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All Providers

Implementation of Paperless Provider Communications

To move toward a greener, paperless, operating environment, the Indiana Health Coverage Programs (IHCP) will no longer print and mail certain provider communications. Effective **September 1, 2009**, the following communications will only be available online:

- Banner pages
- Newsletters (including Drug Utilization Review Board newsletters)
- Bulletins
- **Remittance Advices (RAs)** (generated from EDS)

Banner pages, newsletters, and bulletins are currently published online, in addition to being printed and mailed. On or after September 1, 2009, providers must access these documents on the IHCP provider Web site at <http://www.indianamedicaid.com/ihcp/index.asp>.

- To keep informed of current communications and policy updates, providers are encouraged to enroll in the IHCP's E-mail Notifications. To enroll, go to http://www.indianamedicaid.com/ihcp/mailing_list/default.asp. Providers who are already enrolled should verify that their e-mail addresses are correct.

RAs are currently printed and mailed to the provider's Pay To address weekly. As of September 1, 2009, RAs will no longer be printed. Instead, all providers rendering services to Care Select and traditional Medicaid members will be able to access RAs online through our secure Web site via Web interChange.

Providers that do not have access to Web interChange are encouraged to apply as quickly as possible to ensure that access to Remittance Advices is not interrupted. Please refer to [BT200912](#), dated May 19, 2009, for Web interChange access instructions.

Paper checks will continue to be mailed on or after September 1, 2009, for providers that are not enrolled in electronic funds transfer (EFT).

Optometrists

Updates to Vision Code Sets

The Common Procedural Terminology (CPT^{®1}) codes listed in Table 1 have been removed from the Optometrist Codes Set – Provider Specialty 180. These codes fall under the definition of a surgical procedure, as defined by Indiana Code IC 25-22.5-1-1(a), sub-section (C), and are outside the scope of practice for optometrists. The codes are invalid for reimbursement to provider specialty types 180 (optometrists).

Table 1 – Updated Vision Codes

CPT Code	Description
65435	Removal of corneal epithelium; with or without chemocauterization (abrasion, curettage)

¹ CPT[®] is a registered trademark of the American Medical Association.

CPT Code	Description
65600	Multiple punctures of anterior cornea (e.g., for corneal erosion, tattoo)
67825	Correction of trichiasis; epilation by other than forceps (e.g., by electrosurgery, cryotherapy, laser surgery)
67938	Removal of embedded foreign body, eyelid
80048 through 89356	Pathology and laboratory procedures, as allowed by provider CLIA certification on file
92230	Fluorescein angioscopy with interpretation and report
92235	Fluorescein angiography (includes multiframe imaging) with interpretation and report
92240	Indocyanine-green angiography (includes multiframe imaging) with interpretation and report
92265	Needle oculoelectromyography, one or more extraocular muscles, one or both eyes, with interpretation and report

Primary Medical Providers, Clinics, and Hospitals

Reimbursement for Tobacco Cessation Counseling

Earlier this year, the federal tax on cigarettes and all other tobacco products increased. Providers are encouraged to discuss tobacco cessation with members. The IHCP covers tobacco cessation counseling and prescription cessation aids.

Providers may refer any Indiana patient to the Indiana Tobacco Quitline, 1-800-QUIT-NOW, which offers education and coaching over the telephone, similar to the toll-free smoking quit lines across the country. The services offered by the Quitline are confidential and provided free of charge to Indiana residents.

Telephone counseling has proved effective in improving overall quit rates (a 15 percent quit rate when phone counseling is provided, versus a 10 percent quit rate with no phone counseling). The quit rate further improves when phone counseling is combined with pharmacotherapy – a 28 percent quit rate for phone counseling plus medications versus a 23 percent rate with medication alone). (Source: Surgeon General’s Treating Tobacco Use and Dependence: 2008 Update, <http://www.surgeongeneral.gov/tobacco/>.)

The Quitline also has online resources for tobacco users, healthcare providers, family/friends, and employers at <http://www.indianatobaccoquitline.net>. The Indiana Tobacco Quitline is a program of the Indiana Tobacco Prevention and Cessation Agency (ITPC). Contact ITPC at (317) 234-1787 if you have any questions about Quitline services.

The Quitline is designed so you can easily refer clients to the program and is staffed by professionally trained smoking cessation Quit Coaches. The Indiana Tobacco Quitline offers a fax referral program for Indiana residents and physicians. Providers can simply ask, advise, and refer tobacco users to the Indiana Quitline using the fax referral form found at <http://www.indianatobaccoquitline.net/documents/QLfaxreferral.pdf>. Instructions are also available at <http://www.indianatobaccoquitline.net/documents/HCproviderinstructions.pdf>.

The Quitline staff will even fax back a report to your office to tell you if the client was reached, enrolled in services, and planned to quit.

The effectiveness of counseling is comparable to pharmacotherapy alone. Counseling plus medication provides additive benefits. Preferred tobacco deterrent agents include bupropion SR 150, Chantix, Commit lozenges, Nicoderm, Nicorette, nicotine gum, and nicotine patches.

Even brief counseling is effective for facilitating quit attempts. If you choose to counsel patients in your office, the IHCP covers tobacco cessation counseling with Healthcare Common Procedure Coding System (HCPCS) code S9075 – Smoking – Smoking cessation treatment. One unit of S9075 is 15 minutes of service. Further instructions can be found in the IHCP Provider Manual, Chapter 8.

Providers Using Web interChange

Web interChange Password Rule Changes

Beginning June 30, 2009, the password rule for Web interChange passwords has been enhanced. Web interChange users are not allowed to change their passwords using the Change Password function more than once each day. If users have changed their passwords and attempt to change them a second time during the same day, they receive a message indicating that the password change is not allowed. The user must wait until the following day to change the password.

Additionally, Web interChange users are not able to reset their own passwords using the Automated Password Reset function more than three times each day. If users reset their passwords three times in the same day and attempt to reset it a fourth time, they receive a message indicating that the password reset is not allowed. The user must wait until the following day to reset the password.

Password Change or Password Reset Assistance

If users need to change a password more than once in the same day or reset their passwords more than three times in the same day, they must contact their Web interChange administrator. The administrator can reset the password. Users must answer their two security questions before the administrator will reset the password.

Users who are not sure who the Web interChange administrator is for their organization can use the Administrator Listing function, available on the logon screen of Web interChange at <https://interchange.indianamedicaid.com>.

Direct questions regarding this enhancement to Web interChange password security to the EDS EDI Solutions Help Desk – call toll-free at 1-877-877-5182 or locally at (317) 488-5160.

FQHC and RHC Providers

Federally Qualified Health Center and Rural Health Clinic Workshop Scheduled for July 29, 2009

EDS Provider Relations is offering a workshop for Federally Qualified Health Center (FQHC) and rural health center (RHC) providers. There is no cost for the workshop. Participating with EDS will be representatives from the managed care organizations (MCOs) and care management organizations (CMOs) that help administer Care Select. This is an excellent opportunity to become more familiar with Medicaid policies, procedures, and billing specific to FQHCs and RHCs.

Workshops will be presented Tuesday, July 29. Details are below:

**Union Hospital
Landsbaum Center, Classroom 3
1433 6½ Street
Terre Haute, IN 47804
Time: 9 a.m. to noon**

The agenda includes the following:

- How to check eligibility
- How to file a claim
- How to bill services
- What causes claims to deny
- Avenues to resolve denied claims
- An extensive question-and-answer period

Providers may enroll in the workshop at <http://www.indianamedicaid.com> by selecting **Provider Services, Education Opportunities, Workshop Registration**. If you have questions, please call Provider Relations at (317) 488-5072.

Provider Workshops

Third-quarter Workshops

The IHCP is offering quarterly provider workshops free of charge. Topics include Hoosier Healthwise open enrollment; Care Select; Early and Periodic Screening, Diagnosis, and Treatment (EPSDT); a managed care and Healthy Indiana Plan (HIP) roundtable; blood lead testing; and Presumptive Eligibility/Notification of Pregnancy. Workshop agendas, dates, registration deadlines, and locations are online at <http://provider.indianamedicaid.com/general-provider-services/provider-education/workshop-registration.aspx>. You may register online or by using the registration form printed in the IHCP provider newsletter. For more information about the workshops, please contact the workshop line at (317) 488-5072.

Contact Information

If you have questions about the articles published in this banner page, please contact Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278, unless otherwise noted.

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