*Core*MMIS *bulletin*

Core benefits – Core enhancements – Core communications

Provider enrollment functions available through the Provider Healthcare Portal

On December 5, 2016, the Indiana Health Coverage Programs (IHCP) will replace its current Medicaid Management Information System (MMIS), Indiana*AIM*, with the new *Core*MMIS. Along with *Core*MMIS, a new provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange. The Portal will have great new features, including the ability to perform online provider enrollment transactions. The Portal's online provider enrollment feature is an easy-to-use option for providers enrolling with IHCP for the first time, as well as for current providers who need to enroll a new service location, have a change in ownership, or need to revalidate their enrollment.

The online enrollment process includes helpful features and numerous advantages over the current paper process:

✓ Online transactions are more efficient and convenient.

✓ Business and personal information is more secure.

✓ Systematic checks verify information is complete, reducing inadvertent submission errors and the need for corrections.

✓ Enrollment applications can be easily saved and edited as needed during the completion process.

✓ Supporting enrollment documentation can be uploaded electronically and submitted with the transaction.

✓ Providers can monitor the status of submitted transactions in real-time.

Accessing online enrollment functions on the Portal

The Portal will be accessible for online enrollment transactions from the *Provider Healthcare Portal* page at indianamedicaid.com as of December 5, 2016:

■ New and current providers can access the online enrollment application from the left navigation panel of the Portal *Home* page, as illustrated in Figure 1. Users do not need an established Portal account to submit new provider enrollment applications, new service location enrollment applications, or change of ownership enrollment applications. Current providers needing to revalidate an enrollment will need to have a Portal account.

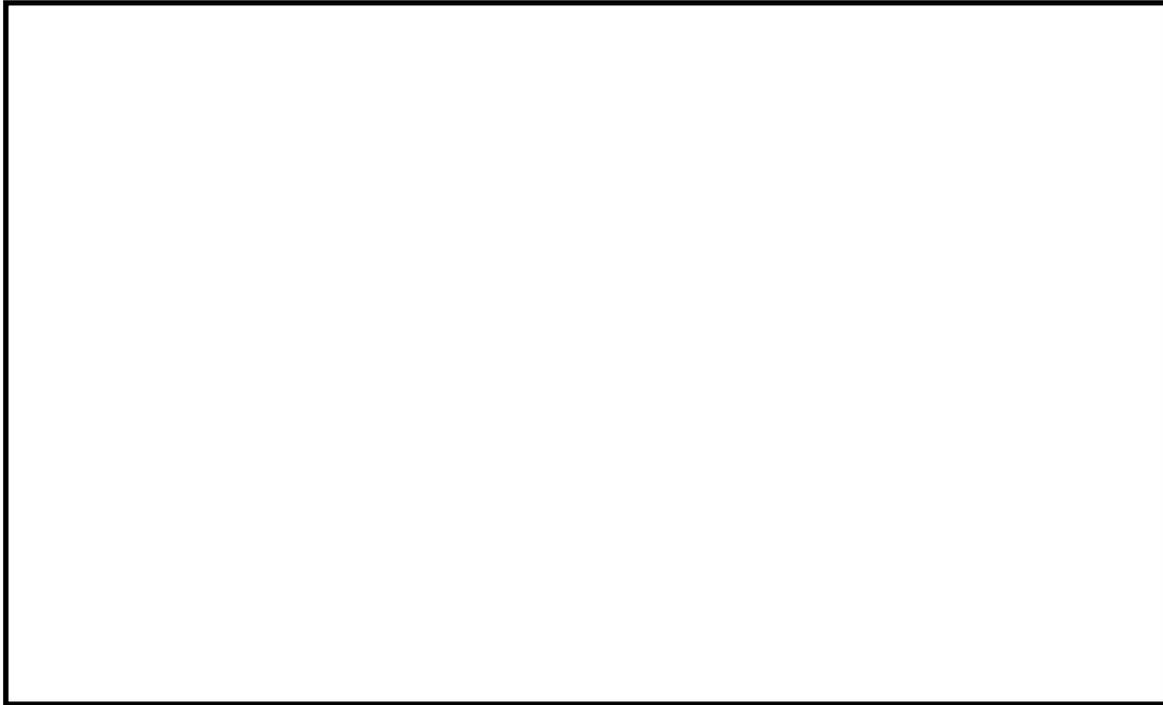*Figure 1 – The Provider Enrollment link on the Portal Home page*
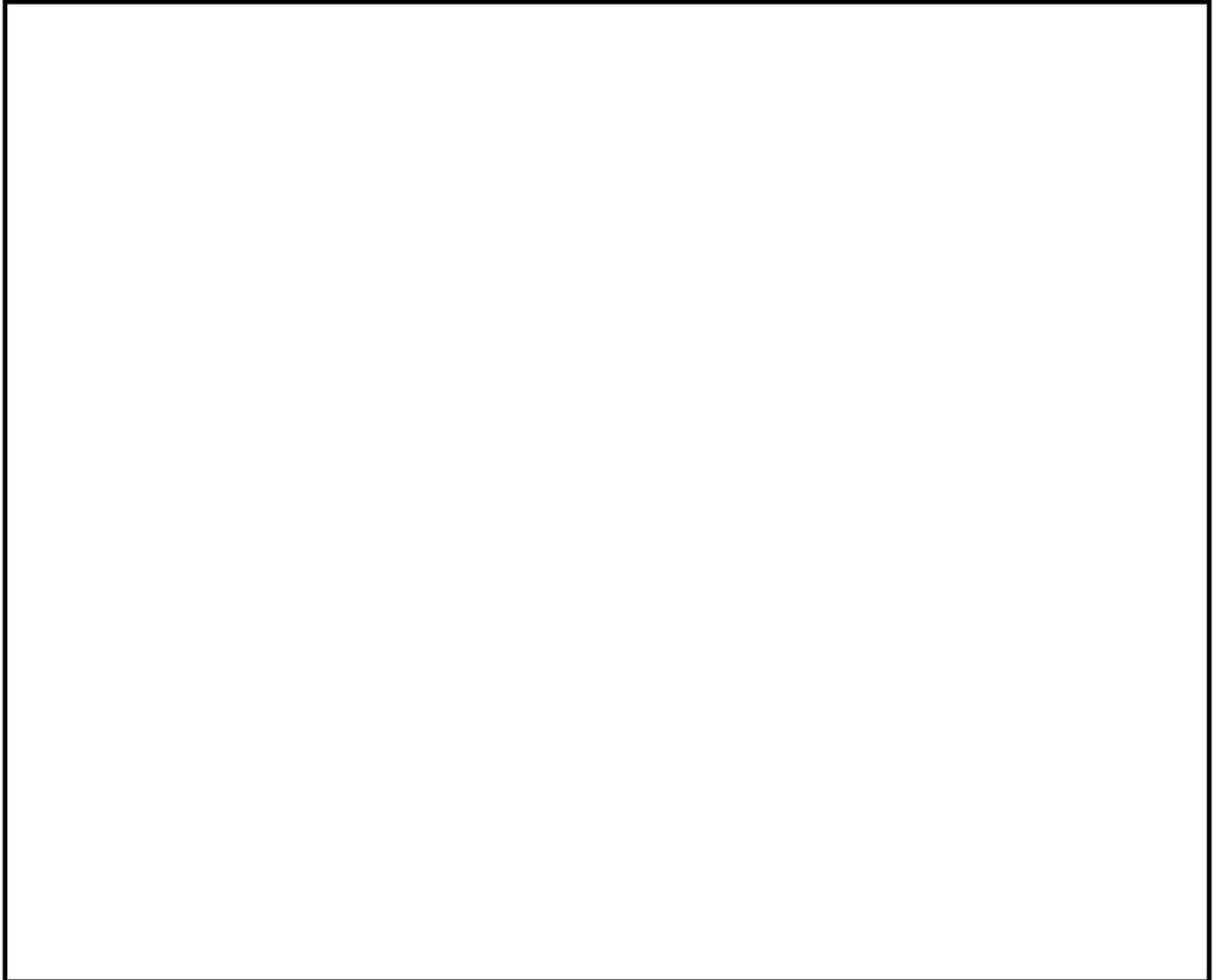
■ Options on the *Provider Enrollment* page are illustrated in Figure 2 and include:

  − The Provider Enrollment Application link to enroll a new provider or service location

  − The Resume Enrollment link to continue an application for a new provider or service location

  − The Enrollment Status link to check the status of a submitted enrollment application

Figure 2 – Options on the Provider Enrollment page
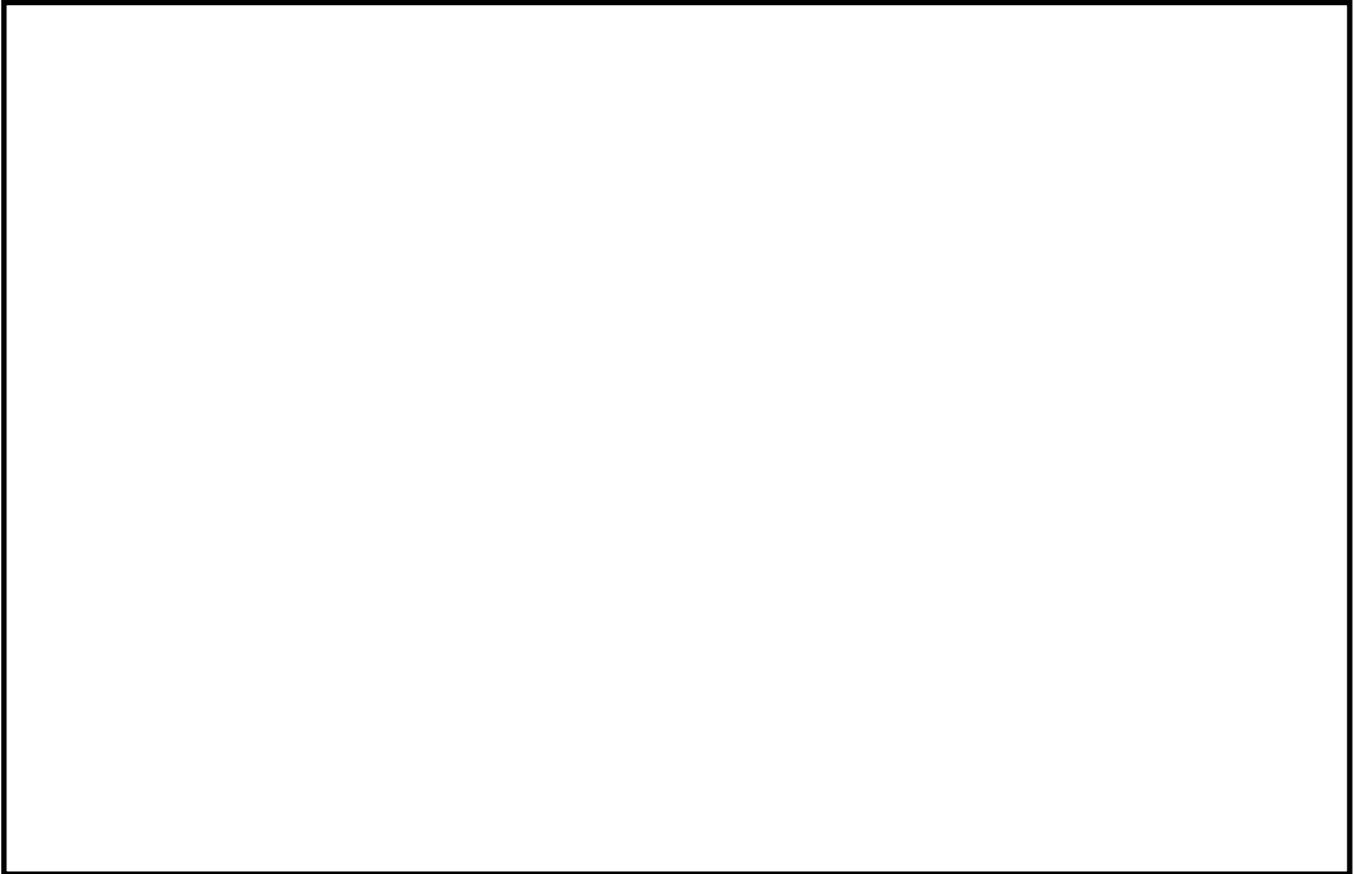
- Current providers will be notified by letter when it is time to revalidate the enrollment for each service location. A revalidation alert will appear on the provider account *My Home* page in the Portal as an additional reminder – see Figure 3. To access and complete the online revalidation application, providers must click the Revalidation link. The revalidation application is similar to the initial enrollment application; however, some information will be prepopulated for provider confirmation or editing.

Figure 3 – A revalidation alert on the Portal My Home page

Navigating online enrollment in the Portal

When you click the Provider Enrollment Application link in Figure 2, the *Provider Enrollment: Welcome* screen in Figure 4 appears.

Starting on this page, system features help users navigate the online provider enrollment or revalidation application one step at a time:

■ **Step navigation panel:** Each step of the application process is listed in a navigation panel on the left of the screen. The navigation panel allows you to see exactly where you are in the application process. After a step is completed, that step appears as a clickable hyperlink, indicating it is complete and also allowing the user to return to that step to make revisions, if needed. Each step in the process must be completed to continue to the next step.

■ **Systematic process:** The online application is designed to capture required information and documentation based on the enrolling provider's provider type and specialty. If the user has completed certain steps but subsequently makes modifications to the information in that step, the modification may affect information in other steps of the application process. Modifications made in one step may require users to revisit other steps or may require additional steps be added to the process.

■ **Online Help:** Instructional notes are provided throughout to identify, describe, and clarify the information needed for each step. The question mark icon to the right of a step's header displays help text for the user.

■ **Required field indicators:** An asterisk (*) identifies required fields in the application. If information is missing or incorrect, an error message displays next to fields when you attempt to move to the next step.

- **Supporting documentation:** The online enrollment process allows providers to upload electronic attachments of supporting and required documents to their submissions. File transfers using this feature are limited to 10 MB total; the allowed document types include PDF, BMP, GIF, JPG/JPEG, PNG, and TIFF/TIF. The Portal will display an error message when a user attempts to transfer files in excess of the maximum allowed size or in formats that are not allowable. Attachments that do not comply with Portal limitations can be submitted by mail. Documents sent by mail must include the cover sheet generated through the Portal so that the documents can be matched with the appropriate transaction.

- **Save option:** The user has the option to stop an in-progress enrollment and finish later. If a user selects this option, the in-progress application is saved and the user can return later to complete the remaining steps. When selecting this option, the user must establish a password and generate a tracking number. The user will need that tracking number, their taxpayer identification number (TIN), and password to resume the transaction.

- **Cancel option:** The Cancel option appears on all application steps. If a user selects this option, a notification asks for confirmation before the application is canceled.

- **Save, Print, Submit:** Before submitting an enrollment application, users have an opportunity to review the application summary and to save or print a copy for their records. After a transaction is submitted, it cannot be revised before it is processed. Users will receive an email confirming receipt of all submissions.

- **Tracking a submission:** At submission, the user creates a password that generates a tracking number for the transaction. Users should keep record of their passwords and tracking information to check status and progress of the submission. The user must provide the tracking number, TIN, and password to view the *Provider Enrollment-Status* page, where a summary displays the transaction status and date.

Figure 4 – The Provider Enrollment: Welcome screen

Provider enrollment resources

Training on using the Portal to submit online enrollment transactions is available on *the Provider Healthcare Portal Training* page. The training session *Provider Healthcare Portal: Online Enrollment* is offered in a web-based format to allow self-directed and self-paced learning at the convenience of the user.

Providers will continue to have the option of using IHCP paper enrollment applications forms. These forms will remain available through the *Become a Provider* page at indianamedicaid.com. All policies and guidance regarding provider enrollment requirements are unchanged by the implementation of *Core*MMIS.

Staying 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 *Core*MMIS implementation approaches. All *Core*MMIS provider bulletins are posted on the Indiana *Core*MMIS page at indianamedicaid.com. Sign up for IHCP Email Notifications to be alerted when future bulletins are released. Direct questions to your HPE Provider Relations field consultant or via email at incoremmis2015im@hpe.com.

QUESTIONS?

For additional questions about *Core*MMIS, email incoremmis2015im@hpe.com.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope here or on the pages of indianamedicaid.com.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from indianamedicaid.com.

TO PRINT

A printer-friendly version of this publication, in black and white and without graphics, is available for your convenience.