CoreMMIS bulletin

Core benefits – Core enhancements – Core communications

INDIANA HEALTH COVERAGE PROGRAMS   BT201658   SEPTEMBER 29, 2016

IHCP will implement *Core*MMIS on December 5, 2016

The Indiana Health Coverage Programs (IHCP) will replace its current information system, Indiana*AIM*, with the new *Core*MMIS, which stands for Core Medicaid Management Information System, on December 5, 2016. Along with *Core*MMIS, a new provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange. These new tools offer enhanced features that will make working with IHCP easier and more efficient.

The transition to *Core*MMIS and the Portal will require providers to make some preparations in advance of the December 5 implementation date.

Register on the Provider Healthcare Portal

- Providers will need to create a provider account on the new Portal for every service location. A provider representative should be identified to establish the provider account and to manage the users, or delegates, who will have access to the provider account. The provider representative will authorize delegate users who must then create delegate accounts on the Portal in order to do work on the provider's behalf. Current users of Web interChange will likely be the users identified as delegates for the Portal.

- Providers will access the Portal through indianamedicaid.com. Access will be provided in advance of the implementation date to allow time for providers and delegates to register their Portal accounts. Web-based training on the registration process will also be made available at indianamedicaid.com at that time. Portal and training availability will be announced via a *Core*MMIS bulletin.

Learn about the Portal and *Core*MMIS

Previously published *Core*MMIS bulletins *BT201601* and *BT201650* offer a general introduction to the features of the new Portal. A more thorough introduction will be available in sessions offered at the 2016 IHCP Annual Provider Seminar on October 18-20, 2016, in Indianapolis. Portal sessions will cover claim submission, member management and eligibility, prior authorization and care management, and provider enrollment and profile maintenance. To learn more about the seminar or to register, visit the 2016 IHCP Annual Provider Seminar and Workshop Registration pages at indianamedicaid.com.

Detailed web-based training on all Portal functions will be posted to indianamedicaid.com before the Portal's implementation. This will allow Portal users to view the training at their convenience and to revisit training documents as often as necessary. Notice of training availability will be announced via a *CoreMMIS* bulletin.

Providers will see some differences in the way the new *CoreMMIS* processes and communicates information. This will require some changes in the way providers interface with the system, including changes in the way providers submit claims and other information to the IHCP. These differences will be communicated to providers before implementation through a series of *CoreMMIS* bulletins.

Anticipate suspension of business transactions

To ensure a successful transition to *CoreMMIS*, the IHCP will temporarily suspend certain business transactions in the days and hours before implementation. This step is necessary so that processing in the current system can be finalized and information can be converted to the new system. Every effort will be made to keep disruption of normal business activities to a minimum. Business transactions that will be affected include:

- Provider enrollments and profile updates
- Fee-for-service claims and adjustments (paper and electronic)
- Written correspondence

Notice and guidance related to these and other necessary transition time frames will be announced via a *CoreMMIS* bulletin.
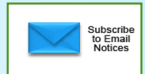
Stay informed

The IHCP appreciates the quality services providers offer our members and is committed to working closely with the provider community during this transition. It is critical that providers stay informed as implementation approaches. Watch for future publications and sign up for the IHCP email notification alerts at indianamedicaid.com. Direct questions to your IHCP Provider Relations field consultant or email incoremmis2015im@hpe.com.

QUESTIONS?

For additional questions about *Core*MMIS, email

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