

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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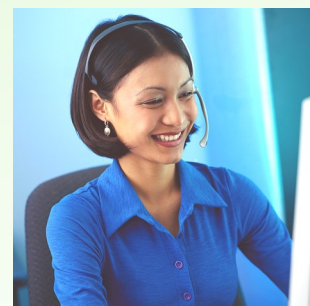
IHCP to integrate prior authorization customer service line into the IVR system

The Indiana Health Coverage Programs (IHCP) will enhance the Interactive Voice Response (IVR) system to include a prior authorization (PA) customer service feature by January 31, 2020.

Providers will be able to call the IHCP customer service line at 1-800-457-4584, and follow the prompts to speak with a PA representative for assistance with an initial or updated PA request.

At the provider main menu, providers should choose option 7 (PA), and based on the type of PA inquiry, can select the most appropriate prompt.

Note: With this enhancement, some of the prompts and selections will have changed.



IHCP corrects dates associated with CHW claims that denied incorrectly

The Indiana Health Coverage Programs (IHCP) recently notified providers in [Bulletin BT201977](#) of a claim-processing issue that affected claims for community health workers (CHWs) processed from July 1, 2018, through July 31, 2019. Those dates are incorrect.

Correction: The affected CHW claims were processed **on or after July 1, 2018**.

CHW claims submitted with procedure codes 98960, 98961, and 98962 may have denied inappropriately for explanation of benefits (EOB) 4019 – *Attachment required for service rendered. Please verify and resubmit.*



Claims denied during the indicated time frame will be mass reprocessed. Providers should see the reprocessed claims on Remittance Advices (RAs) beginning February 5, 2020, with internal control numbers (ICNs)/Claim IDs that begin with 80 (reprocessed denied claims).

QUESTIONS?

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

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