Provide Enterprise HDAP Eligibility and Enrollment System Frequently Asked Questions

System Access

Question: How do I access Provide Enterprise?

Answer: PEC is accessed through the Commonwealth's Virtual Gateway. Your agency was provided with instructions and forms to add users to the Virtual Gateway's Provide Enterprise application. Instructions are also available in the document titled "Provider Instructions for Accessing Provide Enterprise." After your agency completes this step, you will receive a welcome email to create an account. Once you log in to the Virtual Gateway, you will be routed to Provide Enterprise using the same login credentials. You will not need to enter your credentials twice.

Question: What do I do if I do not have a Provide Enterprise Account?

Answer: If your agency has not submitted the required forms to the Virtual Gateway, you will not receive a welcome email and will not have access to Provide Enterprise. Please follow these instructions for gaining access to Provide Enterprise. For further questions, email DPH-BIDLS-IDDAP@mass.gov.

Question: Can a colleague obtain access to cover my clients when I am out?

Answer: Yes, as long as that person has access to Provide Enterprise. The Client List option on the lefthand menu allows users to view their clients or all clients in their agency. The Applications options will show all applications submitted or in progress for the agency.

Question: How will PEC training be made available to newly hired case managers?

Answer: An eLMS training is being developed and will be available in the future. In addition, recorded training guides and videos are available in the Provide Enterprise application.

Ryan White Eligibility

Question: Can a client apply for HDAP and Ryan White services at the same time?

Answer: At this time, Provide Enterprise will determine Ryan White eligibility but only allows the client to apply for HDAP. Integration with other Ryan White services is being developed.

Question: Will Provide Enterprise show the Ryan White programs in which a client is enrolled?

Answer: At this time, Provide Enterprise shows HDAP only. Integration with other Ryan White programs is being developed.

Question: Why do I see inactive and deceased clients on my client list?

Answer: The My Client and agency client lists show clients whose most recent application since January 1, 2021 listed your agency as their case management agency, regardless of enrollment status. Clients who are deceased, have moved out of state, or are no longer in care will not appear if HDAP has been notified of their status. If HDAP has not received that information, the client will remain on your client lists. Case managers can clean up their client lists by going into Client Information and changing the status of clients who are deceased, who have moved out of state, or who have fallen out of care.

HDAP Application Navigation

Question: How do I move to the next section of the application?

Answer: At the bottom of the page, click "Back to Top," and then select the next section tab.

Question: Why does nothing happen when I click "Submit Application"?

Answer: An application cannot be submitted when a required question is blank. Check tabs marked with a red exclamation point. If no marked tab is visible, use the left or right arrow to reach additional sections. Within the section, required questions appear in red text. You may need to scroll to the bottom of the page to find the missing field.

Question: How do I submit a change to client information?

Answer: Click Save on the tab where you made the update. If nothing happens, a required field is missing. Scroll through the section and complete the question shown in red text.

Question: Can I update client information when an application is in progress?

Answer: Once you submit an application or update, the system will lock all sections in the Client Information profile until HDAP processes the application and no updates can be made. The only exception is the Care Team section, which can be updated at any time.

Question: Are client IDs changing in Provide Enterprise?

Answer: No. Clients will keep their existing five-digit HDAP ID. New clients will be assigned five-digit HDAP IDs upon registration.

Question: Can I continue working on an application while waiting for a client update request?

Answer: No, once you submit an update, you cannot submit the application until the update is processed. If you need to update a client's information and they are due to recertify, please complete and submit the recertification application instead.

Question: Where can I find the reason an application is locked?

Answer: Applications are locked once they are submitted and are waiting to be processed by HDAP. Once the application is processed and either completed or pended, the client information will be editable.

Question: What does a "Canceled" application status mean?

Answer: An application is automatically canceled if it is not fully processed by the client's eligibility termination date. Start a new recertification application, reattach the required documents, and submit it to HDAP again.

Question: Can I delete a document that I uploaded by mistake?

Answer: No. After a document is saved, it cannot be deleted. Upload the correct document and email hdap@crihealth.org to notify HDAP that the document was entered incorrectly.

Question: Should documents be uploaded together or separately?

Answer: Upload documents separately, with one document type in each required section. Attach proof documents only in the field where they are requested.

Question: What should I do if a document will not upload?

Answer: If clicking the upload box does not open the file browser, click the box again. After selecting the file and clicking Upload, wait until the attachment finishes uploading before clicking Save. PDF, PNG and JPG are the accepted document types. Word documents are not accepted.

Client Contact Information

Question: Client email address is a required field. What should I do if a client does not have or does not want to provide an email address?

Answer: Turn off the "does client consent to email" question. If the client does not want to provide an email address, you can enter your email address as their case manager, or "N/A". The client does not need a portal account when working with a case manager.

Question: Can a case manager use the same case manager email address for more than one client for clients who do not want to provide their email address?

Answer: Yes.

Question: What should I do if a client does not want HDAP to contact them directly?

Answer: Enter your contact information as their case manager and your preferred contact method. Add a comment on the Applicant tab stating that the client does not want to be contacted directly.

Question: Mailing address is required. What should I enter if a client does not want to receive mail?

Answer: Enter your agency's mailing address. HDAP communicates with case managers by secure email only, so you will not receive mailed communications from HDAP.

Question: What should I enter for a client who is unstably housed?

Answer: In the housing status field, select "Unstable". Select the appropriate housing type, then enter the address of the site where the client receives care.

Question: What is the Personal Contacts section used for?

Answer: Complete this section only when the client wants to authorize HDAP to communicate with an alternate contact, such as a family member, friend, or healthcare proxy. Do NOT enter your information as the case manager in this section.

Question: What should I enter if a client does not have a Social Security number?

Answer: Select "No," and then select the appropriate reason from the list. If the client prefers not to provide a reason, select "Client never applied for SSN".

Client Income

Question: Is HDAP income eligibility determined based on the individual client's income or their household income?

Answer: HDAP determines income eligibility based on the client's individual income. You can enter household members if the information is needed to determine eligibility for a client who may be over 500% of the federal poverty level. You do not need to enter household income information.

Question: If a client does not know whether they have income adjustments, can I answer "No"?

Answer: Yes.

Question: What date should I enter for an income document?

Answer: Enter the date shown on the paystub or other income document, not the date you are entering the information. If you cannot determine the date, then enter the current date.

Question: How do I document seasonal or fluctuating income?

Answer: Please attach a case manager letter explaining their income source and amount and their latest tax return.

Documentation

Question: What HIV documentation is required for a new application or recertification?

Answer: For a new client, HIV verification is required. Accepted verifications include a signed diagnosis letter or clinician form.

For recertification, attach the client's most recent viral load test results. If lab results are unavailable, an existing system verification document is auto-attached to the recertification application, allowing you to submit the application without attaching an additional document.

Question: Does proof of address and income need to be submitted again at recertification?

Answer: Yes. Current address and income documentation must be uploaded with each recertification for HDAP to redetermine the client's eligibility. Recertification is annual.

Question: Does a recertifying client need to sign a new consent form?

Answer: Most recertifying clients do not need to sign again if they previously signed the updated HDAP CRI consent form. If you are not sure if the client has signed the updated consent, please have them sign it and attach the consent form. Otherwise, you can re-attach the previously signed consent or a blank consent form in the required document field.

Question: Do case managers need to retain signed client consent forms?

Answer: This is best practice but should be determined by each agency's policies and procedures.

Question: Can a client sign the consent form electronically through the Client Portal?

Answer: Electronic signatures are accepted, but the client cannot sign directly in the Client Portal. You can download the form directly from the application consent section in Provide Enterprise and email it to the client or use a PDF signing tool. The client may also print and sign the form, then send a picture for upload.

Question: Can I print a completed application for the client's electronic medical record (EMR)?

Answer: Printing a completed application is not currently an option in the system.

Insurance, Premium Assistance, and Subprogram Selection

Question: What are the subprograms and how do I know which one to select?

Answer: Subprograms identify the type of HDAP assistance requested, including medication copay assistance for insured clients, full-pay medication assistance for uninsured clients, and premium assistance. Choose the subprogram based on the client's prescription drug coverage:

- **Rx Copay for Medicare**: Select Medicare if the client has prescription drug coverage through Medicare Part C or Part D, even if they also have other insurance.
- **Rx Copay for Private**: Select Private if the client has prescription drug coverage through the Health Connector, employer-sponsored insurance, or another private plan, even if they also have other non-Medicare insurance.
- **Rx Copay for MassHealth**: Select MassHealth if the client has prescription drug coverage through MassHealth, such as MassHealth Standard, CommonHealth, CMSP, or HSN.
- **Rx Full Pay**: Select the full pay subprogram if the client is uninsured or does not currently have active prescription drug coverage.

If the client is requesting premium assistance, select the subprogram that matches their prescription drug coverage and includes premium assistance, regardless of the type of plan receiving premium support.

Question: Under Private insurance, Premium Amount and Frequency are required fields. What premium amount should I enter if the client does not need or want premium assistance?

Answer: Enter $0 in the premium amount field and select any premium frequency. Request the Rx Copay for Private subprogram for enrollment.

Question: Does "premium assistance" mean CHII enrollment?

Answer: Yes.

Question: Can CHII be requested through the Provide Enterprise application?

Answer: Yes. Use the same application and request CHII by answering the applicable insurance and premium questions. Then when selecting a subprogram, select the appropriate prescription drug insurance + premium assistance.

Question: How do I submit premium statements in the new system for clients enrolled in CHII?

Answer: Premium documentation for CHII should be emailed securely to chiidocs@crihealth.org. You will receive notifications monthly to submit documentation for your CHII clients; please reply to these emails to send the documentation securely. Please do not submit premium documents through the new system.

Question: Why is there no option for Medicare Part D?

Answer: The Medicare Part D option will populate if you enter that the client has Medicare Part A, Part B, or Parts A & B. In the Insurance tab, navigate to the Medicare section and select Active benefits. Be sure to enter an effective date. Select that the client has Part A, B or A+B accordingly. Then scroll down to see options for Medicare Supplemental and Medicare Part D selections.

Question: My client's insurance changed before recertification. How do I notify HDAP?

Answer: Open the client from your list and select the Client Information view. Go to the Insurance tab and select "Change insurance" in the upper-right corner. Then click "Save" to submit the update. The fields should now show as locked. If nothing happens when clicking Save, scroll down to see what required field you are missing.

Address and income changes are made in the same way from the Addresses and Income tabs.

Pharmacy and PBM Information

Question: Will case managers continue to receive approval letters by email?

Answer: No. Approval letters will no longer be emailed. Case managers can check on their client's application and HDAP status by logging into Provide Enterprise and looking up the client.

Question: Will an approval letter be sent to the client's pharmacy?

Answer: No, this information is no longer collected in the system and so HDAP cannot send approval notices to pharmacies. The PBM and CRI have shared the HDAP billing information with network pharmacies. Pharmacies have existing clients' HDAP IDs on file. For new clients or those switching pharmacies, you can provide the HDAP ID directly to the pharmacy. If the client requests a written or electronic billing card, HDAP can provide this.

Question: Do case managers need to designate or update a client's pharmacy in Provide Enterprise?

Answer: No pharmacy designation option is available in the new system. Network pharmacies can check a client's eligibility in real time when submitting a claim.

Question: What information do pharmacies need to bill HDAP for medications?

Answer: To bill HDAP, pharmacies need the client's HDAP ID and BIN and PCN identification numbers. The HDAP ID is the 5-digit ID that can be found in Provide Enterprise under the client's name.

For clients who have private, MassHealth or full pay coverage and do NOT have Medicare Part C or Part D:

- BIN: 015202
- PCN: MADAP

For clients who have prescription drug coverage through Medicare Part C or Part D:

- BIN: 015327
- PCN: 5014

If asked by the pharmacy, group number should be left blank.

For any billing issues, contact HDAP's Pharmacy Benefits Manager (PBM) SGRX at 855-855-SGRX or 855-855-7479

House of Correction (HOC) Applications

Question: What does HOC mean?

Answer: House of Correction.

Question: Should an HOC or jail application always be marked urgent?

Answer: Yes. In the Addresses tab, please select Housing status as "Unstable" and Housing type as "Jail or local detention facility". Then enter the client's incarceration date. This will automatically flag the application as an urgent jail application in HDAP's system.

Question: Which subprogram should I choose for an HOC or jail application?

Answer: Select Rx Full Pay.

Question: Is income information required for an incarcerated client?

Answer: No. Please attach a standard document from your facility indicating the client is incarcerated and has no income in the required documentation field.

Question: What should I enter for insurance on an HOC application?

Answer: Select “No benefits” for the insurance questions, and select Rx Full Pay as the HDAP service subprogram.

Question: Should an HOC select SOPS or another pharmacy?

Answer: No. There is no longer an option to designate a pharmacy.