

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

BR201026

JUNE 29, 2010



Mock-up of the new provider Web site home page

Check out the new IHCP provider Web site!

The Indiana Health Coverage Programs (IHCP) provider Web site is being updated and reorganized to make it easier to use. The new revised provider Web site, which launches July 1, features sections about the types of Medicaid programs offered, updating your provider profile, and doing business with Medicaid – including billing, eligibility verification, prior authorization, educational programs, and information for specific provider types. Key features of the new home page (sample above) include:

A – Main Menu options in a green bar at the top of the page

B – Search box that enables you to quickly search for information

C – Quick Links that take you to frequently visited pages

D – News and Announcements on the home page that are linked to more detailed information on sub-pages

E – Highlights of major IHCP initiatives

F – One-click subscriptions to e-mail notifications from the IHCP

IN THIS ISSUE

- [MRO claims to be mass reprocessed/adjusted](#)
- [Workshop for community health centers](#)
- [Dental/home health/hospice workshops](#)
- [Third-quarter provider workshops](#)

Take a few minutes to explore the new site July 1 using the Site Tour link on the home page (**G**, above). Then let us know what you think by filling out the Web Site Feedback tool under Contact Us. Help us make the new site work for you!

MRO claims to be mass reprocessed/adjusted

As you may know, during the week of June 14, 2010, HP erroneously denied Medicaid Rehabilitation Option (MRO)-related claims for Explanation of Benefit (EOB) 3029 – *MRO (DOS) Dates of service not on PA Master File* and 4046 – *This date of service is prior to the procedure code effective date. Please verify and resubmit.*

Claims that denied or claims that were paid but reflected denied details for either of the aforementioned EOB messages appeared on the Remittance Advice (RA) statements dated June 22, 2010. HP will systematically mass reprocess and adjust claims that denied for EOBs 3029 and 4046. The mass reprocessed and adjusted claims will appear on the RA statements dated June 29, 2010. Specific questions regarding this matter should be directed to your [Provider Relations Field Consultant](#).



Workshops for community health centers

Provider Relations will present regional workshops for community health center providers in July. Providers may choose any of the following dates to attend.

Community health center workshop dates

| Date and time | Location |
|-------------------------------|---|
| July 26, 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 community health center 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 community health center claims

To register for the community health center workshop, [click here](#).

July workshop for dental, home health, and hospice providers



Provider Relations has scheduled a provider workshop July 12 for home health, hospice, and dental providers. The workshop will be at St. Joseph Regional Medical Center, 4215 Holy Cross Parkway, Mishawaka. The morning session focuses on home health and hospice education, and the afternoon session on 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 benefit coverage, prior authorization requirements, billing procedures, eligibility requirements, reimbursement methodology, hospice process, and 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 quali-

fied Medicare beneficiary eligibility, dental cap, and benefit limitations.

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

The IHCP offers third-quarter workshops

The IHCP offers quarterly provider workshops free of charge. Sessions about provider enrollment and updating your provider information, Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), and *Indiana Care Select* (including prior authorization, *Indiana Care Select* quality measures, and how MCOs can prepare for 2011) are on this quarter's agenda. For workshop descriptions, dates, locations, and registration deadlines, visit www.indianamedicaid.com. To register, [click here](#). 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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