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To: **Indiana Medicaid Providers Using the OMNI 380 Terminal and NECS Software to Verify Eligibility of Indiana Medicaid Recipients.**

Subject: **OMNI Device and NECS Software Phone Number Changes and Enhancements**

Overview

To better serve you, the Indiana Title XIX account is changing the telephone number for the OMNI 380 device used to verify eligibility. The new number will be 9505829. This number 9505829 is proven to give a quicker response time compared to the use of 18009319001. The 950 number will NOT require a 1 + area code. The 950 number is also a toll free call.

The eligibility number in the NECS software will also be affected by this change and the 800 number will no longer work in the NECS software. Some providers may already have the number 9505829 programmed into their OMNI 380 swipe card device or their NECS software. If so, then this change will not affect you.

The number change becomes affective on April 5, 1999. The 18009319001 number will be disconnected 45 days after this date. If for any reason you are unable to use the 9505829 number, please contact the EDS OMNI Support Center at (317) 488-5051.

> *NOTE: Throughout this process do not use a 1 or 800 in front of the new number*

HOW TO CHANGE THE NUMBER ON YOUR OMNI 380 DEVICE

The following steps will guide you through the process to change the number on your OMNI 380 device.

Step 1

1. Press **Clear.** The display will read `WELCOME TO INAIM`
2. Press the **number 7** key. The display will read `MAINTENANCE`
3. Press the **blue Enter** key. The display will read `SET DATE/TIME`
4. Press the **blue Enter** key. The display will read `Y or N`
5. Press the **NO** key, or the **#** key. The display will read `PROV KEY CHANGE`
6. Press the **blue Enter** key. The display will read `Y or N`
7. Press the **No** key, or the **#** key. The display will read `RETRY PRINTER`
8. Press the **blue Enter** key. The display will read `Y or N`
9. Press the **No** key or the **#** key. The display will read `CHANGE CONFIG`
10. Press the **blue Enter** key. The display will read `Y or N`
11. Press the **Yes** key, or the ***** sign. The display will read `#PH=`

Step 2

The #PH is the phone number your system is currently utilizing for eligibility verification. If the display reads `9505829,` do not change it. If the display reads `18009319001` you will need to perform steps in **Option 1**. If the display reads your businesses access code (the number used to get an outside line) followed by a comma `9505829,` do not change it. If the display reads your businesses access code (number to get an outside line) followed by a comma `18009319001,` please follow steps in **Option 2**.

Option 1

1. Press **#8**. The display will read input `#PH`
2. Type in **9505829**
3. Press the **blue Enter** key. The display will read `#PT = 04`
4. Press the **blue Enter** key. The display will read `#PN = 10`
5. Press the **blue Enter** key. The display will read `#PP =`
6. Press the **blue Enter** key. The display will read `#PA =`
7. Press the **blue Enter** key. The display will read `*ZP =`

If the `*ZP = 9505829` do not make a change. If the ZP reads `1,800,9319001` complete the following steps.

1. Press the **number 8** key. The display will read `INPUT *ZP`
2. Enter **9505829**
3. Press the **blue Enter** key. The display will read `#AD =`
4. Press the **Clear** key. The display will read `WELCOME TO INAIM`

Your telephone number has now been changed. If you experience any difficulty making this change please contact the EDS INDIANA OMNI Support Center at (317) 488-5051.

Option 2

If the display reads your businesses access code (number to get an outside line) followed by a comma `18009319001,` please follow steps in **Option 2**. The display should read `#PH=`

1. Press **#8**. Your display will read input `#PH`.
2. Type your business access code (the number used to get an outside line).
3. Press the **Yes** key, or the `*` key, and then,
4. Press the **Alpha** key.
5. The display should read your businesses access code (the number used to get an outside line) followed by a comma.
6. Type in **9505829**
7. Press the **blue Enter** key. The display will read `#PT = 04`
8. Press the **blue Enter** key. The display will read `#PN = 10`
9. Press the **blue Enter** key. The display will read `#PP =`
10. Press the **blue Enter** key. The display will read `#PA =`
11. Press the **blue Enter** key. The display will read `*ZP =`

If the display reads your businesses access code (number used to get an outside line) followed by a comma `9505829,` do not make a change. If the display reads your businesses access code (number used to get an outside line) followed by a comma `1,800,9319001` make the following change:

1. Press the **number 8** key. The display will read `INPUT *ZP`
2. Enter your **business access code** (number used to get an outside line)
3. Press the **Yes** key, or the **`*`** key
4. Press the **Alpha** key. The display should now read your business access code followed by a comma.
5. Enter **9505829**.
6. Press the **blue Enter** key. The display will read `#AD =`
7. Press the **Clear** key. The display will read `WELCOME TO INAIM`

Your telephone number has now been changed. If you experience any difficulty making this change please contact the EDS INDIANA OMNI Support Center at (317) 488-5051.

The number in the NECS software will also be affected and the 800 number will no longer work in this software.

HOW TO CHANGE THE NUMBER IN YOUR NECS SOFTWARE:

The following steps will guide you through the process to change the number in your NECS software.

1. Open your NECS application.
2. From the NECS Main Menu Tool bar, select **Utilities**.
3. In the Utilities Drop down Menu, select **Interactive Phone #'s**.
4. You should now see the On-Line Transmission Menu.
5. Under Transaction Type, select **Eligibility**. In the right column the cursor should be on the eligibility phone number.
6. Over the existing number, type in **9505829.** If needed, type in your **place of businesses dial out access number followed by a comma 9505829**.
   Example: If your dial out access code is 9, the number should look like this 9,9505829.
7. To save this change, press **Ctrl** + **Enter**. The menu should close and you will be back to the NECS Main Menu screen.
8. To verify the change was completed correctly,
9. Select **Utilities**, and then
10. Select **Interactive Phone #'s,** check to see if the number you typed in is there. If not, repeat the previous seven steps.

If you experience any difficulty making this change, please contact the EDS Indiana OMNI Support Center at (317) 488-5051.

> *NOTE: Throughout this process do not use a 1 or 800*
> *in front of the new number*