



Rhode Island Medicaid Program



December 2025 •
Vol 395

Provider Update



WHAT'S NEW

Revised Prior Authorization Form for Medicaid
Community Health Worker (CHW) Services

3 important updates regarding the Community
Health Worker (CHW) Program

Occupational Therapists and Speech Language
Pathologists

Attention Home Stabilization Providers

To subscribe, click the subscribe
button and email us with your NPI,
primary service type, and
“Subscribe” in the subject line. You’ll
receive the Provider Update and
relevant updates for your provider
type.

Subscribe

State Offices and The RI Medicaid Customer Service
Help Desk/Call Center will be closed in observance
of the following Holidays in 2025:

Christmas Day

December 25



Holiday	Date
New Years Day	1/1/2026
Martin Luther King Day	1/19/2026
Memorial Day	5/25/2026
Juneteenth	06/19/2026
Independence Day	7/6/2026
Victory Day	8/10/2026
Labor Day	9/7/2026
Columbus Day	10/12/2026
Election Day	11/3/2026
Veteran's Day	11/11/2026
Thanksgiving Day	11/26/2026
Christmas Day	12/25/2026

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The RI Medicaid Health Care Portal (HCP) is available 24 hrs./7 days for Member Eligibility, Claim Status, View Remittance Advice and View Remittance Advice Payment Amount. Click [here](#) for the HCP login page.

If you're a provider enrolled in the Medicaid program and provide services to the community, and you do not have a trading partner number to access the health care portal, please consider enrolling for one. You could benefit in using the web services for eligibility verification, claim status and other important information to support your billing needs.

Attention: Revised Prior Authorization Form for Medicaid Community Health Worker (CHW) Services

The prior authorization (PA) form and instructions for CHW services have been updated. Please begin using the updated prior authorization form immediately. The following fields have been added:

- **Additional Units Requested** – This is where the LPHA will enter the additional units needed after the daily limit (2 hours) or the monthly limit (12 hours) has been reached. For example, if the LPHA needs to request an additional 30 minutes (1 unit) for S9445 for one date of service, the LPHA would enter 1 in this field.
- **Total Units Billed** – This is the combined number of units that will be billed for each requested procedure code (standard units within the limit + additional units over the limit). For example, if the additional units requested are 2 units for S9445 and the allowed number of units within the day is 4 units, the LPHA will enter 6 units in this field. Please note: Units are for a 1-month span only.

Important: The PA request must reflect the total number of units that will be billed on the claim for that code (the standard units within the limit plus any additional units requested to exceed the daily or monthly limit). PAs that only include the “overage” units will not be sufficient to pay the full claim.

As a reminder, these forms can be sent by:

1. Fax: 401-784-3892
2. Email: RIXIX-PA@gainwelltechnologies.com (encrypted only)
3. Mail:
Gainwell Technologies
P.O. Box 2010
Warwick, RI 02887-2010

The updated forms can be found on the EOHHS website here: [Community Health Worker Services](#) at the bottom of the page under “Important Forms.” PA requests for CHW services are required for requests exceeding the standard daily (2 hours or 120 minutes) limit effective May 19th, and the monthly (12 hours or 720 minutes) limit effective July 1st.

Please reach out to your CHW provider representative, Andrea Rohrer, at andrea.rohrer@gainwelltechnologies.com if you have any questions.



World Aids Day	12/1
Hanukkah	12/14-12/22
Christmas Day	12/25
Kwanzaa	12/26-1/1
New Year's Eve	12/31

EOHHS is sharing three important updates regarding the Community Health Worker (CHW) Program:

1. CHW Manual Version 4.3 Now Posted

EOHHS has posted Version 4.3 of the CHW Program Manual on the [EOHHS website](#). This version includes updated requirements and the compliance deadline of December 1. The manual is available in [English](#) and [Spanish](#).

2. New FAQ Released

EOHHS has released a Frequently Asked Questions (FAQ) document summarizing key questions from the fall information session, available in [English](#) and [Spanish](#).

For additional guidance, providers may also review the information session slide deck (English and Spanish). Slides 17–26 include step-by-step enrollment instructions and troubleshooting tips. Please note the compliance date in the slides has been updated to December 1.

3. Enrollment and Billing Requirements Effective December 1

A. All CHWs must meet the updated enrollment requirements by December 1 to bill Medicaid for CHW services.

Requirements include:

- Obtaining an individual NPI
- Being affiliated with an enrolled group provider
- Completing enrollment with Gainwell
- Completing the National Criminal Background Check (NCBC) through Gainwell
- Completing the required EOHHS site visit

B. Atypical Provider Terminations:

Currently enrolled CHWs who remain listed as atypical providers will receive a termination notice from EOHHS and will be terminated on November 30. This aligns enrollment with the updated program structure.

C. Billing Guidance:

- Dates of service on or after December 1 will only be reimbursable for CHWs who have completed full enrollment as describe above in 3A.
- Dates of service prior to November 30 may still be billed by CHWs registered as atypical providers. **These claims must be submitted within 365 days from the date of service, consistent with Medicaid timely filing rules.**

If you have questions about enrollment or NCBC processing, please contact Gainwell at rienrollment@gainwelltechnologies.com or the Customer Service Help Desk at (401) 784-3800 or 1-800-964-6211.

Thank you for your continued partnership in supporting Rhode Island Medicaid members.

Attention Home Stabilization Providers

The Executive Office of Health and Human Services (EOHHS) has approved a new audit and Explanation of Benefits (EOB) for Home Stabilization services. This audit is effective from 11/24/2025.

Please note the following important billing guidelines:

- Home Stabilization services are **preauthorized** and approved for billing **one unit per member per month**.
- **Audit 912** enforces this limit by restricting providers to **one unit per month per recipient**.
- If a paid claim for Home Stabilization (either **Home Tenancy** or **Home Find**) has already been processed for a member in a given month, any **additional claim** for the same member during that month will be **denied**.
- Denied claims will appear on your **Remittance Advice** with **EOB 1011**:

"Home Stabilization Provider allowed one unit per month, per recipient."

RI Medicaid appreciates your continued adherence to billing guidelines and encourages all providers to follow these requirements to ensure timely and accurate claim processing.

If you have any questions, please contact us at: riproviderservices@gainwelltechnologies.com



Occupational Therapists and Speech Language Pathologists

Effective for dates of service on or after, November 18, 2025, Rhode Island Fee for Service Medicaid will be accepting applications for Occupational Therapists and Speech Language Pathologists. If you'd like to enroll, please visit the [Healthcare Portal Provider Enrollment \[riproviderportal.org\] Page](#). A [User Guide](#) for enrollment can be found on the Healthcare Portal Home page.



For questions about Provider Enrollment, please contact
rienrollment@gainwelltechnologies.com

For questions about billing, please contact Andrea Rohrer at
andrea.rohrer@gainwelltechnologies.com.

Three Ways to Get Naloxone (Updated)

All Rhode Islanders can access the overdose reversal medicine, naloxone (also called Narcan®), in three ways:

- 1) Community organizations
- 2) Pharmacies
- 3) Over the counter at select retailers.

Download, print, and share this printable fact sheet on [Three Ways to Get Naloxone in Rhode Island](#) (Cape Verdean Creole, Haitian Creole, Portuguese, and Spanish). Visit [Prevent Overdose RI](#) to take a free, online naloxone training and get a naloxone kit shipped to your home at no cost.

Governor Dan McKee's Overdose Task Force Newsletter
Stay informed with the [Governor's Overdose Task Force Newsletter](#), featuring presentations and highlights from the latest Task Force Meeting. Get access to national and local resources, statewide events, communications toolkits, news, and more to help you stay connected. [Subscribe today](#) to receive and share the Task Force Newsletter across your networks.

Several Emerging Substances Detected in the Rhode Island Drug Supply

On October 8, RIDOH issued an advisory to inform healthcare professionals about the continued detection of multiple emerging substances in illicit drug samples in Rhode Island, including medetomidine, carfentanil, nitazenes, and R6890 (which is also known as spirochlorphine). Additionally, xylazine is continuing to be detected with fentanyl in drug samples.

FDA Concerns About Growing Use of Tianeptine, Nitrous Oxide, and 7-OH products

On Oct. 1, the Rhode Island Department of Health (RIDOH) sent out a healthcare professional advisory to provide an update about growing concern from the FDA about use of tianeptine, nitrous oxide, and 7-OH products. These are products that are easily accessible over the internet and often sold at gas stations, convenience stores, and smoke or vape shops. RIDOH recommends healthcare professionals encourage patients to avoid these substances.

New Cannabis Materials Available



The Rhode Island Department of Health (RIDOH) has launched the Rhode Island Responsible campaign to help people across the state better understand the health risks of cannabis use.

The campaign includes a communications toolkit with fact sheets and social media resources available in English, Spanish, and Portuguese. The messaging focuses on responsible use, safety, and access to treatment and recovery support services. It was developed through comprehensive research with cannabis users and clinical experts and is intended to reduce cannabis-related harms and improve public health education.

Community organizations, healthcare professionals, educators, and the general public are encouraged to help us spread the word by downloading, printing, and sharing these resources with your community today!

Perinatal Substance Use Conference

Register now for the 8th annual Perinatal Substance Use Conference

being held Tuesday, Dec. 16, from 9 a.m. to 3 p.m. at the Crowne Plaza Hotel in Warwick. Organized by the Rhode Island Department of Health



and the New England Prevention Technology Transfer Center, the event will bring together local and national thought leaders who are working at the intersection of maternal and child health, behavioral health, and substance use. [Join us for an engaging day](#) of expert-led discussions and networking opportunities focused on innovative strategies, best practices, and resources to support families.

Out of the approximately 10,000 babies born annually in Rhode Island, about one in 20 experience prenatal exposure to alcohol, cannabis, illicit stimulants, and/or opioids. This year's call to action, "Committing to Coordinated, Compassionate, and Courageous Care," focuses on creating a comprehensive, integrated, and affirming environment for pregnant people and families affected by perinatal substance use.

[Click here for the full agenda.](#)

The registration fee is \$25 for general admission or free for students. Attendees can participate via Zoom or in person, with breakfast and lunch provided. Continuing education credits are available for physicians, nurses, social workers, and addiction specialists. For information on resource tabling opportunities, contact Nya Reichley at nya.reichley@health.ri.gov.

Federal Compliance Advisory Group (Updated for December 2025)

The Rhode Island Executive Office of Health and Human Services (EOHHS), in consultation with the Office of Governor Dan McKee, formed the Federal Compliance Advisory Group in July 2025 to assist in the review and analysis of potential impacts of any Federal actions related to the Medicaid Program, Supplemental Nutrition Assistance Program (SNAP), as well as our health insurance exchange and other impacted programs.

The Federal Compliance Advisory Group issued a final report with their findings and options for consideration in early November. The report has been submitted to the Governor's Office and the General Assembly and is available on our website, along with a summary document. For more information, please visit this [web page](#).

Meetings of the Federal Compliance Advisory Group have concluded. If you have questions or would like to be invited to future meetings of the Federal Compliance Advisory Group, please email OHHS.FederalPolicyTracking@ohhs.ri.gov.

Reminder: Password Expiration for Real Time Transactions Access

Real Time Transactions Password Expiration Policy

To ensure uninterrupted access to Real Time Transactions, trading partners are reminded that **system passwords expire every six months**. This security measure is in place to protect sensitive data and maintain the integrity of our systems.

To avoid any disruption in service, we encourage all users to proactively update their passwords before the expiration date. Once a password expires, it must be reset by Gainwell, which involves submitting a support ticket. This process may result in delays in regaining access to the system.

We appreciate your attention to this important matter and thank you for your continued partnership and cooperation.

Legislative Rate Increases

Please be advised that MCOs cannot pay any legislatively mandated rate increases until their contracts have been fully executed and implemented into their systems.

The implementation process can take up to 90 days from the date of execution to go into effect

Currently, the amendments for the July 1 and October 1 rate increases are underway.

Once implementation is complete, all claims will be adjusted and retroactive payments will be issued.

Attention Hospice Providers

EOHHS has implemented a rate increase for hospice services as of 10/01/2025. The following procedure codes reflect this most recent update. Please begin billing at the new rates to be reimbursed at these higher rates for dates of service 10/01/2025 forward.

Please note that there is no additional rate increase for procedure code T2042 Hospice Routine Home Care after the 7/1/2024 rate increase that was implemented. Please share this information with staff within your agencies.

Description	Procedure Code	Effective 10/01/2025
Hospice Routine Home Care Days 1-60	T2042	\$259.28
Hospice Routine Home Care Days 61+	T2042	\$203.64
Hospice Continuous Home Care Per Hour	T2043	\$70.00
Hospice Inpatient Respite Per Diem	T2044	\$561.88
Hospice General Inpatient Care Per Diem	T2045	\$1,202.91
Services of a Clinical Social Worker in Hospice Setting	G0155	\$17.50
Direct Skilled Nursing Services of a Registered Nurse in a Hospice Setting	G0299	\$17.50

Starting on January 1, 2026, Neighborhood Health Plan of Rhode Island (Neighborhood) will be Offering New Products

Neighborhood Health Plan of Rhode Island will add two new product offerings, beginning January 1, 2026: **Neighborhood INTEGRITY for Duals (HMO D-SNP) and Neighborhood Dual CONNECT (HMO D-SNP).**

In partnership with the Rhode Island Executive Office of Health and Human Services (EOHHS), a new health plan for Rhode Islanders who are enrolled in both Medicare and Medicaid will be available.

This plan, Neighborhood INTEGRITY for Duals will replace the current INTEGRITY (Medicare-Medicaid Plan). The new plan will continue to support members' medical and non-medical needs, including long-term services and support, and behavioral health care.



The current Neighborhood INTEGRITY plan is being transitioned to a new Medicare Advantage plan, specifically a Fully Integrated Dual-Eligible Special Needs Plan (FIDE-SNP) designed for people with both Medicare and Medicaid.

Existing MMP members will be automatically enrolled in the FIDE-SNP, which offers many of the same benefits of the MMP including enhanced integration of Medicare and Medicaid benefits. Like the MMP, the FIDE-SNP impacts how services are coordinated, how members access care, and how the benefits are provided under the plan.

Beginning this month, members will receive detailed communications regarding this change, including how it affects their current coverage, how the transition from the MMP to the FIDE-SNP will work, and any steps they should take if they do not wish to be automatically enrolled in the new program.

In January 2026, Neighborhood also will offer a Coordination-Only Dual Eligible Special Needs Plan (CO D-SNP) named: **Neighborhood Dual CONNECT (HMO D-SNP).** More details about this plan will become available on **October 1, 2025.**

Neighborhood is here to support you and will be offering in-depth training on these products in October, November, and December. Please be on the lookout for details from Neighborhood regarding provider training opportunities!

New Process: Requesting Coverage for Non-Covered Services

Rhode Island Medicaid has recently begun to implement a streamlined process for providers requesting coverage of non-covered services.

How to Submit a Request:

If you are an enrolled Medicaid provider and need to request coverage for a non-covered service, please contact your provider representative at: riproviderservices@gainwelltechnologies.com

Your provider representative will provide:

- Additional information on the review process
- Required forms and documentation
- Guidance on submission requirements and criteria

Important Reminders:

- Allow appropriate time for review and processing
- Ensure all information is complete and accurate

Questions?

Please contact: riproviderservices@gainwelltechnologies.com

PDPM Implementation Update

Effective October 1, 2025, PDPM is live and active for nursing facility claims reimbursement. Please submit old RUG claims for service dates of September 30, 2025, and prior as soon as possible. Please note the updated [PDPM Information Guide](#).

Nursing Facility testing highlighted the importance of adhering to the following:

1. **Birthdate AND Social Security Number are REQUIRED for ALL MDS records (no exceptions).** Any mismatch will prevent the MDS record from loading and will stop reimbursement. Please exercise extreme caution to avoid typos and transposed digits in these fields.
2. **All MDS record birthdates must match the member's birthdate in MMIS,** or the MDS record will not be processed/reimbursed. **Facilities can view MMIS birthdates in the Provider Healthcare portal under the "Eligibility Tab".** If the MMIS is incorrect, contact [State of Rhode Island Department of Human Services](#).
3. **For any correction (transaction type 2) or any inactivation record, the Submit Date needs to be later than the original assessment Submit Date to be accepted by the MMIS,** since the system processes MDS records by order of submit date (oldest to most recent). The Correction ARD Field (X0700A) must contain the ARD of the record to be corrected.
4. **PDPM processing will require separate Entry / Tracking (NT) and Discharge (ND) assessments.** (Under previous RUG processing guidelines, a singular assessment could be submitted to record a recipient's entry into a facility and subsequent discharge.)
5. Submit older RUG claims as soon as possible to ensure full reimbursement is received

General Information:

- MDS records will no longer be processed by a grouper to determine claim payment weights
- MMIS will use the PDPM nursing home component (3rd character) of the provider-calculated HIPPS code found on the MDS Record (MDCR_HIPPS_TXT/Z0100a)
- Records without PDPM codes will default to base weight "ZZZZ" (lowest reimbursement)
- Missing information will result in an error PDPM/RUG code of "Missing" or "Invalid"
- For dates of service on 10/1/25 and after, Optional State Assessments (OSA) are no longer required and will not be accepted by CMS.

Critical Processing Changes for PDPM Implementation:

A.X12/825 Updates:

- For Nursing Facility claims with dates of service prior to October 1, 2025, processed using RUG weights, a 3-character RUG score will appear on your 835 transactions.
- For claims processed under PDPM, a 4- to 5-character HIPPS code will be displayed instead.

EDI Remittance (835) Return of PDPM Code:

- The PDPM HIPPS code is returned on the 835 in Loop 2110, SVC segment (SVC01) with the HP qualifier.
- This is the same field where the RUG code is currently returned; moving forward, the PDPM rate/code will be returned there.

We strongly urge all providers and vendors to:

- Carefully review MDS field completion requirements for Correction and Cancellation records
- Contact us immediately if there are **ANY** questions or uncertainties about these processes
- Submit older RUG claims as soon as possible to ensure full reimbursement is received

Please consult the complete [PDPM Information Guide](#) for all changes affecting your facility's operations.

Questions? Please contact us immediately if there are any uncertainties about this process.

For EDI / 837 submissions, questions, or issues send an email to: riediservices@gainwelltechnologies.com

For other provider related questions send an email to: marlene.lamoureux@gainwelltechnologies.com



Meeting Schedule: Pharmacy and Therapeutics Committee and Drug Utilization Review Board

The next meeting of the Pharmacy & Therapeutics Committee (P&T) is scheduled for:

Date: December 2, 2025

In Person Registration on site:
7:30 AM

Meeting: 8:00 AM

Location: Executive Office of Health and Human Services, Virk's Bldg., 3 West Road, Cranston, RI

The next meeting of the Drug Utilization Review (DUR) Board is scheduled for:

Date: December 2, 2025

In Person Registration on site:
10:15 AM

Meeting: 10:30 AM

Location: Executive Office of Health and Human Services, Virk's Bldg., 3 West Road, Cranston, RI



2025 Meeting Date:
December 2, 2025

*Have a Safe
Holiday Season*





To ensure the RI Medicaid Provider Update remains concise, relevant, and easier to navigate, we are archiving older articles. This allows us to focus on delivering the most essential news and timely updates, improving the flow of information and better serving the needs of the Provider community. Archiving helps keep each issue brief and targeted, so providers can quickly access the updates that matter most. Links to past articles are available below for your reference.

The Rhode Island Executive Office of Health and Human services EOHHS has a dedicated web page for Providers and Partners offering a wealth of information on Medicaid, Health Care, and Human Services here: [RI EOHHS Providers and Partners](#). Resources including provider manuals, forms and applications, policy updates billing information and training opportunities. Whether you're a Healthcare Provider, Social Service Agency, or Community Organization this web page is your one stop shop for staying up to date on the latest EOHHS and Provider news and initiatives.

Billing and Claims

[Payment and Processing Schedules](#)

[Telehealth Billing Guidance](#)

Chiropractic Providers

[Chiropractor Provider Manual](#)

[Chiropractor PA Form](#)

Dental Providers

[RI EOHHS Dental Services Page](#)

[RI Medical Assistance Dental PA Form](#)

[ADA Dental Claim Form](#)

Inpatient and Outpatient Hospitals

[DRG and APC Calculators](#)

Pediatrics

[Families with Children](#)

[Katie Beckett](#)

[Pediatric Rates](#)

Provider Enrollment

[RI EOHHS Provider Enrollment Page](#)

[Provider Change of Information Form](#)

[Provider Revalidation FAQs](#)

EOHHS Community Newsletter

Each quarter, we distribute a community newsletter that provides detailed updates from EOHHS, RI Medicaid, and our sister agencies. Our newsletter establishes a regular cadence to connect with community partners and stakeholders by providing them with up-to-date and pertinent information about health and human services initiatives, programs, and related engagement and outreach activities.

[Sign up](#) for EOHHS' Community Newsletter to stay updated on health and human services initiatives, programs, and outreach efforts! It's the best way to stay in the know about all our community-focused work.

