

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202119    MARCH 23, 2021

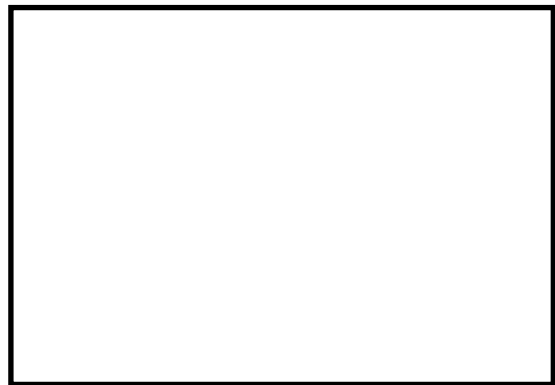
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## **Case/care manager information is available in eligibility information for waiver and MRO benefits**

Effective April 28, 2021, the Indiana Health Coverage Programs (IHCP) will include waiver and Medicaid Rehabilitation Option (MRO) member case/care manager contact information in a member's eligibility information. This information will be accessible on the IHCP Provider Healthcare Portal (Portal), Interactive Voice Response (IVR) system, and 270/271 Eligibility transaction.

This additional information will create a more efficient patient care experience and improve provider communications. The waiver benefit plans affected by this change include:

- Aged and Disabled Home- and Community-Based Services (HCBS) Waiver
- Traumatic Brain Injury HCBS Waiver
- Money Follows the Person (MFP) Demonstration Grant HCBS Waiver [Aged and Disabled]
- MFP Traumatic Brain Injury
- Adult Mental Health Habilitation
- Child Mental Health Wraparound
- Behavioral & Primary Healthcare Coordination



When date and prior authorization parameters have been established, a provider can view or hear the following contact details in each of the Eligibility Verification System options, including the Portal, IVR system, and 270/271 Eligibility transaction:

- Waiver-MRO program agency name
- Agency phone number
- Agency fax number (if on file)
- Agency email address (if on file)
- Agency type
- Date agency data received

To view where the case/care manager information will appear on the 270/271 transaction, see the *270/271 Health Care Eligibility Benefit Inquiry and Response Transactions Companion Guide*, accessible from the [IHCP Companion Guides](#) page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

If no contact information is found, providers will see a No Agency Found response.

Table 1 shows an example of the information that will be available in the Portal.

*Table 1 – Waiver-MRO Program Agency information on the Portal*

Waiver-MRO Program Agency <span style="float: right;">-</span>					
Waiver-MRO Agency Name	Agency Phone	Agency Fax	Email Address	Agency Type	Date Agency Information Received
Limit Details <span style="float: right;">+</span>					
Other Insurance Details <span style="float: right;">+</span>					
Demographic Details <span style="float: right;">+</span>					

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