

# IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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## Please note new hours for Pharmacy Help Desk

Effective June 21, 2010, the hours of operation for the HP Pharmacy Services Help Desk for point of sale (POS) claims processing will be 8 a.m. – 6 p.m. EST, Monday through Friday. The help desk will be closed Saturdays, Sundays, and federal holidays. This change applies to the HP Pharmacy Services Help Desk for POS claims processing only. The hours of operation for Affiliated Computer Systems (ACS) Clinical Call Center for prior authorization requests and Preferred Drug List (PDL) inquiries are not changing.

## July workshop for dental, home health, and hospice providers

Provider Relations has scheduled a provider workshop in July for home health, hospice, and dental providers. The morning session focuses on home health and hospice education, and the afternoon session presents information for the dental provider community.

**Home health/hospice providers** – *Home Health: 9 – 10 a.m.; Hospice: 10:10 – 11:30 a.m.* This is an excellent opportunity to become more familiar with Medicaid home health and hospice policies, procedures, and billing tools and methodology. The agenda includes:

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- Benefit coverage
- Prior authorization requirements
- Billing procedures
- Eligibility requirements
- Reimbursement methodology
- Hospice process

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### PROVIDER WORKSHOPS

- [Second-quarter Medicaid provider workshops](#)

### Workshop date and location

**Date:** July 12

**Location:** St. Joseph Regional Medical Center, 4215 Holy Cross Parkway, Mishawaka

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## Dental/home health/hospice workshops

- Common denials

**Dental providers** – 1:00 – 3:30 p.m. This is an excellent opportunity to become more familiar with Medicaid dental policies, procedures, and billing tools and methodology. The agenda includes a live demonstration and a discussion of Web interChange, including:

- Spend-down
- Managed care
- Third-party liability and qualified Medicare beneficiary eligibility
- Dental cap
- Benefit limitations

Providers can enroll in the workshop online at [www.indianamedicaid.com](http://www.indianamedicaid.com) under **Provider Services > Education Opportunities > Workshop Registration**. If you have questions, please call Provider Relations at (317) 488-5072.

## Workshops for Federally Qualified Health Centers

Provider Relations will present regional workshops for Federally Qualified Health Center (FQHC) providers in July. Providers may choose any of the following dates to attend.

### *FQHC workshop dates*

Date and time	Location
July 22, 2010, 1 – 3 p.m.	St. Catherine's Hospital Professional Office Building, Conference Room, 4321 Fir Street, East Chicago, IN 46312
July 27, 2010, 9 – 11 a.m.	Indiana University School of Dentistry, Room DS 114, 1121 W. Michigan Street, Indianapolis, IN 46202-5186
July 29, 2010, 10 a.m. – noon	Paoli Medical Arts Building, Education Classroom, 488 W. Hospital Road, Paoli, IN 47454

This is an excellent opportunity to become more familiar with Medicaid FQHC billing policies, procedures, tools, and methodology. The agenda includes:

- Service coverage
- Service definition
- Eligibility verification
- Billing procedures
- *Care Select*, third-party liability (TPL), risk-based managed care (RBMC), and Healthy Indiana Plan (HIP) considerations
- Top denials for FQHC claims

To register for the FQHC workshop, [click here](#).



## The IHCP offers second-quarter provider workshops

The IHCP is offering quarterly provider workshops free of charge. Sessions about IHCP updates, Medicare-related institutional claim filing, and CMS-1500 billing methodology (replacements and crossovers) are scheduled for the morning; afternoon sessions include IHCP 101: The Office Staff Guide to Understanding the Indiana Health Coverage Programs, managed care and Healthy Indiana Plan updates, and *Care Select* care management organization updates.

For workshop descriptions, dates, locations, and registration deadlines, visit <http://provider.indianamedicaid.com/general-provider-services/provider-education/workshop-registration.aspx>. To register, visit <http://provider.indianamedicaid.com/general-provider-services/provider-education/workshop-registration.aspx>. If you have questions about a workshop, please contact a field consultant at (317) 488-5072.

### QUESTIONS?

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.

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