IHCP *bulletin*

IHCP introduces new process for submitting Policy Consideration requests

The Indiana Health Coverage Programs (IHCP) has developed a new system and process for submitting and reviewing Policy Consideration requests. Effective immediately, the former Policy Consideration form will no longer be used. Instead, all requests must be submitted through the form on the Home tab of the new online portal at in-fssa.force.com/policy. Submitted requests are automatically sent to the Office of Medicaid Policy and Planning (OMPP) for review.

What is a Policy Consideration request?

The IHCP has a specific process for members, providers and other interested parties who would like to submit requests for revising policy. For example, a policy consideration request may seek to add coverage for specific medical codes or services, revise a provider code set or change a current medical policy. **The Policy Consideration request should not be used to ask questions about general IHCP policy or to get clarification.**

What if I have a question?

■ If you are a *provider* and have questions or seek additional information regarding IHCP policies and programs, please visit the Contact Us page on our website.

■ If you are a *member* and have questions or seek additional information regarding IHCP policies and programs, please visit the Contact Us page on our website.

■ If you are seeking reconsideration of a claim, see the Claim Administrative Review and Appeals provider reference module.

■ If you are seeking reconsideration of a prior authorization request, please see the Prior Authorization provider reference module.

How do I submit a Policy Consideration request?

To submit a Policy Consideration request, please complete the online Policy Consideration form, available at in-fssa.force.com/policy. With your submission, you will have the option to attach additional information or documentation to support your request. After you submit the form, the OMPP will begin the review process.

How can I check the status of my request?

During the review process, you will receive automatic updates on your Policy Consideration request via email. These updates will be sent to the email address submitted with your request. At any point during the process, you can view all submitted requests and the status of each from the View Existing Requests tab on the new online portal. If you have issues with the website or additional questions, you may email PolicyConsideration@fssa.in.gov.

Status of requests are defined as follows:

- **Submitted:** Your request was submitted and is currently in the queue, awaiting assignment to a staff member for review. Requests may not always be assigned in the order received and may be assigned for research based on the complexity of your request and other competing priorities.

- **Research:** Your request was assigned to an OMPP team member and is undergoing the policy research process. The timeline of the review depends on the complexity of your request and other competing priorities.

- **In Review:** The research for your request is complete, and your request is being reviewed for a final decision. Decisions may be made within several weeks; however, more complex requests may require additional time.

- **Approved:** Congratulations! Your request is approved. The OMPP will begin implementation. Approved Policy Consideration requests are not applied retroactively. You will receive a formal approval letter attached to an email, sent to the address you provided with your request.

- **Denied:** Based on research and review, the OMPP denied your request. You may submit a denied request again for new consideration after 18 months from the date of the decision, or upon release of evidence through new studies that would support your request.

- **On Hold:** Your request has been through the research phase, but the OMPP is so far unable to make a final decision. This may be due to a state or federal change, a competing priority, available staff or agency changes, for example. For a request that is on hold, the OMPP will communicate with you directly via the email address you included with your request, and give details.

To access the submission form and find additional information, please visit our Policy Consideration request form portal at in-fssa.force.com/policy.

If you have questions about the Policy Consideration process, please email PolicyConsideration@fssa.in.gov.

QUESTIONS?

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