



I M P O R T A N T I N F O R M A T I O N

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To All Providers:

- The October 7, 2003, weekly provider paper remittance advice (RA) did not report the claim detail allowed amount information. This information will resume on the October 14, 2003, paper RA for CMS-1500, dental, and pharmacy claims. All other claims will resume the detail allowed amount with the October 21, 2003, paper RA.
Affected paper RAs for the weeks of October 7 and 14, 2003, will be reprocessed and mailed to providers later in October. For current claim detail information, providers may use the claim inquiry function available through Web interChange. Providers are reminded to bill the Indiana Health Coverage Programs (IHCP) an amount no greater than the provider's usual and customary charge to the general public for the same service, in accordance with their *Medicaid/Children's Health Insurance Program Provider Agreement*.
Please note that the claim detail paid amount will replace the detail allowed amount on future RAs and this modification will be communicated to providers in advance of the change.
- Health Insurance Portability and Accountability Act (HIPAA) compliant electronic transactions are effective October 16, 2003. The federal government has not delayed the compliance date, but will allow providers to implement contingency plans to help ensure providers are paid in a timely manner while completing the transition to HIPAA-compliant transactions. To participate in the contingency plan, each trading partner must notify the IHCP that they understand compliance must be reached soon after October 16, 2003, and are working diligently toward compliance.
For information about the IHCP compliance contingency plan and participation, refer to the HIPAA section of the IHCP Web site at www.indianamedicaid.com/ihcp/content/RequestNonComp.asp. To participate in the contingency plan, send an e-mail to INXIXElectronicSolution@eds.com by October 15, 2003, with the information described on this Web page.
- All Web interChange transactions, including electronic claim submission, are subject to HIPAA requirements. Refer to the IHCP companion guides on the IHCP Web site at www.indianamedicaid.com for new or modified requirements for electronic claim submission or other electronic transactions, which also apply to Web transactions. Companion guides are located in the manuals section of the Web site and in the HIPAA section of the Web site under trading partner information.
- Providers that use OMNI for eligibility verification must download the HIPAA compliant upgrade to the OMNI device before October 16, 2003. There is no cost associated with the download. IHCP provider bulletin, *BT200303*, published January 31, 2003, provides complete download instructions. The bulletin is available from the IHCP Web site at www.indianamedicaid.com. If the version you are using is in question, the HIPAA-compliant version of OMNI asks for *Service Type* codes with the transactions.
Direct questions about the OMNI device download to the OMNI Help Desk at (317) 488-5051 in the Indianapolis local area or 1-800-284-3548.
- In an effort to support the HIPAA implementation, EDS Customer Assistance has extended hours now through October 31, 2003. Those hours are 7 a.m. to 6 p.m., Monday through Friday, and 9 a.m. to 12 p.m. on Saturday. Contact the Customer Assistance Unit by calling (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.
- Providers are reminded that Provider Electronic Solutions will not be supported after October 16, 2003. The last effective date for claims submission via Provider Electronic Solutions is October 15, 2003. Alternative methods of electronic claims submission include using Web interChange or contracting with an approved vendor to submit HIPAA-compliant claims. A list of approved vendors is available on the IHCP Web site at www.indianamedicaid.com.
Direct questions about this information to the Electronic Solutions Help Desk at (317) 488-5160 in the Indianapolis local area or 1-877-877-5182.
- IHCP provider bulletin *BT200355*, published August 22, 2003, announced third quarter HIPAA provider workshops during August, September, and October 2003. Since publication of that bulletin, additional workshops have been added in Louisville, Ky., on October 16 and 17, 2003. The registration deadline for the October 16 workshop is October 9, and

the registration deadline for the October 17 workshop is October 10. These workshops cover the same material as the workshops described in the bulletin. Workshops begin promptly at 8:30 a.m. **local** time and end at 5 p.m.

These workshops are being held at the following location:

**Norton Healthcare Pavilion
Cramner Auditorium
315 E. Broadway
Louisville, KY 40202**

General directions to workshop locations are available on the IHCP Web site at www.indianamedicaid.com. To access directions from the Web site, click **Provider Services**, **Education Opportunities**, and **Provider Workshops**. Consult a map or other location tool for directions from a specific location.

Providers can register for these workshops in one of two ways:

- A revised version of the registration form that includes the Louisville, Ky., workshops is on the IHCP Web site listed above. The registration form can be printed from the Web site and the completed form can be faxed to EDS at (317) 488-5376 for processing.
- The registration form provided in the bulletin can be used by writing in the desired date and location of the additional workshop. This modified form can be faxed to EDS at the number above for processing.

Registrations are processed chronologically based on the date of the workshop. A letter or fax confirming registration will be sent to registrants prior to the workshop. Confirmations may be received as late as two days before the workshop. Direct questions about the workshops to a provider representative at (317) 488-5195.

- The HIPAA *Transaction and Code Set* rule is being implemented on October 16, 2003. To ensure compliance of your electronic transactions, the IHCP has begun to schedule testing of transactions with software vendors and trading partners that include, but are not limited to clearinghouses, value added networks (VAN), and so forth. For your convenience, a list of all trading partners and their testing status is available on the IHCP Web site at www.indianamedicaid.com. It is strongly advised that you check this list for the testing status of your trading partner or software vendor. If they are not listed, it is advised that you contact them to inquire if they will be tested and HIPAA compliant with the IHCP prior to the October 16, 2003, implementation date. In addition, you should work with them to identify new data elements that are required for processing. The Web interChange will have claims submission capability, claim inquiry, and eligibility available for use prior to or by October 16, 2003.

To All Prescribing Physicians:

- ACS recently added a stepped care edit for Proton Pump Inhibitors and selected antidiabetic drugs on behalf of the IHCP. The call volume has been much greater than anticipated. ACS has added additional pharmacists to assist in answering these calls. Answer speeds are improving, and we expect the answer speeds to return to normal levels within the next one to two weeks. Future program changes and their operational impact will be more closely scrutinized. We apologize for any inconvenience, and we thank you for your continued support of the IHCP.

To All Pharmacy Providers:

- Implementation of the 835 transaction, *Explanation of Payment/Remittance Advice*, is delayed, for pharmacy providers, beyond the planned implementation of October 16, 2003. Pharmacy providers will receive the proprietary electronic remittance advice until the 835 transaction is implemented. Banner page articles and the IHCP Web site will keep providers informed about the status of this transaction.
- The purpose of this article is to remind pharmacy providers that refund checks for pharmacy adjustments only should be made payable to and sent to:

**ACS State Healthcare – Indiana Adjustments
P.O. Box 201376
Dallas, TX 75320-1376**

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