

PROVIDER ENROLLMENT FAQS

August 2016
Version 1.0

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1. Overview

All enrollment forms, with the exception of the Direct Deposit form, must be sent to your local District. The District will scan and e-mail the forms to dph-bcw-bibs@dph.ga.gov. Once these forms are reviewed by the state they are forwarded to CSC for processing.

When enrolling in the Babies Can't Wait program for the first time, complete all applicable forms listed on the checklist.

Below are instructions on what forms to submit when making updates/changes to an existing enrollment. These forms should be sent to your local District.

2. Access

The enrollment forms can be accessed on the 'BIBS' website prior to logging in (Exhibit 1).

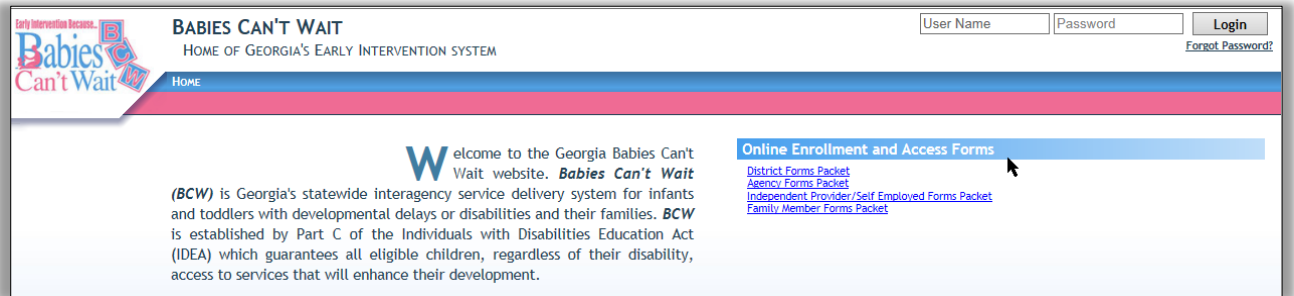


Exhibit 1 BIBS website prior to log in

Click on the applicable link (Exhibit 2)

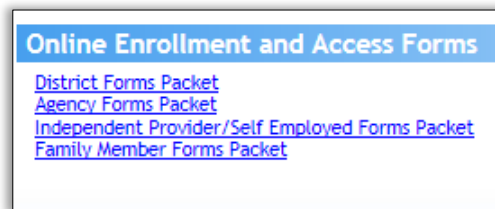


Exhibit 2 Enrollment and Access forms link

3. Agency Providers

1. Q: How does a currently enrolled service provider add a specialty?

A: Complete a District Specialty Certification Form.
Check the new specialty.

2. Q: How does a currently enrolled service provider add the specialty of Service or Intake Coordination?

A: Complete a District Specialty Certification Form.
Check the new specialty.
Complete an Agency Coordinator Online Access Enrollment Form.

3. Q: How does a provider change their email address?

A: Complete an Agency Provider Enrollment Form.
Check box for E-mail.
Write in the new email address.

4. Q: How does a provider change their last name?

A: Complete an Agency Provider Enrollment Form.
Check "Change Agency Provider Information" and "Name".
Complete an Agency Online Access Enrollment Form.
Check "Change of Information".
Check "Modify Access" and write Name.

5. Q: How does an agency disenroll a provider?

A: Complete a Provider Deactivation Form.

6. Q: How does a provider get added to a new District?

A: If the agency is already enrolled in the District, and the provider is not a Service or Intake Coordinator, no action needs to be taken. District enrollment is dictated by the agency.

If the provider is a Service and/or Intake Coordinator:

- Complete a new Agency Coordinator Online Access Enrollment Form.
- Check the new District.
- Have the EIC from the new District sign the form.

7. Q: How does a provider get removed from a District?

A: They cannot be removed from a District if the agency is still enrolled in that District.

8. Q: What online forms are needed if an agency provider who is enrolling for the first time is going to be a Service and/or Intake Coordinator, but is also going to have an additional specialty?

A: Complete an Agency Online Access Enrollment Form.
Check either "Agency Provider (Billing)" or "Agency Provider (Non-Billing)".
Complete an Agency Coordinator Online Access Enrollment Form.

4. Agencies

1. Q: How does an agency change their address, phone number, or fax number or email address?

A: Complete an Agency Billing Enrollment Form.
Check the appropriate type of change.

2. Q: How does an agency get added to a District?

A: Complete an Agency Billing Enrollment Form.
Check the new District.
Check "Add District".
Have the EIC from the new District sign the form.

3. Q: How does an agency get removed from a District?

A: Complete an Agency Billing Enrollment Form
Check "Delete District".

4. Q: How does an agency add a new Agency Administrator?

A: Complete an Agency Online Access Enrollment Form.
Complete an Electronic Signature Agreement Form.

5. Q: How does an agency add a new Agency Claims & Billing Agent?

A: Complete an Agency Online Access Enrollment Form.
Complete an Electronic Signature Agreement Form.

6. Q: An agency is enrolling for the first time. What type of online form do they need to fill out?

A: Complete an Agency Online Access Enrollment Form.
Check "Agency Administrator".
All providers that the agency wants to enroll must fill out the same form.
Check "Agency Provider (Billing)" or "Agency Provider (Non-Billing)".

7. Q: What online forms are needed if the person who is going to be Agency Administrator is also going to enroll as a provider?

A: Fill out 2 Agency Online Access Enrollment Forms with different User ID's.
Check "Agency Administrator" on one form.
Check Agency "Provider (Billing)" or "Agency Provider (Non-Billing)", on the other form.

5. Independent Providers

1. Q: How does a currently enrolled independent provider add a specialty?

A: Complete a District Specialty Certification Form.
Check the new specialty.

2. Q: How does a currently enrolled independent provider add the specialty of Service or Intake Coordination?

A: Complete a District Specialty Certification Form.
Check the new specialty.
Complete an Independent Coordinator Online Access Enrollment Form.

3. Q: How does an independent provider change their email address?

A: Complete an Independent Provider/Self-Employed Enrollment Form.
Check "E-mail".
Write in the new email address.

4. Q: How does an independent provider change their last name?

A: Complete an Independent Provider/Self-Employed Enrollment Form.
Check "Name"
Complete a new W-9.
Complete a new Independent Provider Online Access Enrollment Form.
Check "Modify Access" and write name.

If the service provider is also an Intake and/or Service Coordinator

- Complete a new Independent Coordinator Online Access Enrollment Form.
- Check "Modify Access" and write name.

5. Q: How is an independent provider disenrolled?

A: Complete a Provider Deactivation Form.

6. Q: How does an independent provider get added to a new District?

A: Complete an Independent Provider/Self-Employed Billing Enrollment Form.
Check the new District.
Check "Add District".
Have the EIC from the new District sign the form.

If the independent provider is a Service and/or Intake Coordinator-

- Complete a new Independent Coordinator Online Access Enrollment Form.
- Check the new District.
- Have the EIC from the new District sign the form.

7. Q: How does an independent provider change their address, phone number, or fax number?

A: Complete an Independent Provider/Self-Employed Billing Enrollment Form.
Check the appropriate type of change.

8. Q: How does an independent provider get removed from a District?

A: Complete an Independent Provider/Self-Employed Billing Enrollment Form.
Check "Delete District".

9. Q: An independent provider is enrolling for the first time with the specialty of Intake and/or Service Coordinator. What type of online forms do they need to fill out?

A: Fill out 2 online forms with different User ID's.
Complete an Independent Provider Online Access Enrollment Form.
Complete an Independent Coordinator Online Access Enrollment Form.

6. District Employees

1. Q: How does a currently enrolled district provider add a specialty?

A: Complete a District Specialty Certification Form.
Check the new specialty.

2. Q: How does a currently enrolled district provider add the specialty of Service or Intake Coordination?

A: Complete a District Specialty Certification Form.
Check the new specialty.
Complete a District Coordinator Online Access Enrollment Form.

3. Q: How does a district provider change their email address?

A: Complete a District Employee Enrollment Form.
Check "E-mail".
Fill in the new email address.

4. Q: How does a district provider change their last name?

A: Complete a District Employee Enrollment Form.
Check "Change Provider Information" and "Name".
Complete a District Online Access Enrollment Form.
Check "Change of Information".
Check "Modify Access" and write Name.

5. Q: How does a District disenroll a provider?

A: Complete a Provider Deactivation Form.

6. Q: How does a district provider get added to a new District?

A: Complete all new forms with the new District's information. This is considered a new enrollment.

7. Q: What online forms are needed if a district provider, who is enrolling for the first time, is going to be a Service and/or Intake Coordinator, but is also going to have an additional specialty?

A: Complete a District Online Access Enrollment Form.
Check "District – Provider".
Complete a District Coordinator Online Access Enrollment Form.