

# Virtual Gateway EIM/ESM: Fiscal Year 2022 Important End of Year Dates and Tips for Providers



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To help ensure a smooth transition through the year end for FY2022, please read on for key dates and tips on closing out this fiscal year. (\*DPH Providers: Refer to Page 3 for Provider Support Information)

## Final Date to Release and Authorize Positive FY22 Billing

- Please be aware that your funding Agency or Program may require earlier deadlines.
- This Date will allow sufficient time for your invoice or Service Delivery Report (SDR) to move through the EIM approval process to result in your receipt of payment.
- Remember that provider organizations are required to continue to report expenses and services for the entire period of their contracts, even if the contract funds have been exhausted.
- **Reminder:** Billing cannot be authorized using Edge, Chrome, and IE browsers only.



## Important Reminders ...



### Contract Amendments

- Remember to stay in communication with your agency contract manager regarding amendment requests.
- Please contact your agency contract manager to find out the last day that line item budget or unit allocation amendment requests can be made for your FY2022 contract.

### \*\*\*\* Important EIM/ESM Application Update \*\*\*\*

Any user with no activity in the EIM/ESM application for 3 years or more from the date of last login will be deactivated.

## Mark Your Calendar ...

 Key Provider EIM/ESM Dates for FY2022 End of Year	All Providers
FY2022 Close	06/30/2022
FY2023 Open	07/01/2022
Final date for providers to release and authorize negative billing	07/11/2022
The submission deadline for credit only files or manual voids in EIM	07/11/2022
Final date for FY22 Line Item Budget Amendment Requests	07/17/2022
Last day for providers to submit HIPAA Claims.	08/13/2022
Final date for providers to release and authorize positive billing	08/14/2022



**EIM/ESM  
Provider**

**EIM/ESM Hours of Operation**

Daily:  
7:00 AM – 1:00 AM

**VG EIM/ESM Business Operations:**

If you have remaining questions, you may contact EIM/ESM Business Operations via Email:

[EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us](mailto:EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us)

When contacting EIM Business Operations with a billing or funding question (s), please provide the following information:

- Your Name
- User ID(s)
- Phone Number
- Provider Organization Name
- Complete Contract Number (s)
- Brief description of the issue

**For Billing Issues:**

- Contract Type (AR,CR or UR)
- Month & Year of the billing

**For SDR Issues:**

- Service Code
- Attendance Status Code

**For Client Issues:**

**Please do not include Client Names**

- Client ID(s)
- HUBLIVE Number (if client missing from DDS SDR)

**VG Customer Service**

1-800-421-0938  
TTY: (617) 847-6578  
Monday – Friday 8:30 am –

**EIM/ESM Application Update**

The following changes in the EIM/ESM application will come into effect from June 26, 2022.

- ☑ An issue on the billing module where user is receiving a null pointer error when clicked on the Add Adjustment button is now fixed.
- ☑ In the Client's module, the sorting functionality has been fixed for Insurance, Address, Phones and Email Addresses screen. They can now be consistently sorted ascending or descending order.
- ☑ In the invoice search screen, an exception is thrown when a user searches for invoice with the letter 'b' or '%' input as a search parameter in the Provider Name field and FY as 2021. This issue is now fixed.
- ☑ Currently in EIM/ESM, an invalid error message is displayed when a user tries to deliver services, stating that the service code does not have an effective rate schedule, even though there is a valid rate schedule. This occurs when there is no rate schedule associated to the service code from the first of a month. This issue is being fixed by changing the logic so that, upon delivering a service on 7/31 for the client and clicking on Save Changes, the system will check to see if there is a valid rate schedule for 7/2-7/31. Since the rate schedule exists, the SDR is saved.
- ☑ In the Client's module, when the user tries to update the primary care provider and deletes an existing primary care provider, the city and postal code values were disappearing. This issue is now fixed.

**Reconciliation ... Please Begin Your Year-End Reconciliation Process NOW!**

- ☑ Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.
- ☑ The Accommodation Rate Expenditure Analysis report provides a snapshot of all rates billed by month for your Accommodation Rate contracts.
- ☑ The Payment Tracking Report references your internal tracking number (if entered at billing,) and will give you an overview of year-to-date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.
- ☑ The Payment Detail by Client Report provides details on payments by client, day, and service code along with any corresponding adjustments for Unit Rate/SDR and HIPAA billing.
- ☑ Be mindful, Manual Payments/Adjustments may not be reflected in EIM/ESM for balance reconciliation.
- ☑ Report discrepancies directly to your Agency Contract manager for analysis and

**Corrections**

- ☑ Submit supplemental negative billing for previous months prior to regular positive billing for a new month. Your negative billing needs to be satisfied with subsequent positive billing to spend down your contract properly. If you have multiple months of corrections to make, consult with your agency contract manager prior to submitting the supplemental invoices to ensure smooth processing. The deadline to release and authorize negative billing is July 11, 2022.
- ☑ For contracts using the Unit Rate SDR, you must void all services before re-billing – even if the initial claim was rejected or not paid. You do not need to void denied services.

## Virtual Gateway EIM/ESM: Fiscal Year 2022 Important End of Year Dates and Tips for Providers

### EIM/ESM Provider Resource Center

This provider tool contains :

- ✓ An overview
  - ✓ How to access EIM/ESM
  - ✓ Announcements
  - ✓ Newsletters
  - ✓ FAQs
  - ✓ HIPAA—Version 5010 Transactions in EIM/ESM
  - ✓ Training and User Materials that have been specifically designed for provider users
- For more information, visit: <https://www.mass.gov/enterprise-invoicesservice-management-eim-esm>

Provider Job Aids are located at <https://www.mass.gov/service-details/eimesm-training-and-user-materials> under the Training and User Materials section. This section can also be accessed quickly by selecting the “Help” tab when you are logged into EIM/ESM.

### Department of Public Health (DPH) Provider Support\*

Email: [DPH-EEMO-Support@MassMail.State.MA.US](mailto:DPH-EEMO-Support@MassMail.State.MA.US)

DPH EIM/ESM Management Office: 1-800-232-0093

\* DPH Providers should follow key date instructions as directed by the DPH EIM/ESM Management Office.

### HIPAA Billing

- ☑ Providers are strongly encouraged to reconcile payables now. HIPAA Claim Status and Payment Detail by Client reports are helpful tools.
- ☑ FY2022 837 batches must be uploaded no later than August 13, 2022.

### Reminder: DDS/DMH Client Enrollments

Providers are reminded to contact your agency contract manager as soon as possible if:

- ☑ You are seeing duplicate enrollments on your SDR. Your agency contract manager will be able to confirm which enrollment you should use for billing.
- ☑ A client is not appearing on your SDR. It is possible that the client is not:
  1. Entered into Meditech
  2. Enrolled to the correct contract in Meditech
- ☑ The agency can make these corrections.
- ☑ A client is still appearing on your SDR after s/he no longer receives services. It is possible the client was not yet end dated in Meditech. Your agency can correct the client record.

### Tips on FY22 Contracts

It is ideal to contact the contract manager in the below scenarios:

- ☑ When you try to enroll a client in ESM and the contract does not appear automatically.
- ☑ When the Service code (or) Attendance codes are missing in the Service Delivery Report.
- ☑ When you come across any kind of account, contract, funding (line item budgets, Max obligations) discrepancies.
- ☑ For a new contract, it is a good idea to confirm with the Agency contract manager if a Personal Summary Report, Cost Reimbursement Service Delivery Report (SDR), Accommodation Rate Service Delivery Report (SDR) is mandatory for a particular contract or activity.

### Note for Access Administrators

User Request Forms (URFs) are processed as they are received. If submitted users have not received an invitation to the online training, please review your email to see if you have received instructions on how to correct your URF before calling Customer Service. (Please note training is required for all new role types. Failure to respond in a timely fashion may result in billing and payment delays). Do not wait until the fiscal year deadlines to see who has access to bill since this will cause delays due to onboarding and/or training requirements.

- ☑ Ensure that billing staff have: (Includes contingent billing staff.)
  1. Completed the correct training.
  2. Necessary access
- ☑ Consider providing EIM/ESM access for a backup user in case of absences or vacations. Do not wait until billing requires submission immediately to request access for a second user. Also, remind users to never share Virtual Gateway user IDs.
- ☑ Always download the recent most EIM/ESM URF when requesting new user access or new roles. [Accessing EIM/ESM | Mass.gov](#)

### Using the Wild Card (%) when Searching in EIM/ESM

- Do not enter the wild card '%' as the only criteria in any search screen.
- If you enter only '%' in a Search screen, your request will take longer and may not be successful due to the volume of data required to be retrieved.

### Tips on Searching for PRCs/CECs

You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen. We have found the most providers find it useful to search by:

- Invoice/SDR Reference Number if one was entered when you create an invoice or SDR.
- Contract number
- Service From and Service To dates

If you cannot find a PRC/CEC searching with "PRC/CEC Status", try removing the status and search only by Contract Number and Fiscal Year.

As a reminder REJECTED status is to be expected if your contract funds are completely exhausted. There is only cause for concern/action if you see this status and have funds remaining. If you encounter this situation, please contact your agency contract manager for explanation.

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### EIM/ESM Report Requests

When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved. For a job aid on running reports, visit [EIM/ESM Training and User Materials | Mass.gov](#)

### Tips When Using Reports:

- Consider scheduling reports ahead of time or having the results e-mailed to you. The EIM/ESM system allows users to schedule reports to be run Daily and Weekly by the Day of the Week or by Date of Month. You can use the 'Run Report and Send Email' feature as well that allows users to begin the processing of a report and send the report as an email attachment. Note: Reports containing client data cannot be emailed.
- While using the Search Reports page to find your completed reports, make sure the "Report Generated Date From" date is on or before the date when you ran the report.
- DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!
- Report data are generally a day behind. If you need a report with today's information, please run it tomorrow.