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MaineCare Provider Enrollment Process During the COVID-19 Emergency

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1. How is MaineCare changing its provider enrollment process during COVID-19?

Under the authority of our approved 1135 waiver, we are streamlining our credentialing processes to reduce the processing time for providers submitting enrollment/maintenance cases. We are focusing on completing most new enrollment/maintenance cases within approximately two weeks of submission. If needed, we can now bypass certain required enrollment activities (such as site visits) to temporarily enroll a provider or service location or make other changes so we can meet this two week goal. This flexibility should greatly reduce the turnaround time from case submission to completion and will enable providers to more quickly open another enrollment/maintenance case under the same NPI.

2. What is temporary enrollment?

Temporary enrollment is an enrollment status that allows a provider to receive reimbursement for services delivered to MaineCare members for a limited time. Under the authority of the 1135 waiver, we may grant providers temporary enrollment status retroactive to March 1, 2020. We will only be issuing temporary enrollment status during the period of the national public health emergency; temporary enrollment helps us ensure there is sufficient provider capacity to meet our members' needs during the public health crisis.

Temporary enrollment only applies to those providers for whom we have bypassed items so we could complete the enrollment/maintenance case in a timely manner. We will contact these providers to notify them of actions that they will need to take to finish full enrollment. We will fully enroll any provider whose case we can complete without needing to bypass any items. Providers do not need to request a temporary enrollment process or status when submitting their case.

3. Does temporary enrollment impact how a provider must deliver services or their terms of reimbursement?

No. A temporarily enrolled provider will still be required to comply with all MaineCare rules and will be reimbursed as if fully enrolled.

4. For what period of time can a provider be reimbursed for services they delivered while temporarily enrolled?

Providers temporarily enrolled during the public health emergency can be reimbursed for up to six months following the end of the national public health emergency (including any approved extensions). This means that providers should submit claims for services provided during the public health emergency as soon as possible upon the end of the emergency, so we can process and issue payment within the prescribed six-month time period. Starting six months from the end of the emergency, the provider must be fully enrolled to continue receiving reimbursement for MaineCare-covered services. This means that they must complete any enrollment activities that were initially bypassed due to the emergency period.

5. If a provider is temporarily enrolled, will they need to submit another case later to complete their enrollment/maintenance case?

No. Providers are required to submit a complete enrollment/maintenance case at the outset, and we will continue to process, as able, any enrollment activities that we have bypassed to complete a temporary enrollment. For example, we may delay required site visits until travel restrictions are lifted, but we can process items that need more information after we have temporarily enrolled a provider. Providers will be able to submit subsequent enrollment/maintenance cases while we complete those bypassed activities.

6. Is the provider responsible for keeping track of the items that MaineCare bypassed when the provider was temporarily enrolled?

No. We will monitor and track any items that we bypassed and will contact the provider if they need to take any action.

7. What if a provider doesn't want MaineCare to bypass any enrollment requirements for them?

Providers who don't want to bypass any requirements can notify our Provider Enrollment Manager, Aaron Fotter, at aaron.fotter@maine.gov.

8. How does this affect enrollment/maintenance cases that have already been submitted?

We are already working to process and complete existing enrollment/maintenance cases and have made significant progress in completing already submitted cases. However, when necessary, we will utilize the temporary enrollment process for cases that have already been submitted, in addition to new cases.

As a reminder, providers may only have one open case at a time (enrollment, maintenance, or revalidation).

9. What if a provider wants an enrollment effective date earlier than March 1, 2020, but the provider is currently temporarily enrolled?

Under the 1135 waiver, we can only issue a retroactive effective temporary enrollment date back to March 1, 2020. If a provider is seeking a regular (versus temporary) retroactive enrollment date prior to March 1, 2020, we will honor that request but cannot implement that effective date until after the enrollment case is fully completed and the provider is no longer considered temporarily enrolled.

10. Does temporary enrollment affect revalidation cases?

No. Under the 1135 waiver, we can temporarily cease revalidation efforts, but there is no allowance for a streamlined revalidation process. We will still have to fully process any already submitted revalidation cases, and our work on these cases continues. Providers wishing to exercise the following options should contact us:

- Cancel an in-progress revalidation case in order to submit a new enrollment/maintenance case more quickly
- Submit a new enrollment/maintenance case IF the provider hasn't yet started a revalidation case that is past due

11. Does temporary enrollment change whether a provider can have more than one case open at a time?

No. A provider can only have one enrollment/maintenance or revalidation case open at a time, under any given NPI.

12. What if I have additional questions?

Providers with additional questions about their enrollment case or the temporary enrollment process can contact our Provider Enrollment Manager, Aaron Fotter, at aaron.fotter@maine.gov.

For more information on our response to the COVID-19 public health emergency, please visit our [website](#).