

PROVIDER UPDATE



STATE OFFICES AND THE RI MEDICAID CUSTOMER SERVICE HELP DESK/CALL CENTER WILL BE CLOSED IN OBSERVANCE OF THE FOLLOWING HOLIDAYS IN 2026:

Labor Day	9/7
Columbus Day	10/12
Election Day	11/3
Veteran's Day	11/11
Thanksgiving Day	11/26
Christmas Day	12/25

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Subscribe

Click the button on the left and email us your NPI, primary service type, and "Subscribe" in the subject line. You'll begin receiving the Provider Update and other relevant notices for your provider type.

Notable Dates in September

September 8th- World Physical Therapy Day
September 9th- Emergency Services Day
September 18th- Chiropractic Founders Day

The RI Medicaid Health Care Portal (HCP) is available 24/7 to check member eligibility, claim status, and remittance advice details. Click the image below to access the login page:

Login

*User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Protect Your Privacy!

Always log off and close all of your browser windows

Would you like to enroll as a Provider?

[Provider Enrollment](#)

Would you like to change or add electronic funds transfer?

[Electronic Funds Transfer](#)

Would you like to enroll as an Ordering, Prescribing or Referring (OPR) "Non-Billing" Provider?

[Enroll as an OPR Provider](#)

Would you like to enroll as a Trading Partner?

What can you do in the RI Medicaid Health Care Portal

Through this secure and easy to use internet portal:

- Healthcare providers and Billing Agents can **enroll as a Trading Partner** with RI Medicaid.
- Trading Partners can access eligibility, claim status, file exchange and other Interactive Web Services, using their Partner ID as their User ID.



Provider Enrollment User Guide

OPR Provider User Guide

[Website Requirements](#)

[Rhode Island Medicaid Providers](#)

Trading Partner Enrollment User Guide

Trading Partner Agreement

Medicaid providers without a trading partner number can enroll to access the Health Care Portal's web services, including eligibility verification, claim status inquiries, and other billing support tools.

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.



HR 1: UPCOMING CHANGES TO MEDICAID & RHODE ISLAND'S PREPARATION EFFORTS

Last year, the Federal government passed new laws that affect Medicaid. Rhode Island must make some changes to the State Medicaid program to follow these new laws, including:

- Changes to eligibility for some non-citizens, effective October 1, 2026
- Work requirements for some adults, effective 2027
- 6-month renewals for some adults, effective 2027
- Changes to retroactive Medicaid (coverage for past medical bills), effective 2027

These changes will not affect everyone on Medicaid. Most changes apply to adults who have Medicaid through the expansion program. The expansion program, or “expansion adults”, typically refers to adults between ages 19-64 who are not pregnant, are not a parent/caretaker of a minor child, and do not have Medicare. Changes in eligibility will also end coverage for some Medicaid members who are not U.S. citizens.

To learn more please visit staycovered.ri.gov/updates.



Register Today: Rhode Island Respiratory Season Update 2026

On September 29, the Rhode Island Department of Health (RIDOH) Office of Immunization and Association of Immunization Managers (AIM) will host the live webinar, “Rhode Island Respiratory Season Update 2026”. Learn about epidemiologic trends, strategies for patient-centered messaging, and clinical guidance to understand 2026-2027 respiratory season vaccine recommendations.

Date and Time: September 29, 2026 (8 - 9 a.m. ET)

How to Attend: Register in advance on [Zoom](#).

Cost: Free



Also Available on Demand: 'Preparing for Back-to-School Vaccinations in Rhode Island' Webinar

Recorded on July 21, 2026: [Shot of Knowledge: Preparing for Back-to-School Vaccinations in Rhode Island](#) summarizes school coverage data, school vaccine requirements, and strategies to help students stay healthy through up-to-date vaccinations. Visit: <https://youtu.be/Nw2tEZ71KCA>

Federal Medicaid Eligibility Changes Impacting Non-Citizens

Beginning in October, federal rules will affect Medicaid eligibility for certain non-citizens. Notices to impacted members were distributed in July. To support providers and community organizations, updated information and outreach materials are now available on [StayCovered.ri.gov/non-citizens](https://staycovered.ri.gov/non-citizens).

New resources include a flyer, FAQ, screener tool, partner/provider resource guide, a timeline of upcoming notices, and the content included in letters and text messages to impacted individuals. Materials are available in multiple languages.

Please share these materials among your staff, in your offices, and within your networks. Thank you for your continued partnership and support.

Important Changes to Medicaid for Non-Citizens

A new federal law will change who can get Medicaid starting **October 1, 2026**. Some people who are not U.S. citizens will lose Medicaid coverage because of this change.



? Who can still get Medicaid?

- Lawful Permanent Residents (Green Card holders) after the 5-year wait, if it applies
- Cuban/Haitian entrants
- COFA migrants (from Micronesia, the Marshall Islands, or Palau)
- Children under 19
- Pregnant or post-partum people

↓ Example of Accepted Green Card



✉ How will I know if this change will affect my Medicaid?

Open any notices you get from the State of Rhode Island.

If your Medicaid will end because of this new federal law, the State of Rhode Island will tell you before the change happens. You will get a notice:

- In your HealthyRhode account
- And by mail, if you choose paper notices

If you don't respond, or are no longer eligible because of your immigration status, you will get another notice.

The notice will include:

- Other ways you can get healthcare
- Information on how to appeal if you think the decision is wrong

💬 What should I do?

Update your account. If your immigration status has recently changed and you are now in one of the groups listed above who will still qualify, update your HealthyRhode account right away so your Medicaid can continue. You should also make sure Medicaid has your contact information, so you don't miss important news about your coverage. Log in to your account at healthyrhode.ri.gov or download the HealthyRhode mobile app.

👤 If I lose my Medicaid, can I get health insurance another way?

You can still buy a health insurance plan for you or your family, but you may not be able to get financial help because of federal changes.

- Look at your options and apply at HealthSourceRI.com or call 1-855-840-4774.
- You can also explore health insurance options through your job or a parent or spouse's job, and you may find you are able to purchase coverage directly through an insurance carrier like Neighborhood Health Plan of Rhode Island or Blue Cross & Blue Shield of Rhode Island.

🏥 If I lose my Medicaid, how can I get health-care?

There are places you can go to get healthcare no matter your insurance or immigration status.

- **Community Health Centers in Rhode Island:** rihca.org
- **Certified Community Behavioral Health Clinics:** bhddh.ri.gov/CCBHC
- **Rhode Island Free Clinic:** rifreeclinic.org
- **Clinica Esperanza:** aplacetobehealthy.org

Local hospitals are required by law to give medical care for serious or life-threatening problems, no matter your insurance or immigration status.

Learn more about what is changing with Medicaid and who will be impacted. Visit staycovered.ri.gov/updates



Fiscal Year 2027 Medicaid Budget Initiatives

The Rhode Island Executive Office of Health and Human Services (EOHHS) and Rhode Island Medicaid are in the process of implementing changes to the Medicaid program passed in the FY2027 Budget as Enacted.

The FY2027 initiatives are outlined below.

- Expansion of Acute Hospital Care at Home
- Changes to rates, including from the OHIC rate review recommendations
- Increase of Asset Limits
- Changes to the Nursing Facility Behavioral Health Add-On Program
- GLP-1 Benefit Change

When the State revises its rate methodologies or establishes new services, the Medicaid Program coordinates necessary updates to relevant systems, contracts, and policies with its managed-care organizations (MCOs), federal partners, and providers. Learn more about FY2027 budget initiatives and this process at <https://eohhs.ri.gov/initiatives/medicaid-initiatives/fy27-budget-initiatives>.



Important Update: Enhanced Security for EFT (Electronic Funds Transfer) Banking Changes

To help protect provider payments and reduce the risk of unauthorized banking changes, Rhode Island Medicaid has implemented an additional verification step for all Electronic Funds Transfer (EFT) banking account change requests.



What to Expect

When you submit a request to change your EFT banking information:

1. A Gainwell Technologies (RI Medicaid's Fiscal Agent) Provider Representative will contact your organization's authorized representative to verify the request.
2. After the request has been validated, the authorized representative will receive an email from Motif, Gainwell Technologies' partner for account verifications, as part of a secondary verification process.
3. The authorized representative must verify the micro-deposit amount(s) sent to the current bank account.
4. Once verification is completed, the EFT change request will proceed through the standard review process.

Important Information

- The Motif email is a legitimate part of Rhode Island Medicaid's EFT security process.
- Verification should be completed within seven (7) days of receiving the email.
- EFT payments will continue to be deposited into the current bank account until the verification process is successfully completed.
- EFT payments returned due to invalid banking information will be reissued as paper checks and mailed to the provider's address on file.

These enhanced security measures help safeguard provider banking information and reduce the risk of fraudulent EFT changes.



For questions regarding EFT changes, please contact the Rhode Island Medicaid Provider Services team at riproviderservices@gainwelltechnologies.com.

Radiology Prior Authorization

Effective October 1, 2026, RI Medicaid will utilize IPRO, one of the nation's most experienced healthcare quality improvement organizations, working with state and federal governments, providers, consumers, and communities across the United States to help ensure that healthcare is safe, accessible, and equitable across all settings and payers for Radiology Prior Authorizations. Requests for authorizations for date of services 10/1/2026 forward should be faxed to IPRO. To contact IPRO:

- Phone: Main (800) 624-2554
- Fax: (800) 446-2447

RI Medicaid will receive authorization data from IPRO daily. Providers can view the status of an authorization on RI Medicaid's [Healthcare Portal](#).

Evicore will no longer accept "new" requests as of **9/25/2026** and IPRO will begin accepting "new" requests as of **9/28/26**.

Coordination of Benefits – Bill Primary Insurance(s) Before Medicaid

As a reminder when billing claims for patients with dual/multiple coverage(s), Medicaid is legally the payer of last resort. You must file claims with all commercial, private, or primary insurance plans before submitting them to Medicaid.

Required Action Steps:

- **Verify Coverage:** Check the patient's primary insurance status at every visit using the Healthcare Portal.
- **Submit to Primary:** Route the initial claim to the commercial or private carrier first.
- **Await EOB:** Wait until you receive the primary insurer's Explanation of Benefits (EOB).
 - **Submit to Secondary:** If the recipient has a secondary coverage, route the claim and primary EOB to that carrier.
- **Bill Medicaid:** Submit the remaining balance to Medicaid, attaching the primary/secondary EOB(s).
 - The EOB(s) must show the payment/processing date, the applicable payment amount and the claim reason codes.

Electronic Medicare Billing for Medicare and Advantage (Senior Replacement) Plans

To facilitate electronic billing and proper reimbursement for Medicare and Commercial Medicare Plans (Advantage/Replacement Plans) such as United Senior Care, Blue-Chip Medicare HMO, WellCare Advantage Plan the following fields are required:

- Loop 2320 Other Subscriber Information SBR09 - Must contain MA or MB as appropriate for the claim filing indicator
- Loop 2320 Claim Level Adjustments CAS segment - Must contain Deductible PR 1 or Coinsurance of PR 2
- Loop 2320 Coordination of Benefits (COB) Payer Paid Amount – Must contain the Amount Paid (other insurance paid amount)
- Loop 2330B Other Payer Name (Carrier Code) Segment NM109 Other Payer Primary Identifier – Must contain the appropriate carrier code, see below for a list:

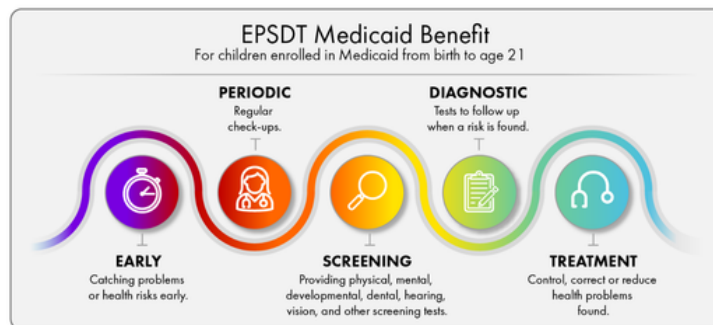
MDA/MDB - Medicare	22A - Aetna Medicare Advantage Plan
06A - United Senior Care	24A - Connecticare Medicare Advantage Plan
08A - Healthfirst Medicare Advantage Plan	26A - Humana Medicare Advantage Plan
09A - HMO Blue of Massachusetts Advantage Plan	26B - Humana Medicare Advantage Dental Plan
12A - Blue Chip Medicare HMO	89A - Tufts Health Plan (PPO) Medicare Advantage Plan
18A - Wellcare Medicare Advantage Plan	C01 - CarePlus Advantage Plan
19A - MMM Healthcare of Puerto Rico Advantage Plan	C02 - Commonwealth Care Alliance, Inc. Medicare Advantage Plan
C10 - Neighborhood Dual Connect	

THE EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT (EPSDT) PROGRAM

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT ensures that children and adolescents receive appropriate preventive, dental, mental health, developmental and specialty services.

EPSDT coverage requirements are more robust than coverage requirements for adults. When working with beneficiaries under age 21, providers should:

- Help patients understand their rights under EPSDT
- Provide all medically necessary treatment, even if that treatment is not reimbursable for adults
- Do not assume limits on benefits that apply to adults apply to children
- Counsel patients regarding access to Non-Emergency Medical Transportation and care coordination as authorized by the EPSDT benefit



As a provider, you must comply with EPSDT guidelines and requirement to ensure children and adolescents receive access to the right care, at the right time, and in the right setting. Additional information about EPSDT as well as Rhode Island's EPSDT schedules can be found [here](#).

Please reach out to the child/youth's Medicaid Managed Care plan with questions regarding coverage of services for children/youth under 21.

Attention All Users of the Provider Healthcare Portal

We would like to inform you of an upcoming password update for the Healthcare Portal **later this year**. The password will need to be updated from a mandatory 8 characters to a mandatory 14 characters. This change will apply to **all users**, including:

- Daily login users (Master and Delegate users)
- Automated/script users

What You Need to Do

- **All daily login users:** Be prepared to use the new password effective on the scheduled change date. Additional details will be provided separately if needed.
- **Automated/Script users:**
If you access the portal through automated processes or scripts, you must:
 - Update the Healthcare Portal password, and
 - Ensure the script password is updated and matches the portal password

It is critical that both passwords remain in sync to avoid any interruptions to automated processes.

Impact

Failure to update passwords accordingly may result in:

- Login issues for manual users
- Disruptions or failures in automated jobs/scripts
- Delays or failures in claim file processing

Provider Electronic Solutions (PES) software users

- If you are a PES software user, this update will also impact you as well. Please refer to the article in the link below for additional details and instructions related to PES password changes: [PES Updates](#).
-

Please watch the monthly Provider Update for more information on the timing of this implementation.

Thank you for your attention to this matter. Please email your [provider representative](#) or riediservices@gainwelltechnologies.com with any questions.

RI Medicaid Fee-For-Service Electronic Visit Verification Claims Validation

To ensure compliance with the 21st Century CURES Act, **Rhode Island (RI) Medicaid has re-initiated Medicaid Fee-For-Service (FFS) Electronic Visit Verification (EVV) automated claims validation as of Tuesday, July 7th, 2026.** The claims validation process utilizes the EVV data that is transferred to an individual provider's Aggregator account to identify if the six data elements below are present, as required by the CURES Act.

The 21st Century CURES Act requires that electronic visit verification (EVV) systems must capture six (6) data points to comply with the requirements from CMS. The following must be validated on each claim:

1. Service type;
2. Individual receiving the service;
3. Date of service;
4. Location of service delivery (should be place of service = HOME);
5. Individual providing the services;
6. Begin and end times of service (Log in and log out time matches what is being billed. (For example, when two (2) hours of service are billed, there should be a log in and log out to match the two (2) hours of billing).

Now that EVV automated claims validation edits are active, a provider's claim(s) will suspend if:

- There is no EVV record on file in the read only Aggregator where all EVV records must be sent and viewed by EOHHS;
- All six data points required for an EVV record are not present; or
- The EVV records Service type – CPT/HCPCS codes below do not match the claim submitted:
 - T1000- Private Duty Nursing
 - S5125 Personal Care Services
 - S5130 Homemaking Services
 - S5125 U1 Combined Services

Of note, Modifiers TV, UH, and UJ are not included as validation criteria until or unless otherwise determined by the Medicaid program.

If the automated claims validation process determines that there is not a match for the six (6) required data elements for EVV and your claim suspends, your remittance will show one (1) of three (3) error codes:

- ESC 994 - EVV Fields Not Yet Found.
- ESC 995 - Missing All EVV Fields.
- ESC 996 - One or More EVV Fields Missing.

(continued on next page)

RI Medicaid Fee-For-Service Electronic Visit Verification Claims Validation (continued from previous page)

These codes will suspend the claim for thirty (30) days to validate if EVV data is received, is corrected, or continues to be incorrect or missing. It is the providers' responsibility to review these error codes and make necessary corrections. If EVV data continues to be incorrect or missing after thirty (30) days, the claim will deny. It is recommended that providers are recording visits in their EVV system and logging into their Aggregator account on a regular basis (at least once a week) to confirm the visit data continues to be sent and is accurate. If data is absent or inaccurate, providers should work with HHAeXchange (formerly known as Sandata) and/or their third-party EVV vendor to troubleshoot and resolve issues.

Please note that only claims that are submitted, adjusted, reprocessed or pending as of 7/7/26 are subject to automated claims validation. As a reminder, RI Medicaid OPI reserves the right to perform program integrity audits on EVV visits and claims. Providers may be notified, with thirty (30) business days advance notice, of an audit. The notification will outline the purpose of the audit, the required documentation, and the process that will be followed.

EOHHS encourages providers to proactively reach out to EOHHS if you have operational questions or issues with HHA/Sandata, EVV data elements, or the Gainwell claims validation. If at any time you need EVV technical assistance and use the HHA/Sandata application, please e-mail RIcustomercare@sandata.com. Providers with a third-party application that integrates with the state Aggregator, can also get HHA/Sandata assistance by emailing RIaltevv@sandata.com or referring to the [Alt EVV Addendum](#).

Current Procedural Terminology, © 2025 American Medical Association. All Rights Reserved.

RI Nursing Home Providers

As we approach the one-year PDPM milestone, facilities are encouraged to submit any outstanding RUG claims by September 30, 2026. Additionally, please ensure MDS records are submitted timely so that RUG scores are loaded once member eligibility is updated in the system.

Claims submitted by September 30, 2026, can be processed through normal claims processing. CMS has not provided a firm deadline for how long RUG processing will remain available, so timely submission is strongly recommended.

Please review any held or unsubmitted RUG claims that have Medicaid and long-term care eligibility and submit as soon as possible.

Community Mental Health Resources for all Rhode Islanders

A Certified Community Behavioral Health Clinic (CCBHC) is an outpatient behavioral health clinic, certified by the State of Rhode Island, that provides a wide range of mental health and substance use services in clinics, homes, and community settings for all Rhode Islanders.

CCBHC services include:

- 24/7/365 mobile crisis services for children and adults
- Mobile response and stabilization services (MRSS)
- Outpatient individual, group and family therapy for mental health and substance use
- Outpatient withdrawal management
- Psychiatry and medication management
- Assertive Community Treatment: A person-centered, team-based mental health service designed to provide intensive, community-based support for individuals with severe mental illnesses
- Intensive community and home-based services for children, adolescents, and transition-aged youth
- Specialized services for substance use concerns
- Case management and care coordination
- Peer Recovery Specialists and peer-based supports for families and youth
- Services for special populations, including veterans and active-duty service members (ADSM)

The following locations are CCBHCs in Rhode Island:

- [Community Care Alliance](#) (Woonsocket)
- [Family Service of Rhode Island](#) (Providence)
- [Gateway Healthcare](#) (Pawtucket, Johnston, and South County)

- [Newport Mental Health](#) (Newport County)
- [The Providence Center](#) (Providence)
- [Thrive Behavioral Health](#) (Warwick)



If you're working with or know of an individual or family who is interested in receiving services, please use [this provider guide](#) to assist them with connecting to the intake line of a CCBHC. You can also share this community guide with your patients or community partners to help them understand resources that are available through the CCBHCs.

At Home Supports The Rhode Island Office of Healthy Aging (OHA) strives to help individuals remain healthy, safe, and independent in their communities. The [At Home](#) cost-share program helps older adults (65+) and those age 19-64 (who have a diagnosis of Alzheimer's or a related dementia) with home and community-based services and supports.

HOW IT WORKS: The State shares in the cost of in-home and/or adult-day services in the community for eligible participants.

A participant's share of the cost of services is based on their annual income, as outlined in the table below. Annual income is capped at **250 percent of Federal Poverty Level** (250% FPL). Eligibility is also based on a needs assessment. Currently there is no asset limit.

2026 Income Limits	
1. Income of \$19,950 (single); \$27,050 (couple)	
Home Care	\$4.50/hour
Community Adult Day	\$7.00/day
2. Income of \$31,920 (single); \$43,280 (couple)	
Home Care	\$7.50/hour
Community Adult Day	\$15.00/day
3. Income of \$39,900 (single); \$54,100 (couple)	
Home Care	\$7.50/hour
Community Adult Day	\$15.00/day

Eligible in-home services may include assistance with housekeeping, personal care, and/or meal preparation. Community adult-day programs offer a variety of daytime opportunities and services for participants – including help with personal care, nursing support, meals, and various recreational and social activities.

All eligible [At Home Cost Share](#) participants receive an individualized assessment and person-centered care plan, tailored to their needs and preferences.

YOU MAY BE ELIGIBLE IF:

- ✓ You are age 65 or older
- ✓ Are age 19-64 with diagnosis of Alzheimer's or a related dementia and also meet income guidelines
- ✓ You need assistance at home with personal or health care
- ✓ You do not qualify for Rhode Island's Medicaid program



401- 462- 4444



The resource hub
for healthy aging.



401.462.4444

www.oha.ri.gov/adrc

www.oha.ri.gov | @HealthyAgingRI

Physical Therapy via Telehealth

Effective August 1, 2026, the codes in the table below can no longer be billed to RI Medicaid as a Telehealth Service. This includes all modifiers allowed for the codes.

Claims billed after August 1, 2026, regardless of the date of service, with a place of service of “02 – Telehealth provided other than patient’s home” or “10 – Telehealth provided in the patient’s home” will be denied.

The denial code will be EOB code 065 - THE PLACE OF SERVICE CODE IS INVALID OR MISSING FOR THIS PROCEDURE.

Procedure Codes	Descriptions
97010	PHYSICAL MEDICINE TREATMENT TO ONE AREA; HOT OR COLD PACKS
97012	PHYSICAL MEDICINE TREATMENT TO ONE AREA; TRACTION, MECHANICAL
97014	PHYSICAL MEDICINE TREATMENT TO ONE AREA; ELECTRICAL STIMULATION (UNATTENDED)
97016	PHYSICAL MEDICINE TREATMENT TO ONE AREA; VASOPNEUMATIC DEVICES
97018	PHYSICAL MEDICINE TREATMENT TO ONE AREA; PARAFFIN BATH
97022	PHYSICAL MEDICINE TREATMENT TO ONE AREA; WHIRLPOOL
97024	PHYSICAL MEDICINE TREATMENT TO ONE AREA; DIATHERMY
97026	PHYSICAL MEDICINE TREATMENT TO ONE AREA; INFRARED
97028	PHYSICAL MEDICINE TREATMENT TO ONE AREA; ULTRAVIOLET
97032	APPLICATION OF A MODALITY TO ONE OR MORE AREAS; ELECTRICAL STIMULATION (MANUAL), EACH 15 MINUTES
97033	APPLICATION OF A MODALITY TO ONE OR MORE AREAS; IONTOPHORESIS, EACH 15 MINUTES
97034	APPLICATION OF A MODALITY TO ONE OR MORE AREAS; CONTRAST BATHS, EACH 15 MINUTES
97035	APPLICATION OF A MODALITY TO ONE OR MORE AREAS; ULTRASOUND, EACH 15 MINUTES
97036	APPLICATION OF A MODALITY TO ONE OR MORE AREAS; HUBBARD TANK, EACH 15 MINUTES
97113	THERAPEUTIC PROCEDURE, ONE OR MORE AREAS, EACH 15 MINUTES; AQUATIC THERAPY WITH THERAPEUTIC EXERCISES
97124	PHYSICAL MEDICINE TREATMENT TO ONE AREA, INITIAL 30 MINUTES, EACH VISIT; MASSAGE
97140	MANUAL THERAPY TECHNIQUES, MANIPULATION, MANUAL LYMPHATIC DRAINAGE, ONE OR MORE REGIONS

ATTENTION ASSISTED LIVING FACILITIES (ALF) PROVIDERS

2026 Assisted Living Room and Board (R&B) and Cost of Care (COC) Updates

Effective January 1, 2026, the monthly Room and Board (R&B) rate for all Medicaid LTSS Assisted Living participants with income below \$2,982 (300% of the Federal Benefit Rate – FBR) will be \$1,326, reflecting the Year 2026 Federal Benefit Rate.

- Residents with income above the 300% FBR will be capped at \$2982 and adjusted accordingly based on single or double room occupancy.
- Cost of Care (COC) amounts may also change to reflect the 2026 COLA for customers who are receiving SSA benefits and other income with annual COLA increases.
- For residents with income below \$1,326, R&B may be lower. Providers are encouraged to assist residents with applying for Category D to help support Room and Board costs.

For assistance, questions, or concerns, please contact the DHS Assisted Living provider

Email: DHS.AssistedLivingIntakes@dhs.ri.gov.



New Medicaid LTSS Admissions for Assisted Living:

If you have a new admission or a current/existing resident looking to apply for Medicaid LTSS, please send the LTSS Assisted Living referral form [via email](#) to the Department of Human Services (DHS) at DHS.AssistedLivingIntakes@dhs.ri.gov. Once the referral is received by DHS, an assigned Social Caseworker from DHS will contact your facility to schedule an onsite visit appointment to the ALF facility to complete a Functional Assessment, assist with Application Assistance and Person-Centered Option Counseling (PCOC) as needed to assist the resident with the process to apply and evaluate for Medicaid LTSS for the ALF.

- Discharges must be reported to DHS.AssistedLivingIntakes@dhs.ri.gov
- If the individual is enrolled in PACE or Neighborhood FIDE-SNP, providers must work directly with PACE or Neighborhood Health Plan to coordinate admission, discharges, assessments, and services. Do not submit LTSS referral forms or applications to DHS for individuals actively enrolled in PACE or Neighborhood FIDE-SNP

Other Contact for Assisted Living Facilities:

- **Category D New Applications and Discharges** should be sent to: Office of Community Programs (OCP): OCP/EOHHS: OHHS.ocp@ohhs.ri.gov
- **Requests for Tier Changes** on existing LTSS ALF residents should be sent to the conflict-free case management (CFCM) agency serving your Assisted Living resident.
- **Assisted Living with questions related to the Assisted Living Tier Certification process** for Tier A, Tier B, and/or Tier C, please contact: Office of Community Programs (OCP): OCP/EOHHS: OHHS.ocp@ohhs.ri.gov
- **Provider Billing and Payment:** Gainwell provider contact: [Fidelia Williams-Edward](#) - Customer Service help desk 401-784-8100
- **Renewal Update** is now on the Medicaid Renewal Lookup portal: https://www.ri.gov/EOHHS/medicaid_renewal

ATTENTION NURSING HOME PROVIDERS

Nursing Home providers must comply with the following guidance, expectations and requirements. Failure to do so may result in delays in processing, denial of eligibility, and/or denial of payment. DHS will not prioritize corrections resulting from provider error.

Admission or Discharge Notification: Providers are required to enter admission and/or discharge into the Provider Health Care Portal for applicants and/or Medicaid LTSS recipients in your facility. This ensures accurate eligibility segments, correct provider of service as well as accurate Medicaid LTSS need dates.

New Admission/Medicaid LTSS Application Requirements & Nursing Home Cover Page: All new applications/requests for Medicaid LTSS must include the forms found at: <https://eohhs.ri.gov/reference-center/forms-applications>

- Nursing Home Admission Cover Page (fully completed with income, resources, expenses, spousal information, Medicaid need date).
- Fully completed DHS-2 or Renewal Short form (if active on Community Medicaid). Form must be signed by the applicant/legal guardian/Power of Attorney (POA) or authorized representative.
- PASRR Level 1/ID Screen and, if positive PASRR Level II Resident Review letter
- Required Medical Forms: **PM1 (now required)**, AP-70 and Associated Medicals
- General Consent form/DHS-25 & DHS-25M release form
- Application should be emailed to: Department of Human Services (DHS)
 - Mailing: LTSS Program: P.O. Box 8709, Cranston, RI, 02920



Preadmission Screening and Resident Review (PASRR) Level 1/ID Screen & Level II:

Federal law requires that all NH residents regardless of payor source receive a State Preadmission Screening and Resident Review (PASRR) evaluation that focuses on cognitive, developmental, and intellectual disabilities and behavioral health conditions that may require specialized services in a health institution.

At admission or transfer from a hospital, facilities must ensure that there is PASRR Level I/ID screen on-file to be submitted with the Medicaid LTSS application. If the PASRR Level I/ID Screen is positive; PASRR 2 and Resident Review Letter should accompany that admission and Application submission to Rhode Island Department of Human Services (DHS).

If one does not exist, providers must submit a referral to the below contact and send a copy of the email referral for the PASRR Level 2/RR request to one of the BHDDH emails below.

Contact for PASRR Referral:

- Louise White (BHDDH): Louise.White@bhddh.ri.gov
- Audra DiChiaro (Behavioral Health): Audra.DiChiaro@bhddh.ri.gov

If a PASRR Level II/Resident review and/or a referral is not made, the PASRR requirement will be considered out of compliance. Noncompliance with PASRR requirements will result in denial of payment.

Payment authorization will resume only from the date of referral or completed review, even if later determined to be a false positive, DHS will not go back to change the approval date.

Program Change from Community (HCBS) to Nursing Home:

When an Individual who is active on Medicaid LTSS Home and Community Based Services (HCBS) transitions to LTSS Institution/Nursing Home Setting, the facility must submit the following to DHS at: DHS.NursingHomeInquiries@dhs.ri.gov

- DHS Program Change form
- Nursing Admission Home Cover Page
- PASRR Level I/ID Screen and if positive PASRR Level II Resident Review letter
- Required Medical Forms: **PM1 (now required)**, AP-70 and Associated Medicals

For eligibility or case processing questions, Nursing Home providers may contact the DHS Nursing Home Provider Email:

DHS.NursingHomeInquiries@dhs.ri.gov

Attention all Dental Providers - Immediate Denture Update

Immediate dentures are a covered benefit through RI Medicaid. Previously while providers awaited full rollout of these codes, they were allowed to bill the corresponding conventional denture codes in place of the immediate denture codes. The immediate denture codes can now be billed to RI Medicaid. Effective immediately, please bill accordingly using the immediate denture procedure codes. Those procedure codes are listed below:

Code	Procedure	Age Limitation	Authorization Required	Benefit Limitations
D5130	Immediate denture maxillary	No	No	Once per lifetime per member
D5140	Immediate denture mandibular	No	No	Once per lifetime per member
D5221	Immediate maxillary partial denture - resin base	No	No	Once per lifetime per member
D5222	immediate mandibular partial denture - resin base	No	No	Once per lifetime per member

Please note that once an immediate denture has been delivered. The denture limitation will still apply. Members would be subjected to the 5-year limit once an immediate denture is delivered before they can receive a conventional denture. For example, if a member received D5130, they cannot receive D5110 until after 5 years of the immediate denture delivery.

Please contact RI provider Services at riproviderservices@gainwelltechnologies.com if you have any questions.

ADA Accessibility Requirements

The new ADA rule, effective for state and local government entities, mandates that medical diagnostic equipment (MDE)—such as examination tables, weight scales, and imaging machines—must be accessible to individuals with disabilities.

By August 9, 2026, all government-operated healthcare facilities must have at least one accessible examination table and one accessible weight scale that meet specific technical standards, such as height-adjustability for safe transfers.

For equipment acquired after October 8, 2024, at least 10% of units (or 20% for facilities specializing in mobility-related conditions) must be accessible. The rule emphasizes that facilities **cannot deny** care due to a lack of accessible equipment and must ensure that staff are trained to operate the MDE and assist patients with transfers and positioning, reinforcing the broader requirement that medical programs must be usable and accessible as a whole.

For more information, please see the [Fact Sheet](#).

Durable Medical Equipment Providers

Rhode Island Medicaid now accepts electronic signatures on Durable Medical Equipment (DME) Prescriptions and Certificates of Medical Necessity (CMNs) generated through an Electronic Health or Medical record. Providers may submit electronically signed documents in place of wet signatures.



2027 SFY PAYMENT AND PROCESSING SCHEDULE

To access the Payment and Processing schedules, please visit the [EOHHS website](#).



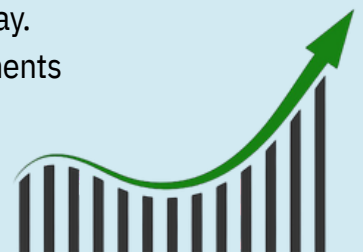
Legislative Rate Increases

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.



Rhode Island Temporary State Imposed Moratorium for Two Subgroups of Home Care/Personal Care Providers

Medicaid Provider Enrollment has instituted a six-month moratorium on newly enrolling Home Care/Personal Care providers in the following subgroups – Severely Disabled Nursing Homecare (Type 65) and Personal Care Aid/Assistant (Type 72) – effective from July 1, 2026, to January 1, 2027.

No applications for enrollment will be approved for new providers during this six-month period. This moratorium does not impact any existing providers or newly enrolling providers that have already submitted an application for enrollment prior to July 1st.

RI MEDICAID TEMPORARY STATE IMPOSED MORATORIA FOR NEWLY ENROLLING HOSPICE AND HOME HEALTH PROVIDERS

Medicaid Provider Enrollment has instituted a six-month moratorium on newly enrolling Hospice and Home Health providers, effective from July 1, 2026, to January 1, 2027.

No applications for enrollment will be approved for new hospice and home health providers during this six-month period.

This moratorium does not impact any existing providers or newly enrolling providers that have already submitted an application for enrollment prior to July 1st.

RI TEMPORARY STATE IMPOSED MORATORIA FOR HOME/CENTER BASED THERAPEUTIC SERVICES AND APPLIED BEHAVIORAL ANALYSIS PROVIDERS

Rhode Island Medicaid has implemented a 6-month temporary moratorium on newly enrolled Home/Center Based Therapeutic Services and Applied Behavioral Analysis providers (HBTS/ABA). This will only impact newly enrolling HBTS/ABA providers starting on June 16, 2026.

If you have any questions, please contact your provider representative, Karen Murphy at karen.murphy3@gainwelltechnologies.com.

RI MEDICAID TEMPORARY STATE IMPOSED MORATORIA FOR DMEPOS

Rhode Island Medicaid is going to implement a 6-month temporary moratorium on newly enrolled Prosthetics, Orthotics, and Supplies (DMEPOS) providers in alignment with the federal moratorium. This will only impact newly enrolling DMEPOS providers starting on April 1st, 2026.

If you have any questions, please contact your provider representative, Fidelia Williams-Edward at fidelia.williams@gainwelltechnologies.com.

Provider Revalidation Update

Provider Revalidation is concluding the initial application submission period following the expiration of the 35-day deadline. Providers who have not yet submitted their revalidation applications are strongly encouraged to do so immediately.

Failure to submit may result in the potential suspension of your account.

For those who have successfully submitted their applications, please note that the Provider Enrollment team is currently reviewing submissions in the order they were received. Due to the high volume of applications—particularly from groups with multiple affiliated providers—we appreciate your patience throughout this process.

To ensure timely processing of your application, please keep the following in mind:

- Updated W-9 Form: Ensure you have a current W-9 form available and ready for upload.
- Disclosure Questions: Be prepared to complete all required disclosure questions. These can be reviewed in advance at: [Enrollment Disclosures](#).
 - Incomplete disclosure sections will result in your application being returned for correction.
- User Guide: A comprehensive [Provider Enrollment User Guide](#) is available to assist with common pre-revalidation questions.

If you require further assistance, please contact the Customer Service Help Desk:

- Phone: 401-784-8100 or 800-964-6211 (in-state toll calls)
- Email: rienrollment@gainwelltechnologies.com

Thank you for your cooperation and continued commitment to maintaining accurate and up-to-date provider information.

Providers Required to Revalidate:

Douglas	Peer Recovery Services	Home Stabilization
Physicians	Billing Nurse Practitioners	Centers of Excellence
Psychologists	Emergency Behavioral Health Services	Physical Therapy

Inpatient Hospital Providers

The inpatient hospital DRG base rate has been increased to \$15,923.00, effective 7/1/2026. The new base rate represents a 3.3% increase, (rounded to the nearest dollar), over the existing base rate of \$15,414.00. The DRG Calculator located on the [EOHHS website](#) has been updated to reflect the change.

If you have questions, please contact the Customer Service Help Desk at 401-784-8100 or for in-state toll calls 800-964-6211 or your Provider Representative.

Outpatient Hospital Providers

The APC rates were increased by 3.3% above their current level, effective 7/1/2026. The new rates can be found on the [EOHHS website](#).

If you have questions, please contact the Customer Service Help Desk at 401-784-8100 or for in-state toll calls 800-964-6211 or your Provider Representative.



Pharmacy Spotlight

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: September 15, 2026

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 meeting dates for 2026 are:
September 15th
December 1st

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

Date: September 15, 2026

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

GLP-1 State Budget Guidance

Pursuant to the Rhode Island State Fiscal Year 2027 Enacted Budget, beginning October 1, 2026, Rhode Island Medicaid will no longer cover certain GLP-1 receptor agonists when they are prescribed solely for weight loss. Members receiving these medications for weight loss may be affected by this coverage change and may no longer be able to obtain them through Medicaid beginning October 1, 2026.

The medications that Rhode Island Medicaid will no longer cover when used solely for weight loss include:

- Foundayo (Orforglipron)
- Saxenda (Liraglutide)
- Wegovy (Semaglutide)
- Zepbound (Tirzepatide)

Please review your affected members' treatment plans and discuss alternative options, as appropriate, before the coverage change takes effect. Please note that some medications may require prior authorization (PA). If continued treatment with one of these medications listed above is medically necessary for an indication other than weight loss, providers must submit a new PA request with the appropriate clinical documentation.

For members younger than 21 years of age, all PA requests must be reviewed for medical necessity in accordance with Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) requirements.

Thank you for your partnership in helping ensure Medicaid members continue to receive appropriate, medically necessary care during this coverage transition.