

## Idaho MMIS FAQs: Provider Record Update (PRU)

No.	Question	Answer
1.	<b>What is Provider Record Update (PRU)?</b>	Provider Record Update (PRU) is the process by which you will review, verify and update your provider information in the new MMIS secure on line provider portal.
2.	<b>As a provider, why do I have to update my record?</b>	To ensure that that the new Idaho claims processing system contains the most current and accurate provider data.
3.	<b>Do all providers have to update their record?</b>	Providers who intend to continue seeing Medicaid patients and filing claims with Idaho Medicaid must update their provider record.
4.	<b>Are there consequences for not meeting the provider record update deadline?</b>	Yes. Providers must complete the record update in order to be paid in the new system.
5.	<b>When will the Provider Record Update (PRU) take place?</b>	The PRU will begin in November 2009.
6.	<b>How will I update my provider record?</b>	You can complete your PRU from your home or office by logging on to the secure on line provider portal or Call Unisys at (866) 686-4272 to sign up for a PRU Workshop.
7.	<b>What are the system requirements to log on to the provider portal?</b>	<p><b>For optimal performance</b>, your system should have the following:</p> <p>Internet Explorer 6.0 or above</p> <ul style="list-style-type: none"> <li>• Screen resolution of 1024 x 768 or higher recommended (reduces scrolling on the pages)</li> <li>• Adobe Acrobat Reader 6.0 or above for reviewing correspondence (can be downloaded free)</li> <li>• Flash Player version 7.0 or above for viewing tutorials (can be downloaded free)</li> </ul>

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8.	<b>Do I have to have an email address?</b>	Yes, You must have an email address to complete your record update online. If you don't already have an e-mail address, you can quickly obtain one by typing "Free Email" into your search engine window on the Internet. You will be directed to many websites that offer free email accounts.
9.	<b>Is PRU the only time I will use my email?</b>	No, the email account you use to complete PRU will be the email that Unisys and The Idaho Department of Health & Welfare use to communicate with you on an ongoing basis.
10.	<b>If I already have an email do I need a new one?</b>	No, if you have an established email account you do not need a new one for PRU.
11.	<b>If I don't have access to a computer or the internet how do I register or complete my PRU?</b>	Call Unisys at (866) 686-4272 to sign up for a PRU Workshop. Unisys will provide the computer, Internet access and a record update specialist to answer your questions as you complete your record update.
12.	<b>Do I have to attend a workshop in order to complete my PRU?</b>	No, you can complete your PRU from your home or office by logging on to the secure on line provider portal. Video training courses and step-by-step provider record update guides will be made available when PRU begins.
13.	<b>Will certain data fields be pre-populated?</b>	Yes, some information from your current provider record will be pre-populated for you to validate.
14.	<b>How will providers be notified that it is time to update their provider record and where training courses can be found?</b>	We will be sending letters, updating the website at <a href="http://www.idahommis.idaho.gov">www.idahommis.idaho.gov</a> , and publishing articles in the <i>MedicAide</i> newsletter.

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15.	<b>Does a provider who no longer participates in Idaho Medicaid need to update their provider record to adjust current/previous claims?</b>	<p>No, the Provider Record Update is for the new system. If a provider is no longer participating in Idaho Medicaid there is no need to update their record</p> <p>If you are no longer a participating Idaho Medicaid provider, please call EDS Provider Enrollment at (800) 685-3757 and ask to de-activate your provider number.</p>
16.	<b>Do providers need to update their service provider records?</b>	<p>Yes, providers will need to update all service providers that they will be working with.</p>
17.	<b>I already registered my NPI on the Idaho Medicaid website; is this record update the same?</b>	<p>No, this provider record update process intended to gather and update provider information for the Idaho MMIS.</p>
18.	<b>What is the State doing to help providers prepare for the transition to the new Idaho MMIS?</b>	<p>Extensive statewide provider outreach will begin in November and will include face-to-face group and individual training opportunities. Video training courses and step-by-step provider record update guides will be made available when PRU begins.</p>
19.	<b>Where can I ask questions?</b>	<p>If you have questions regarding the Idaho MMIS transition please email us at: <a href="mailto:IdahoMMIS@dhw.idaho.gov">IdahoMMIS@dhw.idaho.gov</a> or visit our website at <a href="http://www.idahommis.dhw.idaho.gov">www.idahommis.dhw.idaho.gov</a>.</p> <p>If you have questions regarding Provider Record Update call Unisys at (866) 686-4272 or email Unisys at: <a href="mailto:idproviderenrollment@unisys.com">idproviderenrollment@unisys.com</a>.</p> <p>If you have question regarding claims processing in the current Medicaid payment system please call EDS at (800) 685-3757 or (208) 383-4310.</p>