What is a Service Location?

PROMIS™, the claims processing system used by the Department of Public Welfare, uses service locations for each physical location and provider type combination. A service location is a 4-digit code that represents one physical address and one provider type. Provider types are 2-digit numbers that describe providers by the services they offer.

After the provider information (physical location, provider type, etc.) is entered into HCSIS and verified by the HCSIS Help Desk, it is sent automatically to the Master Provider Index (MPI)* system. At that time, each unique physical location and provider type combination is assigned a service location code.

Service locations are used by providers when submitting claims to PROMIS™. Please refer to the section What Service Location is used on Provider Claims? for more details.

Two examples of service location are provided below:

1. **One physical location for a provider with one provider type would create one service location.**

   ![Diagram](image1)
   
   1 Physical Location + Provider Type 1 = Service Location 1

2. **One physical location for a provider with multiple provider types would create multiple service locations.**

   ![Diagram](image2)
   
   1 Physical Location + Provider Type 1 = Service Location 1
   
   1 Physical Location + Provider Type 2 = Service Location 2
   
   1 Physical Location + Provider Type 3 = Service Location 3

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* MPI is the information system that contains provider-related information for service providers within Pennsylvania.
What is a Site?

Physical locations are known in HCSIS as Sites. Physical locations or sites can have one or more provider type, which can yield one or more service locations.

When a site is created in HCSIS, it is cleared through the HCSIS Help Desk into HCSIS and MPI. At that time, MPI translates the site into service locations. If the site has multiple provider types, MPI will create multiple service locations for the site.

Service locations are used by PROMISe™ during claims processing, as explained in the What is a Service Location? section. Please refer to the section Which Service Location is used on Provider Claims? for more details.

Two examples of a HCSIS site are provided below:

1. One physical location for a provider with one provider type would create one service location in MPI. This is considered one site in HCSIS.

2. One physical location for a provider with multiple provider types would create multiple service locations in MPI. This is considered one site in HCSIS.
Creating a Site

Allegheny Services signs-up in HCSIS to offer services at 1 Mountain Road in Williamsport, PA, Lycoming County. Allegheny Services offers many services, as denoted by the many provider types selected; i.e., Nurse, Therapist, Community Residential Habilitation, etc. The Site screen summarizes the physical location and provider type information entered into HCSIS.

Provider Registration - ALLEGHENY SERVICES

Step 1 of 2: Sites and Service Location

A Site in HCSIS can have one or more provider types and specialties, which can yield multiple service locations in PROMISe™. In the screen below, the Site is named Allegheny Services North.
An Example, continued

Creating Service Locations

After Allegheny Services enters address and provider types into HCSIS, the information is verified by the HCSIS Help Desk and sent to the MPI system automatically. Overnight, these unique address and provider type combinations will be assigned a service location code in MPI. That means the number of provider types Allegheny Services assigned to 1 Mountain Road will be the same number of service locations created by MPI for the Mountain Road Site.

<table>
<thead>
<tr>
<th>Physical Location</th>
<th>Provider Type</th>
<th>= Service Location Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Mountain Road</td>
<td>16 (Nurse)</td>
<td>= 0049</td>
</tr>
<tr>
<td>1 Mountain Road</td>
<td>17 (Therapist)</td>
<td>= 0050</td>
</tr>
<tr>
<td>1 Mountain Road</td>
<td>52</td>
<td>= 0057</td>
</tr>
</tbody>
</table>

In summary, the 1 Mountain Road physical location for Allegheny Services with provider types 16, 17 and 52 would be assigned service locations 0049, 0050 and 0057. These service locations are part of one site, the Mountain Road Site, in HCSIS.

One physical location and 3 provider types = 3 Service Locations

All of which are considered part of the Allegheny Services North in HCSIS
Creating Service Locations, continued

Once a service location is created in MPI, provider information that relates to each service location, including the 4-digit service location code, can be seen in HCSIS. The Service Location screen below lists the service locations created for the specified site.

### Provider Registration - ALLEGHENY SERVICES

**Step 2 of 2: Sites and Service Location/Provider Types**

<table>
<thead>
<tr>
<th>Select</th>
<th>Provider Type</th>
<th>NPI Number</th>
<th>Service Location Id</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>17.Therapist</td>
<td></td>
<td>0013</td>
<td>Verification Pending</td>
</tr>
<tr>
<td>☑</td>
<td>26.Transportation</td>
<td></td>
<td>0016</td>
<td>Verified</td>
</tr>
<tr>
<td>☑</td>
<td>05.Home Health</td>
<td></td>
<td>0011</td>
<td>Verified</td>
</tr>
</tbody>
</table>

As seen in HCSIS, the provider types and service locations for the Allegheny Service North Site. A Site can have one or more service location.
Creating Service Location to ISP Connection

Now that Allegheny Services has service locations for each provider type and address combination, the provider can sign-up to offer services at each service location. In our example, Allegheny Services signs-up to offer Community Homes (6400-Eligible) 1/2-month at service location 0004 in Dauphin County. The Administrative Entity (AE) contracts with Allegheny Services for a rate of $10.00 per 1/2 month.

When contracting, the AE must use the Allegheny Services site to create the contract for Community Homes (6400-Eligible) 1/2-month for $10.00 per month. When this is complete, the Supports Coordinator can select the Community Homes (6400-Eligible) 1/2-month service negotiated for $10.00 per 1/2 month at the Allegheny Services Site and add it to plans.

For Allegheny Services’ claims to be processed successfully by PROMISe™, the provider information must be entered correctly in HCSIS so it will match the service location codes Allegheny Services uses on their claims.
Which Service Location is used on Provider Claims?

Since services are tied to specific service locations, the service locations used on provider claims must match the service location associated with the service on the plan. See the plan and claim diagram below:

If a provider bills using an incorrect service location, the claim will be denied by PROMISe™!

Where can Service Locations be Found?

Service locations are listed in Provider Access and HCSIS, which can be accessed by providers and AEs, respectively.

Providers can view service locations by following the instructions below:

Use the following link: [www.hcis.state.pa.us/hcis-ad](http://www.hcis.state.pa.us/hcis-ad)
1. Click Provider Access
2. Enter your User ID and Password for Provider Access
3. Once in Provider Access, navigate to the Services screen to view services associated with service locations and the Sites screen to view physical addresses associated with service locations.

Find More Information!

For more information about service locations, you can refer to the HCSIS FM and PROMISe™ Claims Processing Overview section of the Financial Management Guidebook or visit the PROMISe™ website and take the Provider Awareness e-Learning Course ([http://promise.dpw.state.pa.us/](http://promise.dpw.state.pa.us/)).