

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS BR201816

APRIL 17, 2018

IHCP to mass adjust hospice claims that paid incorrectly due to NF retroactive rate adjustments

The Indiana Health Coverage Programs (IHCP) identified an issue that affects the payment of certain fee-for-service (FFS) hospice claims that would have been inadvertently impacted by the retroactive rate adjustments for nursing facilities (NFs). These hospice claims should have been reprocessed when retroactive nursing facility rate adjustments were applied. This issue affects hospice claims for dates of service (DOS) on or after February 13, 2017.

Affected hospice claims for DOS on or after February 13, 2017, will be mass adjusted. Providers should see the adjusted claims on Remittance Advices (RAs) beginning May 22, 2018, with internal control numbers (ICNs)/Claim IDs that begin with 52 (mass replacement non-check related). For claims that were underpaid, the net difference will be paid and reflected on the RA. If a claim was overpaid, the net difference will appear as an accounts receivable. The accounts receivable will be recouped at 100% from future claims paid to the respective provider number.



Providers required to use the Portal or IVR system to verify claim status

The Indiana Health Coverage Programs (IHCP) provides two self-serve options for providers to verify the status of claims that have been processed. These options are available 24 hours a day, 7 days a week.

- IHCP Provider Healthcare Portal (Portal) – Providers can use the Portal to view the status of claims as well as other claim-related details. The Portal also stores Remittance Advices (RAs) so that providers can view claim activities for current and historical financial cycles.
- Interactive Voice Response (IVR) system – Providers can find out the status of claims through the IVR system by calling 1-800-457-4584 and following the prompts to enter the appropriate member and date of service (DOS) information. The IVR system returns the same detailed claim information as can be viewed in the Portal.

Providers have long been encouraged to use these self-serve options instead of calling the IHCP Customer Assistance call center to verify the status of a claim. Customer Assistant representatives are available to address more complex claim issues, such as explanations of claim denials and clarification of reimbursement issues that cannot be resolved via the Portal or IVR inquiry process.

Effective immediately, the IHCP will begin to enforce use of the self-serve options by referring callers to those options when calls of this nature are received. Providers can reference the [Provider Healthcare Portal](#) and [Interactive Voice Response System](#) provider reference modules at indianamedicaid.com for more information. Web-based training for the Portal is also available on the [Provider Healthcare Portal Training](#) page of the website.

MORE IN THIS ISSUE

- [Medicare Part D prescription drug copayment issue corrected](#)
- [IHCP recognizes additional training certification for physician-administered topical fluoride varnish](#)

Medicare Part D prescription drug copayment issue corrected

As described in Indiana Health Coverage Programs (IHCP) *Banner Page* [BR201810](#), some Medicare Part D prescription drug copayments calculated incorrectly, beginning January 1, 2018. As a result, some IHCP members dually eligible for Medicaid and Medicare were asked to pay higher copayments for their prescriptions than should have been required. *Affected* members were sent notices making them aware of the situation.



The Medicare Part D copayment issue has been corrected. Medicare Part D plans will work with Pharmacy Benefit Managers (PBMs) and pharmacies to ensure claim adjustments are made so that pharmacies and members are reimbursed appropriately. Members have no obligation to initiate this process.

IHCP recognizes additional training certification for physician-administered topical fluoride varnish

The Indiana Health Coverage Programs (IHCP) covers physician-administered topical fluoride varnish. Coverage applies to all IHCP programs, subject to limitations established for certain benefit packages. IHCP coverage requires the service be provided by or under the supervision of a physician. Before performing and billing for this service, eligible providers are required to complete a certified training course.

Effective immediately, the IHCP will recognize certificates of completion of the Smiles for Life certified training *Course 6: Caries Risk Assessment, Fluoride Varnish and Counseling*, available on the [Teach Curriculum](#) page at smilesforlifeforallhealth.org, as a valid training course.

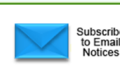
The IHCP will continue to recognize the [Fluoride Varnish Training for Indiana Practitioners](#), offered by the Indiana Chapter of American Academy of Pediatrics (INAAP) and accessible at inaap.org and the *Protecting All Children's Teeth (PACT): A Pediatric Oral Health Training Program*, available at the [Children's Oral Health](#) web page at aap.org.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope here or on the pages of indianamedicaid.com.



COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please [download them](#) from indianamedicaid.com.

TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without graphics, is available for your convenience.