IHCP *banner page*

IHCP to enhance security on the Provider Healthcare Portal

Effective February 28, 2019, the Indiana Health Coverage Programs (IHCP) will add a new security feature on the IHCP Provider Healthcare Portal (Portal) to protect against unauthorized scripting activity by automated software, commonly known as web robots or bots. Automated scripting activity on the Portal is prohibited.

The new feature is a reCAPTCHA (Completely Automated Public Turing Test To Tell Computers and Humans Apart) tool that requires users to solve various security challenges to confirm the user is not automated software. The new feature will be employed at login, when the user navigates to the *Registration* page and, as warranted on the Eligibility Verification Request panel. The reCAPTCHA protection badge will display (see Figure 1).
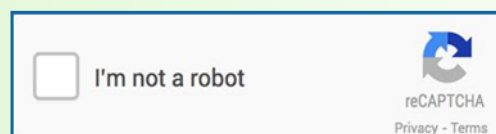
Figure 1 – reCAPTCHA protection badge

As a reminder, providers that want to exchange **eligibility transactions using an automated method must be a trading partner with the IHCP and should submit the real-time 270/271 Health Care Eligibility Benefit Inquiry and Response transactions**. For specific questions regarding the new reCAPTCHA security feature and for more information about becoming a trading partner in order to submit real-time 270/271 eligibility transactions using an automated method, contact the EDI Solutions help desk at 1-800-457-4584 (select option 3 then option 2) or email INXIXTradingPartner@dxc.com.

Examples of the security challenges include the check box challenge (see Figure 2), the text challenge (see Figure 3), the audio challenge (see Figure 4), and the image challenge (see Figure 5). If suspicious automated scripting activity is detected or the user's identity cannot be confirmed, the user will be required to provide additional verification by solving additional challenges. The user will not be granted access to the Portal until the challenges have been successfully solved.
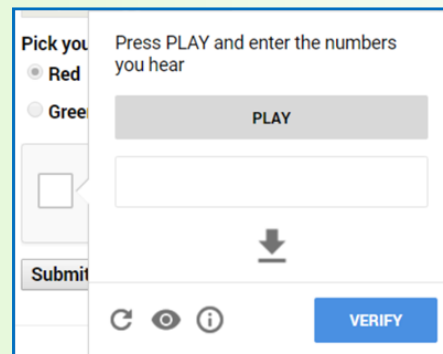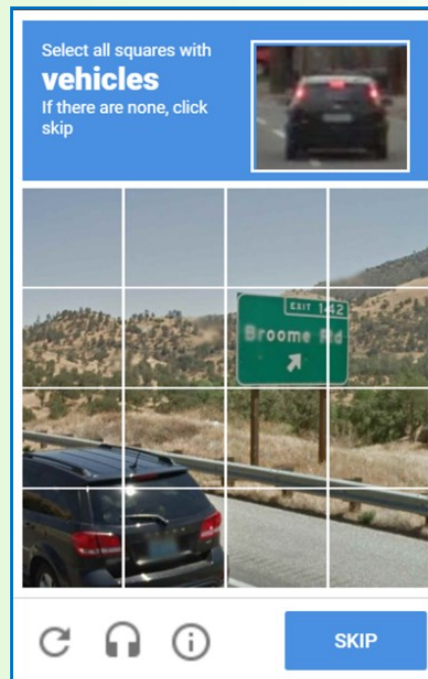
Figure 2 – reCAPTCHA check box challenge

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■ New program integrity behavioral health and ABA documentation guidelines now available

Figure 3 – reCAPTCHA text challenge

Figure 4 – reCAPTCHA audio challenge

Figure 5 – reCAPTCHA image challenge

New program integrity behavioral health and ABA documentation guidelines now available
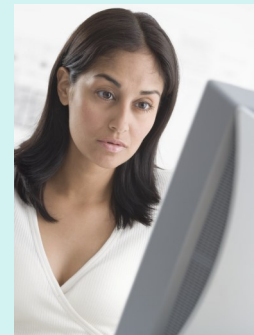
The Indiana Health Coverage Programs (IHCP) is making web-based Program Integrity Provider Education Training available to all providers. These training presentations are intended to supplement the provider reference modules and other IHCP-published provider reference materials.

The latest Program Integrity provider training titled, *Behavioral Health and ABA Documentation Guidelines*, is now available. The purpose of this training is to define requirements and best practices for documenting behavioral health and Applied Behavioral Analysis (ABA) services.

By the end of the course, providers should be able to:

- Describe the importance of proper behavioral health documentation

- Define the requirements for behavioral health and ABA documentation

- Identify the best practices for behavioral health and ABA documentation

- Identify effective behavioral health documentation self-auditing practices

To access the training, navigate to the *Program Integrity Provider Education Training* page at in.gov/medicaid/providers.

Other training topics posted on the web page are as follows:

- *Non-Emergency Transportation Documentation Requirements and Billing Guidelines*

- *Ambulance Transportation Documentation Requirements and Billing Guidelines*

- *Dental Provider Documentation Requirements and Billing Guidelines*

- *Program Integrity Audit Process Overview*

- *Program Integrity Self-Disclosure Protocol*

Watch upcoming IHCP provider publications for announcements when other trainings become available.

QUESTIONS?

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

TO PRINT

A printer-friendly version of this publication, in black and white and without photos, is available for your convenience.

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