



HCSIS/PROMISe™ Provider Maintenance Checklist

The purpose of this Provider Enrollment Checklist is to assist both the Provider Registration Data Entry and the County Provider Administrator roles in identifying the appropriate actions to perform in both the HCSIS and PROMISe™ systems if there is a change in provider sites, services, specialty codes, or an Internal Revenue Service (IRS) or Doing Business As (DBA) name change.

***HCSIS Note:** Any change to provider information that causes the status to change to "Verification Pending," such as the addition of a site address, change in home office/ mailing/ payment address, change in provider types and/ or specialty codes, must be accompanied by a verification letter. This letter must be on company letterhead and mailed to the HCSIS Help Desk at 3600 Vartan Way, Harrisburg, PA 17110, or faxed to 717-540-0960.

****The PROMISe™ Provider Enrollment Base Application and the PROMISe™ Provider Service Location Change Request form** can be downloaded at www.dpw.state.pa.us/omap by clicking the Provider Information > Provider Enrollment Information hyperlink. Completed application and change request form must be mailed to the ODP PROMISe™ Provider Enrollment Unit located at 413 Health and Welfare Building, Harrisburg, PA 17101. The **electronic Provider Enrollment Automation Project (ePEAP)** application can be accessed at <http://promise.dpw.state.pa.us/> and clicking the PROMISe™ Online hyperlink.

Note: In the table below, the primary responsible party is listed first.

When this occurs...	HCSIS actions to perform:	PROMISe™ actions to perform:
A new site address is opening (new building, etc.)	<ul style="list-style-type: none"> • Provider/AE: Add the new site address on the <i>Sites</i> screen* • Provider/AE: Add the provider type under the new site address* • Provider/AE: Add specialty codes under the provider type* • Provider/AE: Add the service to the site <p>Fax Verification Letter to HCSIS Helpdesk: fax 717-540-0960.</p>	<ul style="list-style-type: none"> • Provider: Enroll the new service location using data generated in HCSIS by completing a PROMISe™ Provider Enrollment Base Application**
A site address is no longer needed or has closed	<ul style="list-style-type: none"> • SC/AE: Remove services associated with the old service location from ISPs • AE/Provider: End-date services for the site • AE: Delete the rate entered for the service on the <i>Financial > Provider > Record Rates</i> screen • Provider/AE: Delete the provider types/service locations from the • Provider/AE: Delete the site address 	<ul style="list-style-type: none"> • Provider: Complete a PROMISe™ Provider Service Location Change Request form for each service location being closed**



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When this occurs...	HCSIS actions to perform:	PROMISe™ actions to perform:
<p>An individual has been transferred from one (closing) site to another site (within the same provider agency) and both sites are currently enrolled in PROMISe™</p>	<ul style="list-style-type: none"> • SC/AE: If the transfer occurs during a fiscal year (assuming billing has occurred at the closing service location), reduce the remaining units to zero on all impacted, then add the new service with the remaining units to the ISPs • SC/AE: If the transfer occurs at the beginning of a fiscal year (before billing begins for the service location for the new fiscal year), reduce the units to zero and remove the services that are associated with the old service location on all impacted ISPs • SC/AE: Add the new service with the total annual units to the impacted ISPs • AE/Provider: End-date services for the closing service location • AE: Delete the rate entered for the service that is no longer being used on the <i>Financial > Provider > Record Rates</i> screen • Provider/AE: Delete the provider types/service locations for the site • Provider/AE: Delete the site address • Provider: Verify the existing site address has the correct provider type and specialty codes attached* 	<ul style="list-style-type: none"> • Provider: Complete a PROMISe™ Provider Service Location Change Request form for the service location being closed** • Provider: Verify that the correct specialty codes are listed under the remaining service location (site address) by viewing the electronic Provider Enrollment Automation Project (ePEAP**) or by contacting ODP PROMISe™ Provider Enrollment**
<p>A new service is being provided at an existing service location (already enrolled in PROMISe™)</p>	<ul style="list-style-type: none"> • Provider: Add the new specialty code to the site address* <p>Fax Verification Letter to HCSIS Helpdesk: fax 717-540-0960.</p>	<ul style="list-style-type: none"> • Provider: Send a letter (on company letterhead) to ODP PROMISe™ Provider Enrollment stating your MPI #, service location code, site address, and the specialty code needing added
<p>Relocation of a provider's business/mailing/payment address</p>	<ul style="list-style-type: none"> • Provider/AE: Update addresses* <p>Fax Verification Letter to HCSIS Helpdesk: fax 717-540-0960.</p>	<ul style="list-style-type: none"> • Provider: Update addresses by completing the PROMISe™ Provider Service Location Change Request form or by using the electronic Provider Enrollment Automation Project (ePEAP)**



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When this occurs...	HCSIS actions to perform:	PROMISE™ actions to perform:
A service location that is already enrolled under another program office starts offering MR services	<ul style="list-style-type: none"> • AE: Pull the existing service location code (contact the provider for this information) into HCSIS by using the <i>Provider > Registration > MPI Location</i> screen • Provider: Verify the service location has the appropriate specialty codes*. If it does not, add the appropriate provider types and specialty codes to the site address. <p>Fax Verification Letter to HCSIS Helpdesk: fax 717-540-0960.</p>	<ul style="list-style-type: none"> • Provider: Complete a PROMISE™ Provider Service Location Change Request form to add the ODP waiver/programs (Consolidated, MR Base and P/FDS, when applicable) to the existing enrolled service location.
Provider IRS/DBA name changes	<ul style="list-style-type: none"> • Provider: Send a copy of the new IRS documentation to the HCSIS Help Desk, along with a brief letter stating the name change 	<ul style="list-style-type: none"> • Provider: Contact the HCSIS Help Desk and notify them of the name change <p>NOTE: <i>If the FEIN of the provider agency also has changed, the provider should stop submitting claims through PROMISE™ from the date the FEIN change occurred.</i></p>
Services were added to the wrong site	<ul style="list-style-type: none"> • Provider: Delete the incorrect service associated with the site • Provider/AE: Add the service to the correct site 	<ul style="list-style-type: none"> • Provider: If any billing has occurred for this service/service location combination, void the claims in PROMISE™ to restore the units in HCSIS. • Provider: Go into e-PEAP** and verify service location now being used in HCSIS exists in PROMISE™. If the service location is enrolled in PROMISE™, submit claims to PROMISE using the correct service location. If the service location isn't enrolled in PROMISE™, complete a PROMISE™ application and send it to the ODP Provider Enrollment Unit.

For detailed information about the HCSIS actions to perform, refer to the following documents on the Learning Management System (LMS):

Role	Course Name	Document
Provider Registration Data Entry role	PROV100I_ODP Provider Access Working Session	Provider Access Updates Tip Sheet
County Provider Administrator role	CAP100I_ODP County Access to Provider	Cty Provider Admin Job Aid for Providers Updates