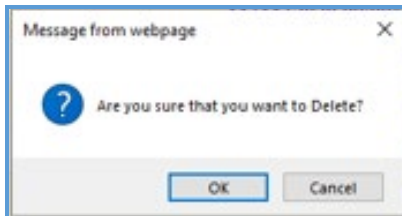


Messages – Read Message

Select the Service Authorization Letter you want to delete, the Messages-Read Message Pod will display.

The screenshot shows the 'New Hampshire MMIS Health Enterprise Portal' interface. At the top, there is a navigation bar with 'Home', 'Member', 'Authorizations', 'Claims', 'EDI', 'My Account', and 'Manage Users'. A 'Quick Links' sidebar on the left lists various services like 'Messages & Announcements', 'Provider FAQ', and 'Provider Inquiry'. The main content area is titled 'Provider Message Center' and contains a table of messages. The table has columns for 'Status', 'From', 'Date', and 'Subject'. The messages are from 'ServiceAuthorizationTeam' and include 'SA Letter' and 'SA Report' entries. Below the table, a 'Messages - Read Message' section shows details for a selected message, including 'To: LaPlant, Tricia', 'From: ServiceAuthorizationTeam', and 'Subject: SA Letter: W203150003'. A 'Delete' button is circled in red in this section. At the bottom of the page, there is a footer with copyright information and links for 'Privacy Policy', 'Site Map', 'Terms of Use', 'Browser Requirements', and 'Accessibility Compliance'.

Click on Delete. Select OK to delete the SA Letter. Select Cancel if you do not want to delete the SA letter.



Please note: When deleting Service Authorization Letters from the message center, they will only be removed from your personal message box. Each user will need to complete the deletion process to remove them. It is not recommended to use the message center as a repository. A limited number of SA Letters are stored in the message center. When the maximum is reached, the oldest SA letters will be replaced by newer letters.