



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:

- All Web interChange transactions, including electronic claim submission, are subject to Health Insurance Portability and Accountability Act (HIPAA) requirements. Refer to the Indiana Health Coverage Programs (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 and the HIPAA section of the IHCP Web site.
- Effective October 16, 2003, Provider Electronic Solutions and NECS will no longer be available for eligibility verification.

Providers have the option of using Web interChange, automated voice response (AVR), or choosing an approved software vendor or clearinghouse for the *270/271 Health Care Eligibility Benefit Inquiry and Response* transaction.

- Providers are reminded that the HIPAA-compliant OMNI upgrade must be downloaded immediately. IHCP provider bulletin *BT200303*, published January 31, 2003, provides download instructions.

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.

- Effective September 26, 2003, the IHCP accepts paper attachments for electronic claims transactions 837D, 837I, and 837P. Effective October 2, 2003, Web interChange claims follow the same attachment requirements. The IHCP provider bulletin *BT200364*, published September 30, 2003, has complete instructions. Providers are reminded of the following:
 - *Claims Attachment Cover Sheet* is required for each set of attachments associated with a specific claim. The attachment cover sheet is available for downloading from the IHCP Web site at www.indianamedicaid.com.
 - All fields on the form must be completed. Maximum of 20 attachment control numbers (ACN) with each attachment cover sheet.
 - ACN is required on each attachment and on each page of an attachment with multiple pages.
 - ACN must be unique per document and cannot be shared between documents. ACN can contain up to 30 characters.

Send paper attachments for electronic claims to the following address:

**EDS Claims Attachments
P. O. Box 7259
Indianapolis, IN 46207**

- 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.

To All Nursing Facility and Pharmacy Providers:

- This is a reminder to all nursing facility and pharmacy providers that effective October 1, 2003, legend and non-legend water products are included in the nursing facility per diem rate. This change is pursuant to a final rule, *LSA # 02-207*, which was published August 1, 2003, in the Indiana Register, *26 IR 3632*.

Therefore, legend and non-legend water products are not to be billed separately to Medicaid by the nursing facility, pharmacy, or other Medicaid provider furnishing these products.

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.

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