*Core*MMIS *bulletin*

Core benefits – Core enhancements – Core communications

INDIANA HEALTH COVERAGE PROGRAMS BT201703 JANUARY 12, 2017

How to use Medicaid Rehabilitation Option provider functions on the new Portal

The Indiana Health Coverage Programs (IHCP) will soon replace its current information system, Indiana*AIM*, with the new *Core*MMIS, which stands for Core Medicaid Management Information System. Along with *Core*MMIS, a new provider interface called the Provider Healthcare Portal (Portal) will replace Web interChange.

Through the Portal, Medicaid Rehabilitation Option (MRO) providers will be able to access information that was previously obtained through the MRO Inquiry window in Web interChange. The Portal allows MRO providers to:

- Verify member eligibility for the MRO benefit plan
- View coverage details for MRO-related services through an eligibility search
- View MRO coverage details through a prior authorization (PA) search
- Request PA for an MRO service
- Submit system updates to existing MRO PAs

The following offers MRO providers an overview of how to use these features in the Portal.

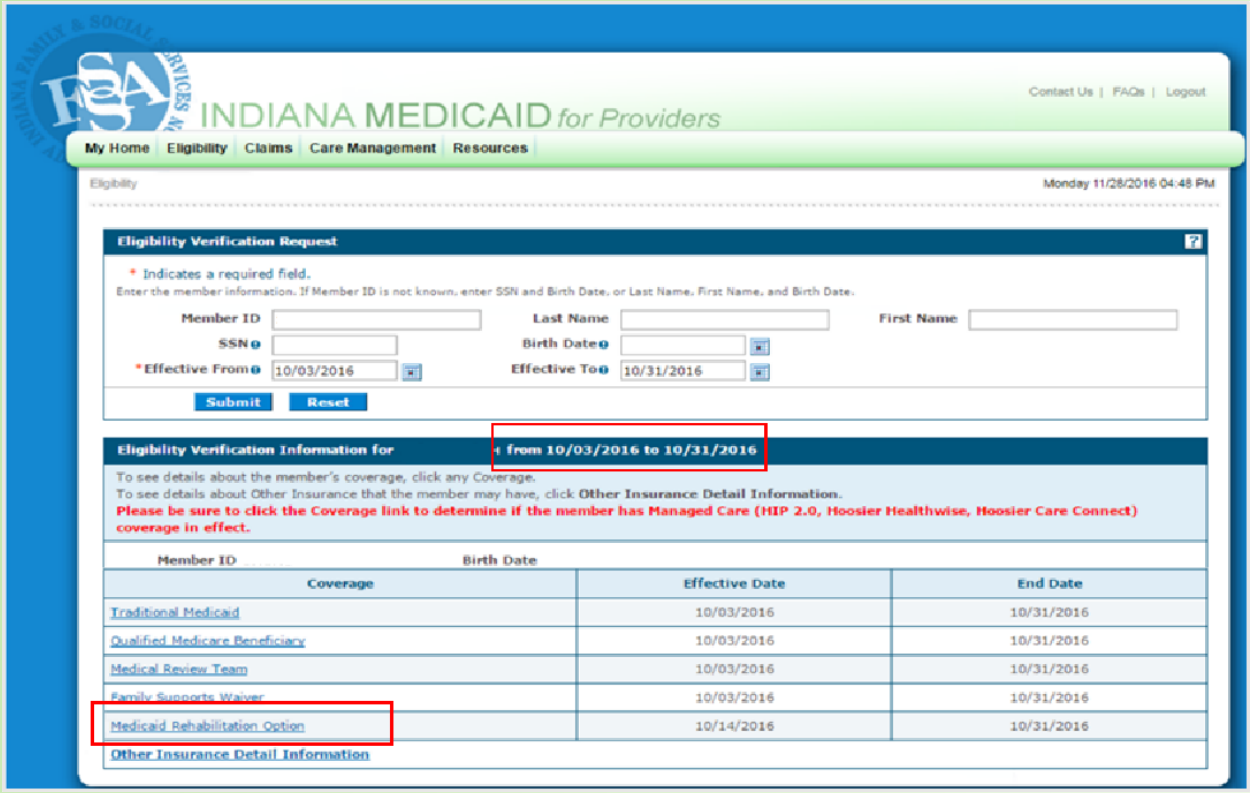
Verifying eligibility for MRO benefit plan

To verify eligibility for the MRO benefit plan, do the following:

1. Log into the Portal.
2. Click **Eligibility** on the menu bar.
3. Search for a member using (1) the Member ID, (2) the member's Social Security number (SSN) and birth date, or (3) the member's last name, first name, and birth date.
4. Enter the effective date or date range.
5. Click **Submit**.

The search results list the benefit plans that the member is eligible for within the date range used in the search. Each plan in the list has associated effective and end dates. When a member has an MRO benefit plan, Medicaid Rehabilitation Option is listed (Figure 1).

Figure 1: The MRO benefit plan for a given date range



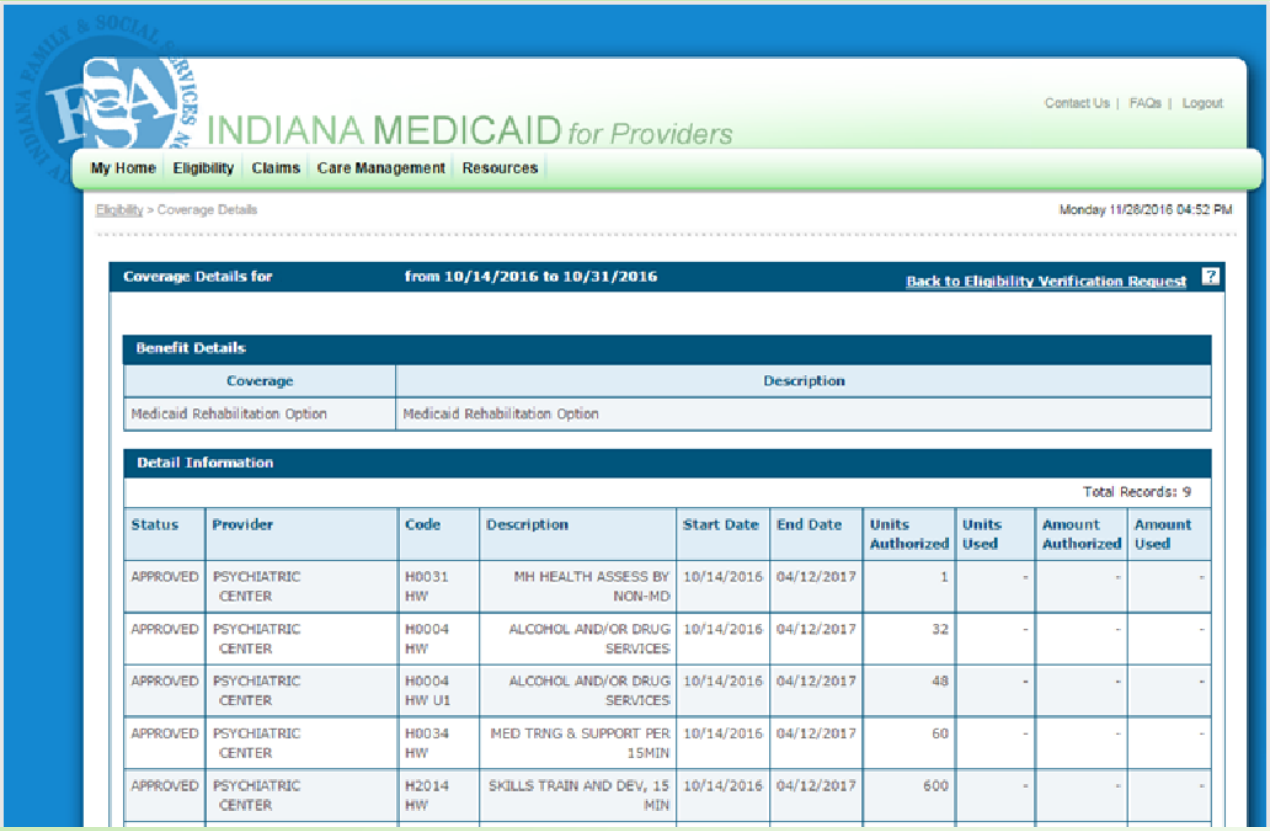
Viewing coverage details for MRO-related services

When the member has an MRO benefit plan, coverage details regarding MRO services are accessible from the eligibility panel as follows:

- If the provider or provider delegate has an MRO specialty, the plan name is hyperlinked. Click the **Medicaid Rehabilitation Option** hyperlink to view the Coverage Details page.
- If the provider or provider delegate does not have an MRO specialty, the plan name displays as text only; there is no hyperlink to the Coverage Details page.

The MRO benefit plan and description are listed at the top of the Coverage Details page (Figure 2). Specifics for the member's MRO-approved services are displayed in the Detail Information panel. Service package details for the MRO benefit plan can be found in the appendix of the *Medicaid Rehabilitation Option Services* provider reference module at indianamedicaid.com.

Figure 2: The Coverage Details page



Searching for MRO PAs

To search for MRO PAs, do the following:

1. Log into the Portal.
2. Click **Care Management** on the menu bar.
3. Select **View Authorization Status** from the drop-down menu.
4. Search for PA using the PA number or other known member information (Figure 3).
5. Click **Search**.

Results are displayed in the Search Results panel.

Note: When member information other than the PA number is used for the search, the search results will display only PAs for which the provider conducting the search is the PA's requesting provider.

Figure 3: PA search results for a PA number

Requesting PA for an MRO service

All providers will complete the same process to submit a PA request. To learn more about submitting PA requests, review the *Provider Healthcare Portal: Prior Authorization* web-based training available at indianamedicaid.com.

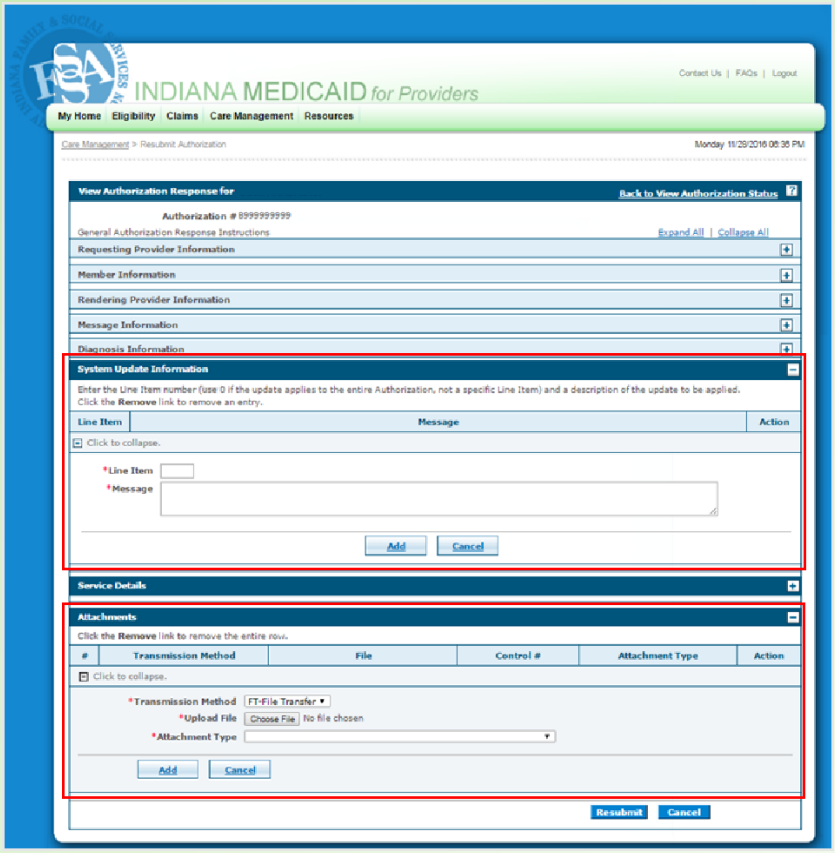
Requesting an update to an MRO PA

Providers can continue to use mail, fax, or telephone when working with the PA vendor to submit updates to existing PAs. In addition, the Portal provides an enhanced function that allows the requesting provider to submit an electronic system update to an existing PA. When viewing the original PA, the requesting provider will see a System Update button at the bottom of the Prior Authorization Response page.

To submit an electronic update to an existing PA, follow these steps (see Figure 4):

1. Search for the PA on the View Authorization Status page.
2. From the search results, click the hyperlinked Authorization Number to view the PA details on the Prior Authorization Response page. Member, provider, diagnosis, and service details for the PA appear.
3. Click **System Update** to go to the Resubmit Authorization page of the PA. In the System Update Information panel:
   a. Enter the line item number to be updated.
   b. Enter a message detailing the desired change to that line item.
   c. Click **Add**.
   d. Repeat steps 4a through 4c for each line item.
4. In the Attachments panel, add attachments as part of the system update process (optional):
   a. Click **Upload File** to locate the document on your computer.
   b. Select the type of document from the Attachment Type drop-down menu.
   c. Click **Add**.
   d. Repeat steps 5a through 5c for each attachment (5 MB total limit).
5. Click **Resubmit** to submit the requested system updates.

Figure 4: System Update Information and Attachments for PA



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 CoreMMIS implementation approaches. All CoreMMIS 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 about Portal access should be directed to the Hewlett Packard Enterprise (HPE) Electronic Solutions Help Desk toll-free at 877-877-5182.

QUESTIONS?

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

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