

# CenterPoint Human Services PRE-ENROLLMENT INSTRUCTIONS – 23021



## HOW LONG DOES PRE-ENROLLMENT TAKE?

- Standard processing time is 7 to 10 business days

## WHERE SHOULD I SEND THE FORMS?

- Mail forms to:  
Martha Burnette  
CenterPoint Human Services  
4045 University Parkway  
Winston-Salem, NC 27106

## WHO CAN SIGN THE FORMS?

- The provider (if a solo doctor) or the president, CEO, or owner of the group (if for a group)

## WHAT FORM SHOULD I DO?

- Trading Partner Agreement

## HOW DO I CHECK STATUS?

- Approximately 7 to 10 business days after CenterPoint receives your form they will notify you and assign a Provider ID. To complete your enrollment follow instructions on the "Note to My Clients Plus users" page and FAX info requested. We will forward to our clearinghouse and notify you by email when your registration is complete
- If you DO NOT receive notification from Partners BH call (336) 714-9139. Ask if your Trading Partner Agreement has been processed and you have been assigned a Provider ID.

# **Note to My Clients Plus Users:**

Once you have confirmed with the Insurance Payer your billing NPI/ Provider number is linked to Office Ally, please fax the following information to 888-653-7115.

- **Please label with “My Clients Plus” on top**
- **Provider/Practice Name as pre-enrolled with the Insurance Payer**
- **Fed Tax ID**
- **Billing NPI**
- **Insurance Payer (including State if BCBS, Medicare or Medicaid).**
- **The statement “I have verified my Provider ID has been linked to Office Ally with the Insurance Payer”.**
- **Provider email address where you can be notified of setup completion.**
- **For Noridian Pre-Enrollments Please Also Include: Submitter number**

**Revised 10/1/2012**

**CENTERPOINT HUMAN SERVICES**  
**TRADING PARTNER AGREEMENT**  
Electronic Data Interchange (EDI)

A Trading Partner Agreement (TPA) is a document required to be completed for any entity that is transmitting or receiving HIPAA compliant Electronic Transactions with CenterPoint. This document constitutes an agreement to the following provisions for exchanging Electronic Data Interchange (EDI) between the Trading Partner, and CenterPoint Human Services (CenterPoint).

**I. General**

This Agreement shall be effective when fully executed (the “Effective Date”) is between CenterPoint Human Services hereafter “CenterPoint”), and the Trading Partner listed below.

The following EDI transaction sets are made part of this Trading Partner Agreement, and shall be implemented in accordance with the current HIPAA ASC X12 Implementation Guides:

Professional Claim: ASC X12N 837 005010X222A1 - Health Care Claim: Professional  
Institutional Claim: ASC X12N 837 005010X223A2 - Health Care Claim: Institutional

- Trading Partner Name: \_\_\_\_\_
- Software Name: Proprietary \_\_\_\_\_
- Vendor Name: Office Ally \_\_\_\_\_
- Vendor Contact Person: Customer Service \_\_\_\_\_
- Vendor Contact Email Address: support@officeally.com \_\_\_\_\_
- Vendor Contact Phone Number: 360-975-7000 Option 1 \_\_\_\_\_

**II. Purpose**

- A.** This Agreement outlines the requirements for the transfer of electronic health care information between the Trading Partner named in paragraph I, A,(above), and CenterPoint.
- B.** The Trading Partner is in the business of submitting said electronic transactions on behalf of itself or others.
- C.** The exchange of information is for the purpose of allowing providers to conduct electronic transactions through the TRADING Partner for health care services provided to beneficiaries of the Division of Medical Assistance (DMA) and/or the Division of Mental Health/Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS). This Agreement provides for the exchange of information between these parties necessary for the processing of such transactions. These transactions must be in accordance with the American National Standards Institute (ANSI) accredited standards and in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, CFR 45 Parts 160 and 162, Standards for Electronic Transactions, published in the Federal Register August 17, 2000.

- D. The Trading Partner is prohibited from transferring electronic health care information received from CenterPoint, DMA or DMH/DD/SAS for any purpose not expressly permitted by paragraphs II A, B, and C above.

### III. Provisions of the Agreement

#### A. Trading Partner Agrees

1. The Trading Partner agrees to follow the DMA and DMH/DD/SAS billing guidelines as provided to providers for the submission of Health Care Claim transactions.
2. To enter into an “Electronic Claims Submission Agreement with CenterPoint.
3. The Trading Partner must complete testing for each of the transactions it will implement and shall not be allowed to exchange data with CenterPoint in production mode until testing is satisfactorily passed as determined by CenterPoint. Successful testing means the ability to successfully pass HIPAA compliance checking and to process electronic healthcare information transmitted by Trading Partner to CenterPoint.
4. The Trading Partner warrants and represents that it has a legally binding contract between itself and all providers for whom it is submitting data or that the Trading Partner is itself a provider authorized to submit claims and receive health care information for beneficiaries who have coverage for services administered by CenterPoint, by the DMA and/or the DMH/DD/SAS. The Trading Partner shall indemnify and shall hold CenterPoint harmless from any claim, actions, or costs that result from a breach or threatened breach of this representation.
5. CenterPoint and the Trading Partner will protect the health care information contained in the exchange of information by means of both physical and electronic security measures.
  - a. Each entity will control access to its physical locations so that only authorized personnel have access to the information
  - b. Each entity will utilize passwords in accordance with established procedures so that only authorized personnel have knowledge of those passwords. Upon departure of personnel from employment, the Trading Partner will promptly or immediately notify CenterPoint so that a new password can be established. CenterPoint will establish a similar system for departure of its own employees
  - c. Each party to this agreement will report to the other any violation of security and/or the release of protected information that is not in accordance with this Agreement.
6. That it will ensure that all files transmitted comply with the appropriate national *Electronic Data Interchange Transaction Set Implementation Guide* in effect on the date of transmission, as provided by the HIPAA.

7. Trading Partner affirms that it is bound by written agreement with the provider to comply with state and federal law, if the trading partner is an intermediary for the billing provider.

**B. CenterPoint Agrees**

1. To conform to the requirements for *Administrative Simplifications* as defined in the provisions of the *Health Insurance Portability and Accountability Act (HIPAA) of 1996 (P.L. 104-91)*, and regulations promulgated there under and to take no action which adversely affects the trading partner's HIPAA compliance.
2. That it will use sufficient security procedures to ensure that all transmissions of documents are authorized and protect all participant-specific data from improper access.
3. That it will ensure that all files transmitted comply with the appropriate national Electronic Data Inter- change Transaction Set Implementation Guide, effect on the date of transmission, as provided by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

**IV. Both parties agree:**

- A. Except as otherwise provided herein, this Agreement may be modified or amended only by agreement of the parties, in writing, and executed with the same formality as this Agreement. The failure of either party to insist upon strict performance of any provision of this Agreement shall not constitute a waiver of any subsequent default of the same or similar nature.
- B. The Parties agree to modify this Agreement to comply with changes to applicable federal and state regulations.
- C. That this agreement will remain in effect until terminated by either party with at least 30 days prior written notice. The notice will specify the effective date of termination, but will not affect the obligations or rights of either party prior to the effective date of termination. This agreement is automatically terminated in the event the trading partner or provider is disqualified through a federal administrative action or state action.
- D. That any document transmitted according to this agreement will be considered an original and signed when received electronically. Neither party will contest the validity or enforceability of signed documents under any applicable law concerning whether certain agreements must be signed in writing to be binding. Neither party will contest the admissibility of copies of signed documents under the business records exception to the hearsay rule, the best evidence rule, nor the basis that the signed documents were not originated in documentary form.
- E. Binding Effect and Entire Agreement
  1. This agreement contains the entire understanding of the parties, and there are no representations, warranties, covenants or undertakings other than those expressed and set forth herein. Except as otherwise stated herein, all provisions of this Agreement shall be binding upon the respective successors in interest to the parties.

2. Termination or expiration of this Agreement for any reason shall not release either Party from any liabilities or obligations set forth in this Agreement.
- F.** Governing Law: this agreement shall be construed in accordance with and governed by the laws of the state of North Carolina regardless of the forum where it may come up for construction.
  - G.** That documents will not be considered as received and no responsibility assigned until Accessible at the receiving party's computer
  - H.** That upon receiving any documents, to prepare and transmit a timely response or an acknowledgement of transaction receipt. If acceptance of a document is required, a document is not considered received until an acceptance acknowledgement is returned.
  - I.** To notify the other party within a reasonable time frame if any transmitted data are received in an unintelligible or garbled form.
  - J.** That each party will provide and maintain the equipment, software, services, and testing necessary to transmit and receive documents.
  - K.** To conduct business and perform as required by this agreement and any applicable rules or regulations.
  - L.** That neither party will be liable for any special, incidental, exemplary, or consequential damages resulting from any delay, omission, or error in the electronic transmission or receipt of any document, even if either party has been advised such damages are possible.
  - M.** That both parties will attempt to resolve any issues relating to this agreement.

**V. Confidentiality**

- A.** Each party agrees that during the term of this agreement and for a period of 3 years thereafter, such party shall use the same means it uses to protect its own confidential proprietary information, but in any event not less than reasonable means, to prevent the disclosure and to protect the confidentiality of both when:
  1. Written information received from the other party which is marked or identified as confidential.
  2. Oral or visual information identified as confidential at the time of disclosure, which is summarized in writing and provided to the other party in such written form promptly after such oral or visual disclosure ("Confidential Information").
- B.** The foregoing shall not prevent either Party from disclosing Confidential Information that belongs to such party or is:
  1. Already known by the recipient Party without an obligation of confidentiality other than under this Agreement.

2. Publicly known or becomes publicly known through no unauthorized act of the recipient Party.
3. Rightfully received from a third Party.
4. Independently developed by the recipient party without use of the other party's Confidential Information.
5. Disclosed without similar restrictions to a third party by the Party owning Confidential Information.
6. Approved by the other Party for disclosure.
7. Required to be disclosed pursuant to a requirement of a governmental agency or law so long as the disclosing Party provides the other Party with notice of such requirement prior to any such disclosure. Each Party represents that it has the right to disclose information that it has made and will make available to the other hereunder.

**VI. Liability**

CenterPoint liability to the Trading Partner for any damages arising out of or related to this Agreement, regardless of the form of action that imposes liability, whether in contract, equity, negligence, intended conduct, tort or otherwise, will be limited to and will not exceed, in the aggregate for all claims, actions, and causes of action of every kind and nature, the sum of ten thousand dollars (\$10,000). In no event will the measure of damages payable by CenterPoint include, nor will CenterPoint be liable for any amounts for loss of income, profit, or savings or indirect, incidental, consequential, exemplary, punitive or special damages of any party, including third parties, even if such party has been advised of the possibility of such damages in advance, and all such damages are expressly disclaimed. No claim, demand, or cause of action that arose out of an event or events that occurred more than 2 years prior to the filing suit alleging a claim or cause of action may be asserted by either party against the other. The provisions of the paragraph VI will survive the expiration or termination of this Agreement for any reason.

**VII. Term**

The term of this Agreement shall commence on the Effective Date and continue in effect until it is terminated by either party upon 30 days prior written notice to the other party.

***IN WITNESS WHEREOF***, each Party has caused this Agreement to be executed in multiple copies, each of which shall be deemed an original, as the act of said Party. Each individual signing below warrants he/she is duly authorized by the Party to bind the Party to the terms and conditions of this Agreement.

**CenterPoint**

**BY:** \_\_\_\_\_  
 Betty P. Taylor, Esq.  
 Chief Executive Officer  
 CenterPoint Human Services  
 4045 University Parkway  
 Winston-Salem, North Carolina 27106  
 336.714.9118

\_\_\_\_\_  
 Date

**Trading Partner**

**BY:** \_\_\_\_\_  
Legally Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Signatory

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip