

CoreMMIS *bulletin*

Core benefits – Core enhancements – Core communications

INDIANA HEALTH COVERAGE PROGRAMS

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August 27, 2015

The Provider Healthcare Portal will replace Web interChange!

Learn more about the *new* Provider Healthcare Portal, view a demonstration, and ask questions at the IHCP Annual Provider Seminar on **October 13-15, 2015**.

By the end of this year, a new Indiana Health Coverage Programs (IHCP) provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange. The Portal was developed in conjunction with CoreMMIS, the IHCP's new Medicaid Management Information System.

Administrative functions are faster and easier on the *new* Provider Healthcare Portal

The Portal will provide new and enhanced features to make administrative work easier and more efficient, including online registration and account maintenance, provider enrollment and profile management, as well as secure communication with Portal support staff. When the Portal goes live, all providers will need to register to take advantage of its convenient features when doing business with the IHCP. To register, providers must be enrolled IHCP providers.

Providers can authorize staff as *delegates* to work in the Portal on their behalf. Providers assign delegates the permission levels necessary for them to perform their job functions. A single delegate may be authorized to perform functions on behalf of more than one IHCP provider – for instance, a delegate may work for a provider enrolled at a number of different service locations. After the delegate's registration has been established with each provider location, the Portal offers a *Switch Provider* feature that allows delegates to search their list of authorizing providers and select the appropriate provider location quickly and efficiently.

**Improved
workflow for
delegates**

NEW

NEW

Enroll as an IHCP provider and manage your provider profile online

New providers can enroll with the IHCP using the Portal. Current providers will be able to use the Portal's online enrollment feature to add new service locations, enroll new rendering providers, and revalidate their enrollments. Online enrollment minimizes paperwork and offers the convenience of submitting supporting documentation electronically. Providers can easily start, save, and resume their enrollments as necessary using the Portal. IHCP providers will be able to use their Portal accounts to manage and update many aspects of their IHCP provider profiles online.

The Portal will allow providers to send secure information to the Portal support team and receive secure responses to inquiries. The secure correspondence feature also allows users to view past messages and responses.

Send and receive secure correspondence

NEW

Operational functions are enhanced with the new Provider Healthcare Portal

The Portal will provide new and enhanced functionality with respect to member management, prior authorizations, and claims.

NEW

Member Focused Viewing provides comprehensive member information

A significant enhancement of the Portal is the ability to see a member's demographic, eligibility, prior authorizations, and claims information together on a single series of pages. The *Member Focused Viewing* function offers links to pages where users can verify eligibility and coverage details, see claims history, and view approved prior authorizations for a member. Using this function, providers will also be able to access links to submit new claims or request new prior authorizations for the member.

Providers rendering or requesting nonpharmacy prior authorizations (PAs) will now be able to see more PA information for a single IHCP member – up to 5 PA requests and up to 20 active authorizations. Greater detail about a PA, including pending or approved status, can be accessed easily by opening any PA line item. Providers submitting PAs will also find the process faster and easier on the Portal. Less data entry is required to submit the PA and providers can add electronic attachments and notes to PA requests.

Improved prior authorization management

NEW

NEW

Add electronic attachments to claims and view RA history

The Portal will make viewing and submitting claims easier. Providers can see the five most recent claims submitted for the member. When submitting claims, billing providers will also be able to attach up to five documents (5 MB in total size) to a claim. The *Claim Inquiry* page of the Portal will enable providers to select and view a claim that is on a Remittance Advice (RA). There is no date limit on the RA history that providers can see.

Providers will be able to use the Portal to view IHCP member benefit limits. As members begin to use benefits with dollar-based or service-based coverage limitations, those benefits will appear on a *Limit Details* panel in the Portal. Any provider performing an eligibility inquiry will be able to see the limit and the amount remaining for the member based on claims processed.

View member coverage limitations

NEW

Create a favorite provider list

Providers can establish a *Favorite Provider* list in the Portal. This list can be used for a number of purposes: for making referrals to other providers and specialists; for creating prior authorization requests on behalf of rendering providers; or for requesting the addition of providers and specialists to a member's Right Choices Program (RCP) lock-in list.

Familiar online functions

Although the Portal will offer a variety of new features, it will also continue to offer several functions that are used today. Providers will be able to do the following through the Portal:

- Submit, copy, view, and search for claims.
- Search for payments and other financial activity.
- Submit and view PA requests.
- Perform Electronic Health Record (EHR) attestations.
- Submit and search for Notification of Pregnancy (NOP) reports.
- Assess certain populations for presumptive eligibility (qualified providers only).

QUESTIONS?

For additional questions about CoreMMIS, email incoremmis2015im@hp.com.

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