IHCP *banner page*

Substance use disorder PA request attachments can be submitted on the Portal

Effective July 31, 2019, the Indiana Health Coverage Programs (IHCP) will amend its prior authorization (PA) attachments policy specific to substance use disorder (SUD) Provider Healthcare Portal (Portal) electronic PA requests. Providers will be able to submit the required attachment information electronically through the Portal. However, SUD forms will still be accepted via fax or mail.

The electronic attachment feature will automatically display the interactive *SUD Initial Assessment Form* panel when the provider selects **Substance Abuse** from the Service Type menu on the *Create Authorization* page and checks the associated SUD Authorization checkbox (see Figure 1).

Figure 1 – Service Type menu and SUD Authorization

If the requesting provider selects **System Update** on the *View Authorization Response* page for a previously approved SUD PA request, the system will display the *SUD Reassessment Form* panel. The electronic forms will contain all the information necessary to make a SUD PA determination, such as on the current paper forms.

For information about requesting PAs electronically through the Portal, see the *Prior Authorization* and *Provider Healthcare Portal* provider reference modules at in.gov/medicaid/providers.

IHCP to implement measures to prevent overlap of MRO and AMHH services

Effective June 26, 2019, the Indiana Health Coverage Programs (IHCP) will establish measures to ensure that Medicaid Rehabilitation Option (MRO) and Adult Mental Health Habilitation (AMHH) services do not overlap each other. This means when MRO data is received for a member who has AMHH, the AMHH service is ended and the MRO package starts the day after submission. When AMHH data is received for a member who has MRO, the MRO package is ended and the AMHH service starts the day after submission.

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- IHCP postpones Portal enhancement for allowing multiple provider types in a rendering provider profile
- IHCP adjusts summer 2019 provider workshops schedule

IHCP postpones Portal enhancement for allowing multiple provider types in a rendering provider profile

The Indiana Health Coverage Programs (IHCP) previously announced in *IHCP Banner Page BR201923* that, effective July 1, 2019, the Provider Healthcare Portal (Portal) would let a rendering provider enroll with more than one provider type using a single National Provider Identifier (NPI), as long as the rendering provider met the enrollment criteria for each additional provider type. The IHCP is postponing the effective date and will later announce a new date. Please watch future IHCP publications.

For more information about this coming change, refer to the article in *BR201923, Provider Healthcare Portal to allow multiple provider types in a rendering provider profile*.

IHCP adjusts summer 2019 provider workshops schedule

The Indiana Health Coverage Programs (IHCP) is adjusting the 2019 summer provider workshop schedule published in *IHCP Banner Page BR201922*. Development of the FSSA Enrollment and Credentialing (EnCred) system was suspended, as announced in *IHCP Bulletin BT201932*, making it necessary to remove the FSSA EnCred session from the workshops and revise the schedule.

Note: There are no changes to the dates and locations that were previously announced. To view the dates and locations, please see BR201922. Additionally, there are no changes to the session descriptions, with the exception of the FSSA EnCred session being removed.

The revised session times are as follows:

■ **DXC Technology – Tips and Reminders** (9 a.m. – 9:45 a.m.)

This presentation will explain the importance of providers keeping their provider profile information current, and updating it using the IHCP Provider Healthcare Portal. Discussion will also include a brief review of Presumptive Eligibility (PE) benefit plans, and status of the electronic visit verification (EVV) implementation.

■ **Managed Care Entities 2019** (9:45 a.m. – 10:40 a.m.)

The IHCP managed care entities (MCEs) will, in a combined presentation, cover the following:

- How to access and use the provider portal of each MCE

- How to update provider profile information on each MCE portal

- How to verify member eligibility, including retroactive issues

- Guidelines for prior authorization (PA), such as when PA is required and how to obtain PA from each of the MCEs

- The claim process for each MCE, including required IHCP elements, how to submit a claim, the top five reasons for denied claims, and the dispute process

continued

- **Managed Care Entities 2019** (9:45 a.m. – 10:40 a.m.) (continued)

  - Information about the Healthy Indiana Plan (HIP) Gateway to Work program

  - Contact information for each MCE provider representative

- **Southeastrans – FFS Nonemergency Medical Transportation Broker** (11:00 a.m. – 11:30 a.m.)

Southeastrans will explain their provider, member, and facility portals. The presenter will also give an overview of call center procedures, discuss provider expectations, and answer questions about recent changes to emergency medical services (EMS).

- **Town Hall** (11:30 a.m. – Noon)

This session will be an open forum for providers to ask questions and discuss issues with all the provider relations representatives.

Workshop Registration

To register, visit the *Provider Education* page at in.gov/medicaid/providers. Click the **Workshop Registration** link to access the IHCP Workshop Registration Tool.

QUESTIONS?

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

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