

FAQ – Medicaid requirements for ordering, prescribing, and referring providers

Effective for dates of service on and after July 1, 2012, the Apple Health (Medicaid) program administered by the Health Care Authority (HCA) will require any ordering, referring, or prescribing provider to enroll as participating providers with Medicaid. The agency cannot pay for any health care service requiring a referral, order, or prescription from a physician or other licensed health care professional unless the provider is enrolled in the ProviderOne claims adjudication system.

- Q.** Why is HCA requiring these providers to become enrolled?
- A.** HCA is complying with federal regulation 42 CFR 455.410, regarding the enrollment and screening of providers.
- Q.** How does the ordering, referring, or prescribing provider enroll as a Medicaid provider?
- A.** HCA has an online enrollment process. If the provider is an individual practice provider, they would enroll themselves. If the provider works for a clinic or group practice (we call this provider the servicing provider), then the clinic or group practice enrollment staff completes the enrollment process. If the provider is a pharmacist, he or she must be enrolled as an employee of at least one participating pharmacy. Complete enrollment information can be found at the [Enroll as a provider](#) webpage.
- Q.** What if the provider needs a National Provider Identifier (NPI)?
- A.** The federal government issues NPIs for health care providers at the [National Plan and Provider Enumeration System \(NPPES\)](#) website.
- Q.** How will providers report the ordering, referring, or prescribing provider for a billed service?
- A.** HCA is requiring all claims for items and services that were ordered, prescribed, or referred to contain the NPI of the licensed health care professional ordering, prescribing or referring the service in a designated field. If you are unsure where to enter the NPI on the claim, review the [ProviderOne Billing and Resource Guide](#) for more information. For pharmacy claim information see the [Prescription Drug Program provider guide](#).
- Q.** What if the provider is enrolled with another state's Medicaid program? Will the provider need to enroll in all the states in which he or she provides services?
- A.** Enrollment in another state's Medicaid program does not exempt a provider from becoming an Apple Health provider in Washington. Providers are required to enroll in each state where they provide services.
- Q.** If Apple Health is secondary to a commercial insurance, would the claim be accepted without the enrolled ordering, prescribing, or referring provider requirement?
- A.** No. The enrollment requirement also applies if Apple Health is being billed as the secondary to a commercial insurance.
- Q.** Do Medicare crossover claims require the ordering, prescribing, or referring provider to be enrolled?
- A.** No. Medicare crossover claims are exempt from the enrollment requirement. However, HCA recommends these providers enroll as Apple Health providers.
- Q.** Our hospital is a teaching hospital so how do we report a "resident physician?"
- A.** To comply with the requirement, one of the following must occur:

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- Claims may be submitted using the NPI of the supervising physician for any services ordered, prescribed, or referred by a “resident physician;”
 - The hospital must enroll the resident as a performing provider under the NPI of a group or hospital with an active Core Provider Agreement (CPA) with HCA.
 - Prescriptions for scheduled drugs requiring a DEA number must be submitted using the NPI of a supervising physician; or
 - The hospital may contact HCA for additional options to enroll residents by dialing 800-562-3022, extension 16137.

Q. How do we know the NPI of the licensed health care provider who wrote the prescription or order?

A. Any prescribing physician or licensed health care provider must include his or her NPI on any prescription/order written so that the provider filling the prescription/order can prepare and submit the claim to ProviderOne.

Q. I have the provider’s NPI but how can I tell if they are enrolled in ProviderOne?

A. The provider filling the prescription or providing services and then billing, can utilize ProviderOne to conduct a provider inquiry to ensure any health care professional is enrolled in ProviderOne as an Apple Health provider. If your inquiry finds the provider in ProviderOne, then he or she is an active Apple Health provider. For retail pharmacies filling a prescription for medication, bill the claim using your Point of Sale system with the NPI of the prescribing doctor. If the prescriber is not enrolled with Apple Health, you will receive a claim rejection that informs you of the prescriber’s status.

Q. Does a provider have to be enrolled as a participating provider or can he or she be enrolled only as an ordering, prescribing, or referring provider?

A. Yes. Any enrolled provider who is ordering, prescribing, or referring services would have to be seeing the client and is therefore automatically a participating provider and is considered as such. While providers do have the right to limit the number of Apple Health clients they serve, they are subject to all Medicaid rules.

Q. Does HCA have a list of CPT codes that require an ordering, prescribing, or referring provider?

A. No. HCA does not have a list of codes that require an ordering, prescribing, or referring provider. Services including consultations, therapies, lab and x-ray, pharmacy, inpatient hospital services, or specialty care, etc. may require an ordering, prescribing, or referring provider.

Q. If the ordering, prescribing, or referring provider is not enrolled with Apple Health, when will the claim denials start?

A. Denials for claims submitted without an enrolled ordering, prescribing, or referring provider will start with claims submitted for dates of service on or after July 1, 2012.

Q. Is Apple Health following the CMS policy on the types of providers than can refer?

A. Yes. HCA is complying with federal regulation 42 CFR 455.410 and following those guidelines.

Q. Does HCA have a list of the types of providers than can refer?

A. No. HCA does not have a list of the types of providers who can order, prescribe, or refer. Apple Health (Medicaid) follows industry standards if the enrolled ordering, prescribing, or referring provider is within the scope of their licensure as defined by the Department of Health.