

# CoreMMIS *bulletin*

Core benefits – Core enhancements – Core communications

INDIANA HEALTH COVERAGE PROGRAMS

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## Get to Know the Provider Healthcare Portal

The Indiana Health Coverage Programs (IHCP) will soon replace its current Medicaid management information system (MMIS), IndianaAIM, with the new CoreMMIS. Along with CoreMMIS, a new provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange. The Portal will have new features, such as online provider enrollment, provider account maintenance, and secure correspondence. To conduct electronic business transactions with the IHCP and take advantage of the many new features, providers and their designated users, known as delegates, need to become familiar with the new Portal.

### What is the Provider Healthcare Portal?

The Portal is an Internet-based solution that offers enhanced reliability, speed, ease of use, and security to providers and other partners doing business with IHCP. The Portal allows users to:

#### *Submit Claims*

- Electronically submit institutional, professional, dental, and Medicare crossover claims
- Copy, void, and edit claims
- Access extensive claim submission help tools
- Upload electronic notes and attachments to claims

#### *View Claims Status*

- View seven or more years of claim history
- View adjudicated claims in any status – paid, denied, or suspended
- View list of claims by date, claim type, claim status, member ID, or claim ID
- View paid amounts, explanation of benefit (EOB) messages, and other claims information
- View list of claims associated with each check
- View specific claim information by clicking the Claim ID

#### *Request Prior Authorization*

- Submit prior authorization (PA) requests
- Upload electronic attachments to PA requests
- View status of PA requests and active PAs

### *Verify Member Information*

- Perform eligibility verification by member ID, Social Security number, or name and date of birth
- Display managed care entity information
- View comprehensive member information and perform member-specific transactions

### **Getting Started**

Upon its release, providers will access the Portal at [indianamedicaid.com](http://indianamedicaid.com) using the latest version of Internet Explorer or Firefox. If you don't have the latest version of these browsers, you can download them for free through the [Web Toolkit](#) page at [indianamedicaid.com](http://indianamedicaid.com).

### *Training and Support*

- Web-based training on the Portal will be available at [indianamedicaid.com](http://indianamedicaid.com). The web-based format allows for self-paced online learning at the user's convenience.
- Training sessions provide overview information, including how to register on the Portal, how to use the Portal to enroll as an IHCP provider, how to maintain a provider's account and keep the provider's IHCP profile up-to-date, and more.
- Instructor-led workshops on the Portal will be presented at the [2016 IHCP Annual Provider Seminar](#) in Indianapolis taking place October 18-20, 2016.
- HPE Provider Relations field consultants are available for additional support if and when needed.

### *Portal Administration*

- Providers will establish one provider account on the Portal for each service location.
- Providers will identify an account representative to set up their provider account on the Portal as well as to control the delegates who have access to the account and assign all delegate roles within the account.
- Providers may give delegates within their organizations access to the provider's Portal account to perform designated work on the provider's behalf—such as submit or adjust claims, verify eligibility, submit prior authorization requests, and more.

Stay informed as the IHCP moves closer to implementing the Portal and *CoreMMIS*. Sign up for IHCP [Email Notifications](#) at [indianamedicaid.com](http://indianamedicaid.com). Questions about Portal functionality should be directed to your [IHCP Provider Relations field consultant](#). Questions about Portal access should be directed to the Hewlett Packard Enterprise (HPE) Electronic Solutions Help Desk toll free at 877-877-5182, option 2, or by email at [incoremms2015im@hpe.com](mailto:incoremms2015im@hpe.com).

#### **QUESTIONS?**

For additional questions about *CoreMMIS*, email [incoremms2015im@hpe.com](mailto:incoremms2015im@hpe.com).

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