

IMPACT

Frequently Asked Questions

Q: Our office just received the April 14th notice regarding IMPACT implementation. One of the pre-requisites listed for providers is to ensure that they have a valid email address on file. I know most of the providers in our group will not already have one on file, so I was curious how we would able to provide this. Is the email something we'll be able to provide during the revalidation process?

A: You must enter your email address in the IMPACT system. The IMPACT system is able to accommodate more than one email address. Please note that any email address listed with an enrollment/revalidation needs to be monitored frequently and associated to the individuals who are acting on your behalf. This is very important as Email will be the primary mode of communication in the IMPACT system

Q: Does this new system apply to community mental health centers/behavioral health providers?

A: Yes, this system applies to community health centers/behavioral health providers.

Q: Will this new system replace ProviderConnect, or is this just to use as a new format for submitting claims and checking eligibility (meaning it replaces the MEDI system, e-RIN, and IEC claims submission)?

A: No, at this time the IMPACT system will not be replacing ProviderConnect or any other claiming systems. IMPACT is a new electronic provider enrollment system used for enrolling Medicaid-funded providers and billing agents.

Q: Does the e-mail address required for enrollment have to be an individual e-mail address just for the provider, or can it be an e-mail address used for multiple providers?

A: Thank you for interest in the IMPACT system. The email address listed can be an individual email address just for the provider and/or the email address used for multiple providers. The IMPACT system is able to accommodate more than one email address though only one is required to be listed. Please note that any email address listed needs to be monitored frequently and associated to the individuals who will be acting on the provider's behalf. This is very important as email will be the primary mode of communication in the IMPACT system.

Q: I have a couple questions regarding the mailing of the Application Identification Number.

Will the application Identification Number be mailed to the “Provider Name and Address” at the top of the Provider Information Sheet, or will it be mailed to the Payee Name and address?

If there is more than 1 Payee Name listed, will they share the same Application Identification Number?

A: Application identification numbers will only be mailed to providers who are currently enrolled in the Medical Assistance Program. The address listed at the top of the Provider Information Sheet will be the address to which these application identification numbers will be mailed.

Payees will not receive application identification numbers. The details of how payees will enroll in the IMPACT system will be shared at a later date through outreach training and webinars. Please continue to refer to the IMPACT website <http://www.IMPACTinfo.illinois.gov> for any updates or additional information in regards to this specific topic.

Q: I just had a quick question about 2 points in your IMPACT update PDF.

The two points are:

- **Ensure a Certified W9 is On File** – Any provider who will be receiving state/federal funds directly from the Comptroller for services rendered or provided to Medicaid clients must have a certified W9 tax form on file with the State Comptroller.
- **Ensure the Appropriate Web Access** – IMPACT requires each provider to submit an active email address. Email will become the primary mode of communication between contract agencies and providers, and an email address is a required field for enrolling or revalidating in the IMPACT system. Additionally, in order to access the IMPACT provider portal you must use an internet browser that is equivalent to Internet Explorer 8 – or a more recent browser.

My questions are

#1 Will each individual practitioner need a w-9 or will the provider groups w-9 work?

#2 Will each practitioner need their own specific email address or can the provider groups email address be used?

A: #1 Will each individual practitioner need a w-9 or will the provider groups w-9 work?

If the provider is going to be what is termed a rendering/servicing provider then they will not require a certified W9. Rendering/Servicing Providers are individuals who render care to Medicaid recipients but who do not bill the Department directly for their services – that is the entity (i.e. the group) who the individual works for bills the department for their services and the entity (i.e. the group) receives the

payment. Thus the group would be required to have a certified W9 and the rendering/servicing individual would not in this given situation.

#2 Will each practitioner need their own specific email address or can the provider groups email address be used?

Each practitioner will not need their own specific email address. The groups email address can be entered for each provider. Please note that any email address listed needs to be monitored frequently and associated to the individuals who will be acting on the provider's behalf. This is very important as email will be the primary mode of communication in the IMPACT system. Please continue to refer to the IMPACT website <http://IMPACTinfo.illinois.gov>, for any updates or additional information.

Q: May I know what the Application ID # means? Can anyone look that up for our agency?

A: The application ID number is a state-assigned number which will be mailed in both May and July, 2015 to all enrolled providers. This number must be used to access the IMPACT system. Each currently enrolled provider should be on the lookout for an IMPACT mailing on yellow paper, and should give this paper to the staff person that will complete the revalidation process. The IMPACT help desk will have the ability to look up application ID numbers for providers who may have misplaced or not received the postal mailing.

Q: I am reaching out to you today in regards to the new web portal you are launching.

I see that billing agents and clearinghouses must enroll 2 weeks before the launch. What does this entail?

Also, does this affect other enrollments, such as payto changes, ERA and EFT enrollments?

A: You are correct, billing services and clearinghouses(referred to as "billing agents" in the IMPACT system) will need to enroll within the first two weeks of the web portal coming online. Special outreach will be conducted to help billing agents enroll as soon as the IMPACT comes online. At this time the IMPACT system will not be replacing any claiming systems. IMPACT is a new electronic provider enrollment system used for enrolling Medicaid-funded providers and billing agents.

Use of the MEDI website for ERA (835) Downloads, as well as EFT, or payments generated from State Comptroller will **not** change at this time.

The details of how payees(pay to) will enroll in the IMPACT system will be shared at a later date through outreach training and webinars. Please continue to refer to the IMPACT website

<http://IMPACTinfo.illinois.gov>. for any updates or additional information in regards to this specific topic.

Q: Can you tell me what address is a physician's application ID number going to be sent to? Each payee address on file? Something else??

A: Application identification numbers will only be mailed to providers who are currently enrolled in the Medical Assistance Program. The address listed at the top of the Provider Information Sheet will be the address to which these application identification numbers will be mailed.

Payees will not receive application identification numbers. The details of how payees will enroll in the IMPACT system will be shared at a later date through outreach training and webinars. Please continue to refer to the IMPACT website <http://www.IMPACTinfo.illinois.gov>. for any updates or additional information in regards to this specific topic. We will also be hosting a provider webinar and I have attached the details below.

Q: Our agency has multiple Medicaid ID#'s. Will we be required to get new ID# for all or will we be assign just one ID number?

A: Each individual enrollment in the new IMPACT system will require a unique National Provider Identifier (NPI) Number, as IMPACT is based on the NPI number. More information about this topic is available on our website at <http://IMPACTinfo.illinois.gov>.

Q: Will you be having another IMPACT Provider Enrollment Webinar for PROVIDERS: Getting Ready to Enroll and Revalidate webinar.

A: We will be scheduling additional webinars in the coming weeks. The date and times of these additional webinars are still to be determined. The best option for you at this time, is to start by watching the recording of this first webinar which will be available on the IMPACT website at <http://IMPACTinfo.illinois.gov>

Q: I was looking at the time-line for the IMPACT roll-out. It indicates that Billing agents & clearinghouses will register in July 2015. Will that time period also include those on staff that will be in charge of the Medicaid revalidations, like credentialing?

I will be doing the Medicaid revalidations for 100 individual physicians and if necessary 20 groups.

How can I be authorized to receive the emails that will be sent out regarding the IMPACT process?

A: Enrollment must occur in a particular order so that associations may occur between billing agents/clearinghouses, entities and individuals. The "go-live" date scheduled for July, 2015, is primarily

intended for billing agents/clearinghouses. As the credentialing agent, you will be required to access the IMPACT system and revalidate the information for all of your providers starting in August, 2015. You will need to enter an email address in the IMPACT system when revalidating and you may enter your email address here. The IMPACT system is able to accommodate more than one email address.

Please note that any email address listed with an enrollment/revalidation needs to be monitored frequently and associated to the individuals who are acting on their behalf. This is very important as email will be the primary mode of communication in the IMPACT system.