

# IHCP *banner page*

## IHCP enhances the Portal with NEMT eligibility information

The Indiana Health Coverage Programs (IHCP) has enhanced the Provider Healthcare Portal (Portal) so that members receiving brokered non-emergency medical transportation (NEMT) services through Southeastrans are identified. This information displays using the *Eligibility Verification Request* window in the Portal.

As of June 1, 2018, providers see Southeastrans listed under Managed Care Assignment Details for all fee-for-service (FFS) members whose NEMT services must be brokered through Southeastrans. Please note that this managed care assignment is for NEMT services only and does not affect the member's FFS status with respect to services rendered by other provider types. See Figure 1.



Figure 1 – Portal display for members receiving NEMT services through Southeastrans

| Managed Care Assignment Details      |            |                          |                 |
|--------------------------------------|------------|--------------------------|-----------------|
| Managed Care Program                 |            | Primary Medical Provider | Provider Phone  |
| Non-emergency Medical Transportation |            |                          |                 |
| Effective Date                       | End Date   | MCO / CMO Name           | MCO / CMO Phone |
| 06/01/2018                           | 06/01/2018 | SOUTHEASTRANS, INC       |                 |

## IHCP corrects information about linking rendering providers to multiple group service locations in a single Portal transaction

The Indiana Health Coverage Programs (IHCP) announced in *IHCP Banner Page [BR201821](#)* an enhancement to the IHCP Provider Healthcare Portal (Portal) to allow IHCP-enrolled providers to link IHCP-enrolled rendering providers to multiple service locations in a single transaction. The enhancement was visible in the Portal as of May 31, 2018. The original article included some misinformation that is corrected by the following guidance.

The following parameters apply to this enhanced function:

- The user submitting the transaction must be an authorized delegate for provider maintenance tasks on the Portal accounts for each of the affected group service locations included in the transaction.

*continued*

- Rendering linkages in a single transaction may be to group locations operating under different taxpayer identification numbers (Tax IDs). A separate Rendering Agreement and Attestation form is required to support the linkages of **each individual rendering practitioner** to the group service locations operating under **each unique group Tax ID** included in the transaction.
- The effective date of the linkages for an individual rendering practitioner must be the same for each service location when they are submitted in a single transaction. Linkages for that practitioner that have different effective dates will require separate transactions. If more than one practitioner is linked in a single transaction, each additional practitioner can have a unique effective date associated with their linkages.

Groups will access this new function under the **Provider Maintenance** section of the Portal. To add rendering provider linkages to multiple group service locations in a single transaction, follow these steps:

1. Log in to the Portal account for the first group service location to which a rendering provider will be linked.
2. On the *Portal My Home* page, select **Provider Maintenance**; the *Instructions* page will appear.
3. On the *Instructions* page, select **Rendering Provider Changes**; the *Rendering Providers* panel will appear.
4. On the *Rendering Providers* panel, link the rendering provider to the group service location using the current process – enter the effective date of the linkage and the rendering provider's National Provider Identifier (NPI) or Provider ID, and check the **I agree** box to accept the provider agreement/attestation obligations. Click **Add** to populate the table with the new rendering provider's information.



5. A "+" will display in the first column next to the new rendering provider's NPI. See [Figure 2](#).
6. To add that same rendering provider to another service location for the group, click the "+" button next to the newly added rendering provider's NPI and the *Additional Group Locations* panel will display. See [Figure 3](#).
7. Complete the *Additional Group Locations* panel with the NPI or Provider ID, taxonomy, and 9-digit zip code for the additional group location to which the rendering provider should be linked, and click **Add**. The panel will populate, showing the group service location's linkage entered. See [Figure 3](#).
8. Repeat steps 6-7 for each additional group service location to which that same rendering provider should be linked.
9. Repeat steps 4-7 if new rendering linkages for other practitioners need to be added to the group's service locations. (**Note:** The user can repeat these steps for additional rendering linkages only if the user has not yet selected the **Submit** option.)

*continued*

- 10. After all rendering linkages have been entered, select **Submit**; the *Attachments* page will appear.
- 11. Complete the required *IHCP Rendering Provider Agreement and Attestation* form for each rendering provider. A separate agreement/attestation form is required to support the linkages of each individual rendering practitioner to the group service locations operating under a unique Tax ID. (**Note:** A single agreement/attestation form can be used to support the linkages of a single practitioner to group service locations operating under a single group Tax ID, however, separate agreement/attestation forms are required to support linkages of that same practitioner to group locations operating under different group Tax IDs.) The agreement/attestation forms may be uploaded to the *Attachments* page or submitted via mail. (**Note:** Up to 10 forms may be uploaded; any additional forms must be sent by mail with the cover sheet provided at the end of the linkage process.)
- 12. After all required attachments are addressed, select **Submit** to process the transaction. **Note:** The transaction creates only one automated tracking number (ATN), regardless of how many rendering provider linkages were requested.

Figure 2 – Updated Rendering Providers panel on the Portal

**Provider Maintenance: Rendering Providers**

**Rendering Providers**

If you are adding new rendering providers, you will be required to supply a Rendering Agreement and Attestation Form for each. You are allowed to upload up to 10 Rendering Agreement and Attestation Forms. Any additional forms must be sent by mail along with the ATN coversheet presented at the end of this process.

- \* Indicates a required field.
- \*Rendering Linkage Effective Date
- \*Either a Provider ID or NPI is required.

Only currently enrolled rendering providers can be added to this group provider

NPI  Provider ID

\*I accept

I attest that a signed Rendering Provider Agreement and Attestation Form will be sent by mail along with the coversheet furnished at the end of this application submission. Please use the link below to obtain a copy of the most current Rendering Provider Agreement and Attestation Form. Both the group's owner or authorized official and the rendering provider must sign this form.

**Attach one Agreement per Group Tax ID for each rendering provider**

[Rendering Provider Agreement and Attestation Form](#)

Only the newly added rendering provider can be expanded to add the additional groups.

Click the **Remove** link to remove the row.

|     |            |             |                      |                                  | Total Records: 9       |
|-----|------------|-------------|----------------------|----------------------------------|------------------------|
| +/- | NPI        | Provider ID | Name                 | Rendering Linkage Effective Date | Action                 |
|     | 1234512345 | 334455667   | Rendering Provider 1 | 09/01/2007                       | <a href="#">Remove</a> |
|     | 5678956789 | 423235676   | Rendering Provider 2 | 10/12/2017                       | <a href="#">Remove</a> |
|     | 3456345123 | 233456232   | Rendering Provider 3 | 05/25/2018                       | <a href="#">Remove</a> |

continued

Figure 3 – New panel linking a rendering provider to additional group service locations

User can add and remove group providers from the grid till appropriate information is captured, then submit the transaction.  
Click the **Remove** link to remove the row.

|                          |            |             |                      |                                  | Total Records: 9       |
|--------------------------|------------|-------------|----------------------|----------------------------------|------------------------|
| +/-                      | NPI        | Provider ID | Name                 | Rendering Linkage Effective Date | Action                 |
|                          | 1234512345 | 334455667   | Rendering Provider 1 | 09/01/2007                       | <a href="#">Remove</a> |
|                          | 5678956789 | 423235676   | Rendering Provider 2 | 10/12/2017                       | <a href="#">Remove</a> |
| <input type="checkbox"/> | 3456345123 | 233456232   | Rendering Provider 3 | 05/25/2018                       | <a href="#">Remove</a> |

**Additional Group Locations**

Click the **Remove** link to remove the entire row.

| NPI        | Provider ID | Name             | Address                              | Rendering Linkage Effective Date | Action                 |
|------------|-------------|------------------|--------------------------------------|----------------------------------|------------------------|
| 3456345123 | 233456232   | GROUP B LOCATION | 123 ELM ST<br>INDIANAPOLIS, IN 46204 | 05/25/2018                       | <a href="#">Remove</a> |

Click to collapse.

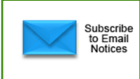
Provider ID       NPI   
 Taxonomy Code   
 Zip Code (Zip+4)

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