



ABILITY

CHOICE[®]

Medicare Eligibility

User Guide

Copyright and Trademark

Copyright

Copyright 2016 ABILITY Network Inc. All Rights Reserved. All text, images, and graphics, and other materials in this document are subject to copyright and other intellectual property rights of ABILITY Network Inc. These materials may not be reproduced, distributed, modified, or republished without the express written permission of ABILITY Network Inc.

Trademark

The marks appearing in this document including, but not limited to ABILITY Network (ABILITY), ABILITY logo, and all ABILITY services are trademarks and/or registered trademarks of ABILITY Network Inc. All other brands, product names, or services are trademarks or registered trademarks of their respective holders.

Contents

myABILITY® Overview	1
About this guide	1
Navigation Bar and Folders.....	2
ABILITY CHOICE® Medicare Eligibility Request.....	3
Fields	3
Actions	4
Add or Edit NPI	5
Add an NPI.....	5
Edit an NPI.....	8

myABILITY® Overview

At ABILITY®, our mission is to provide innovative services that reduce the administrative complexities of healthcare. The myABILITY® platform provides you with streamlined, easy-to-use access and navigation to all your ABILITY services. As the name implies, myABILITY® gives you the ability to select and configure network services specific to your business requirements.

About this guide

This guide provides you information for your ABILITY | CHOICE® Medicare Eligibility service.

Navigation Bar and Folders

The Navigation bar and folders with tabs appear on the My Workspace page and provide you with easy access to all of your myABILITY services. The Navigation Bar appears at the top of all myABILITY pages. The folders and tabs only appear on the My Workspace page.

The Eligibility selection on the Navigation Bar (Figure 1) and the **ABILITY | CHOICE® Medicare Eligibility** (Figure 2) on the Eligibility folder both provide you with the following options:

- Make an Eligibility Request – Open the Make a Request tab on the CHOICE Medicare Eligibility Request page where you can submit Medicare HETS eligibility requests and receive results in real time.
- Add or Edit NPI – Open the Add or Edit NPI page to add and manage NPIs for use in eligibility requests. The NPI is a unique 10-position numeric identifier issued to all Medicare covered health care providers in the United States by the Centers for Medicare & Medicaid Services (CMS).

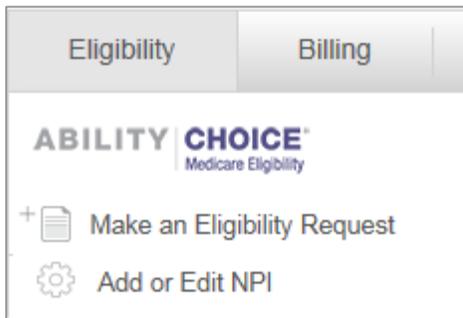


Figure 1: Navigation Bar with **ABILITY | CHOICE Medicare Eligibility** selected

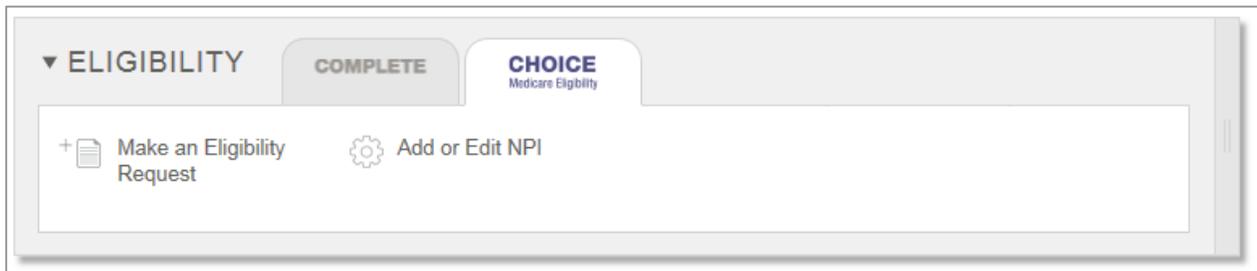


Figure 2: Eligibility Folder with **ABILITY | CHOICE Medicare Eligibility** selected

ABILITY | CHOICE® Medicare Eligibility Request

Open the **ABILITY | CHOICE® Medicare Eligibility Request** page (Figure 3) by clicking Make an Eligibility Request on the My Workspace page.

CHOICE Medicare Eligibility Request
Submit Medicare HETS eligibility requests and receive results in real time.

NPI*

Service Dates*

Subscriber ID*

Subscriber Last Name*

Subscriber First Name*

OR ** You must provide either the beneficiary first name or date of birth*

Subscriber DOB*

Quick Date Picks
 ▶ Today
 ▶ 12 Months Prior & 4 Months After Today

*Required Field

Figure 3: CHOICE Medicare Eligibility Request page

Fields

Complete the following fields described in Table 1. Those fields marked with an asterisk are required.

Table 1: ABILITY | CHOICE Medicare Eligibility Request field description

Field Name	Description
NPI	Select an NPI (National Provider Identifier) from the selection menu on the request page. If only one NPI has been assigned to you, you will not see a selection menu. Users are affiliated with NPIs through the NPI Credential Administration page.
Service Dates*	Specify the Service Dates ranges from the Medicare acceptable date ranges. The Medicare acceptable date ranges are 12 months prior and 4 months after the current date. This selection is also the default and available to you as a Quick Date Pick (as is today's date).

Table 1: ABILITY | CHOICE Medicare Eligibility Request field description (cont.)

Field Name	Description
Subscriber ID*	The Subscriber ID is the HIC (Health Insurance Claim) Number that is required on all eligibility requests. If you enter an inactive Subscriber ID and Medicare sends back the active Subscriber ID for that patient, the system will notify you through an Exemption Message. Within that message, you can choose to have the active Subscriber ID entered into the request form and resubmit the eligibility request using the updated Subscriber ID.
Subscriber Last Name*	The Subscriber Last Name is required on all eligibility requests. If the name has a suffix, enter both the last name and the suffix in this field.
Subscriber First Name* or Subscriber DOB*	Enter either the subscriber first name or date of birth. Providing both increases search accuracy.

All Service Type Codes (STCs) supported by Medicare (except A7) will be sent on Medicare requests. If you are a provider of mental health or psychiatric services, you can check a box on the Add or Edit NPI page to designate that you need to view A7 STC information. This is a setting that is configured by NPI and monitored by CMS.

You can filter the response page to see only the information you want to see on the Medicare response page.

Actions

Click **Submit Eligibility Request** to submit the information you entered to **ABILITY | CHOICE® Medicare Eligibility** and receive a response.

Click **Clear** to remove any information you entered from the Subscriber ID, Subscriber Last Name, Subscriber First Name, and Subscriber ID fields.

Errors you might receive in ABILITY | CHOICE Medicare Eligibility

The following error messages can occur after you submit your **ABILITY | CHOICE® Medicare Eligibility** request:

- You entered an inactive Subscriber ID.
- The subscriber was not found.
- The system is experiencing difficulty reaching Medicare (HETS).
- The system is experiencing difficulty with the ABILITY | CHOICE Medicare Eligibility application and you are directed to Support.

Add or Edit NPI

Click **Add or Edit NPI** on the My Workspace page to open the Add or Edit NPI page

Add an NPI

Complete the following instructions to add an NPI:

1. Click the **+ Add NPI** link on the Add or Edit NPI page (Figure 4).

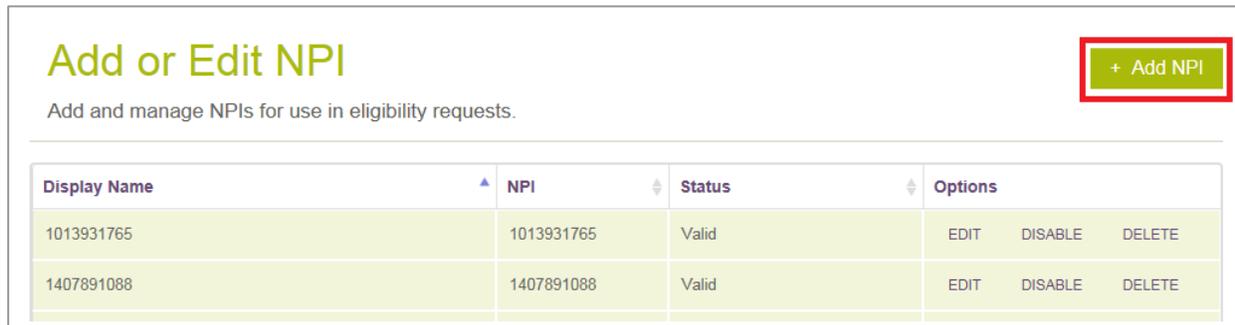


Figure 4: Add or Edit NPI with + Add NPI indicated

2. In the Provider Details panel (Figure 5), enter the following information:

NPI – Enter the NPI (National Provider Identifier) for the provider. The NPI is a unique 10-digit identification number issued to health care providers in the United States by the NPPES (National Plan & Provider Enumeration System).

Display Name - Enter a meaningful name to identify the NPI.

Federal Tax ID –Enter the 10-digit Federal Tax ID number that identifies this provider

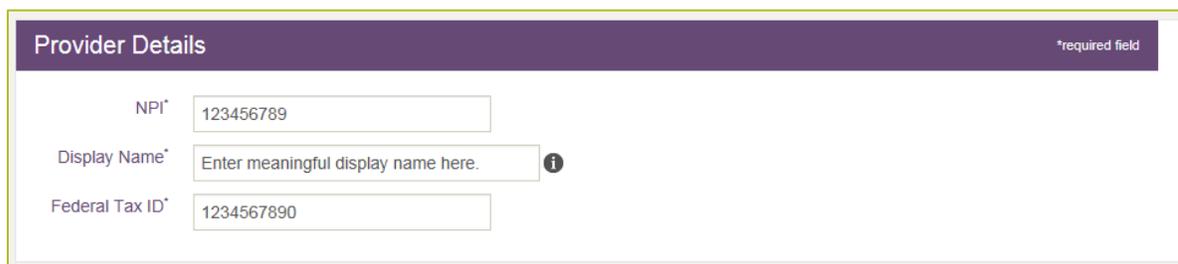


Figure 5: Provider Details Panel

- In the User Permissions panel (Figure 6), check the box in front of someone’s name to give them access to this NPI. Leave unchecked (the default) if you do not want to provide that user with access. People without access will not see this NPI.

Click **Everyone** to grant all of your users access to this NPI. Click **None** to remove access for all of your users.

Click **Add/Edit/Delete Users** to open Manage Users page where you can add and manage your myABILITY users.

User Permissions

user 12
 user 13
 user 14
 user 15
 user 16

Give Access to:
Everyone ▶
None ▶

Check the box in front of someone's name to give them access to this NPI. Uncheck to remove access. People without access won't see this NPI.

[Add/Edit/Delete Users](#) ▶

Psychiatric/Mental Health Provider Verification Designate this NPI as a Mental Health or Psychiatric services provider

Is Non-Medicare (HETS) validated NPI Designate this NPI as valid Non-Medicare (HETS) NPI

Submit NPI for registration Cancel

NPI Registration can take up to 48 hours

Figure 6: User Permissions Panel

Select the **Designate this NPI as a Mental Health or Psychiatric services provider** if that selection applies. If you select this checkbox, a dialog box appears asking you to verify your selection (Figure 7). This selection indicates you need to view A7 Service Type Code (STC) information for this NPI. This is a setting ABILITY | CHOICE Medicare Eligibility configures by NPI and a setting that CMS monitors.

Set Psychiatric/Mental Health Provider Verification

Warning: You are verifying that you are a Psychiatric/Mental Health provider. Appropriate use of Psychiatric/Mental Health service type code information will be subject to CMS auditing.

Verify Cancel

Figure 7: Set Psychiatric/Mental Health Provider Verification dialog box

4. Click **Submit NPI for registration** (Figure 8) If you entered any of the information incorrectly, ABILITY | CHOICE Medicare Eligibility displays a message to alert you.

NOTE: NPI registration can take up to 48 hours.



Figure 8: Submit NPI for registration panel with Submit NPI for registration indicated

5. The originally displayed Add/Edit NPI page appears with a message appears that the NPI has been (successfully) added (Figure 9).



Figure 9: NPI has been added message box

6. Click **x** to remove this message.

Edit an NPI

Complete the following instructions to edit an NPI:

1. On the Add or Edit NPI page (Figure 10), click **Edit** in the Options column for the NPI you want to edit.

NOTE: You can click the heading to sort the table in ascending or descending order by that column. The up arrow (▲) ascending order and down arrow (▼) descending order indicate the column and direction of the sort.

Display Name	NPI	Status	Options
Meaningful Display Name 2	1013144823	Valid	EDIT DISABLE DELETE
Meaningful Display Name 1	1013931765	Valid	EDIT DISABLE DELETE

Figure 10: Add or Edit NPI page

2. Edit the information in the Provider Details and User Permissions panels. Descriptions for these fields and actions are in the previous section of this guide.

Figure 11: Update NPI page with Tabs and Checkbox indicated

3. Click **Update NPI**. If the information is entered correctly the originally displayed Add/Edit NPI page appears with a message appears that the NPI has been (successfully) edited (Figure 12).



Figure 12: Update NPI panel with Update NPI indicated

NOTE: If you entered any of the information incorrectly, ABILITY | CHOICE Medicare Eligibility displays a message to alert you.

4. Click **x** to remove this message (Figure 13).



Figure 13: NPI has been edited message box