



Request for Proposals (RFP): NESCSO-01-26

Medicaid Provider Enrollment and Claiming Technical Assistance

Issued By: New England States Consortium Systems Organization (NESCSO)

On Behalf Of: Rhode Island Medicaid

1. Administrative Overview

- **RFP Issued:** March 17, 2026
 - **Deadline for Questions:** March 31, 2026 ([Submit Questions Here](#))
 - **Response Deadline:** May 1, 2026, 5:00 PM ET
 - **Anticipated Award:** June 2026
 - **Budget:** Firm fixed-price of **\$50,000**, inclusive of all services and expenses.
 - **Period of Performance:** Fall 2026 (Specific dates to be finalized in late Spring/Early Summer 2026).
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2. Introduction & Background

The New England States Consortium Systems Organization (NESCSO) is seeking a qualified vendor to provide training and technical assistance to providers contracted with the Rhode Island Department of Children, Youth and Families (DCYF) and deliver Medicaid-eligible services.

Rhode Island Medicaid seeks to ensure state and provider compliance with CMS Medicaid billing requirements for children's behavioral health services. Currently, approximately 25 provider organizations are contracted with DCYF, ranging from those with significant direct-billing experience to those with no prior Medicaid enrollment or billing history.

Direct billing requirements are set to go live for these 25 provider organizations on 1/1/2027.

3. Scope of Work

Background and Purpose

Rhode Island Medicaid seeks a qualified vendor to provide training and technical assistance to providers contracted with the Rhode Island Department of Children, Youth and Families (DCYF) delivering children's behavioral health services. These providers will bill for services across multiple funding sources, including DCYF and Rhode Island Medicaid. The impetus of this project is to ensure provider and state compliance with CMS Medicaid billing requirements.

Many participating providers have limited or no prior experience with Medicaid provider enrollment and billing. More specifically, there are about 25 provider organizations contracted with DCYF; one third has little to no experience with Medicaid billing, one third has some experience with Medicaid billing, and one third has significant experience with direct billing. Further information on provider readiness will be shared with the vendor upon project launch.

The purpose of this engagement is to prepare providers to successfully enroll as Medicaid providers, understand the distinction between DCYF-funded and Medicaid-billable services, and submit accurate and compliant Medicaid claims. This engagement will include a spectrum of technical assistance opportunities to ensure providers get tailored support.

Objectives

The vendor shall:

- Prepare providers with little or no Medicaid experience to successfully enroll in RI Medicaid
- Build provider capacity to bill Medicaid accurately and compliantly
- Clarify billing distinctions between DCYF-funded services and Medicaid-covered services

Scope of Services

Training Development

The vendor shall:

- Develop a structured training curriculum focused on Medicaid billing readiness for DCYF providers

- Ensure all content reflects current RI and federal Medicaid policies and requirements
- Design training for an audience that may be unfamiliar with Medicaid terminology, systems, and processes
- Collaborate with Rhode Island's Medicaid Management Information System (MMIS) vendor, Gainwell, to tailor training to RI Medicaid provider interfaces

Training Content

Training shall include, at a minimum:

1. Medicaid Overview and Context*

- Overview of RI Medicaid and its role in children's behavioral health services
- Roles and responsibilities of Medicaid providers
- Differences between DCYF-funded services and Medicaid-covered services
- *Note: this content will be provided by RI Medicaid in partnership with the vendor*

2. Medicaid Provider Enrollment

- Provider eligibility requirements
- Individual vs. organizational enrollment
- National Provider Identifier (NPI) requirements
- Enrollment application process
- Revalidation and updates
- Common enrollment errors and delays
- Timeline expectations and readiness checklist

3. Medicaid Billing Fundamentals

- Medicaid-covered services relevant to the DCYF service array
- Documentation requirements to support billing
- Coding basics (CPT/HCPCS/ICD, as applicable)
- Claims submission process

- Coordination of benefits, if applicable
- Prior authorization basics
- Common claim denial reasons and how to prevent them
- Payment timelines and expectations

4. Compliance and Program Integrity

- Provider compliance responsibilities
- Fraud, waste, and abuse overview and prevention practices
- Record retention requirements
- Audit readiness and best practices

Training Delivery – Webinars

The vendor shall:

- Deliver live, interactive training webinars to cover the required content
- Provide beginner-friendly instruction with opportunities for questions
- Record all webinars and make recordings available for on-demand viewing
- Provide supporting materials for each training session

Office Hours and Group Technical Assistance

The vendor shall:

- Offer two to three scheduled virtual office hours
- Allow providers to ask questions related to enrollment, billing, documentation, and systems
- Provide real-time clarification and guidance
- Track common questions to inform future training or resources

Additional Technical Assistance and Resources (optional and pending available funding)

The vendor may also be required to:

- Develop step-by-step guides and checklists for Medicaid enrollment and billing
- Create FAQs based on provider questions

Deliverables

The vendor shall provide:

- Training curriculum and session agendas
 - Live training webinars and recorded versions
 - Training materials (slides, handouts, checklists, FAQs)
 - Schedule and delivery of office hours
 - Summary reports including:
 - Number of providers trained
 - Attendance at webinars and office hours
 - Types of technical assistance provided
 - Common challenges and recommendations
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4. Vendor Qualifications

The successful vendor must demonstrate:

- Expertise in Medicaid provider enrollment and billing (Rhode Island specific expertise preferred).
 - Experience with children's behavioral health and/or child welfare service systems.
 - Proven track record training providers new to Medicaid billing.
 - Capacity to provide high-touch technical assistance.
 - Qualified staff with subject matter expertise in Medicaid policy and billing operations.
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5. Proposal Submission Requirements

Proposals should be concise and must include:

1. **Project Approach:** A detailed description of how the vendor will develop and deliver the curriculum.
2. **Corporate Experience:** Examples of similar engagements.
3. **Staffing Plan:** Bios or resumes of key personnel.

4. **Proposed Timeline:** Based on a Fall 2026 execution.
5. **Cost Proposal:** A firm fixed-price not to exceed **\$50,000**.

Submission Instructions:

Please submit proposals in PDF format to David Huffman at david.huffman@nescso.org no later than **May 1, 2026 at 5:00 PM ET**.
