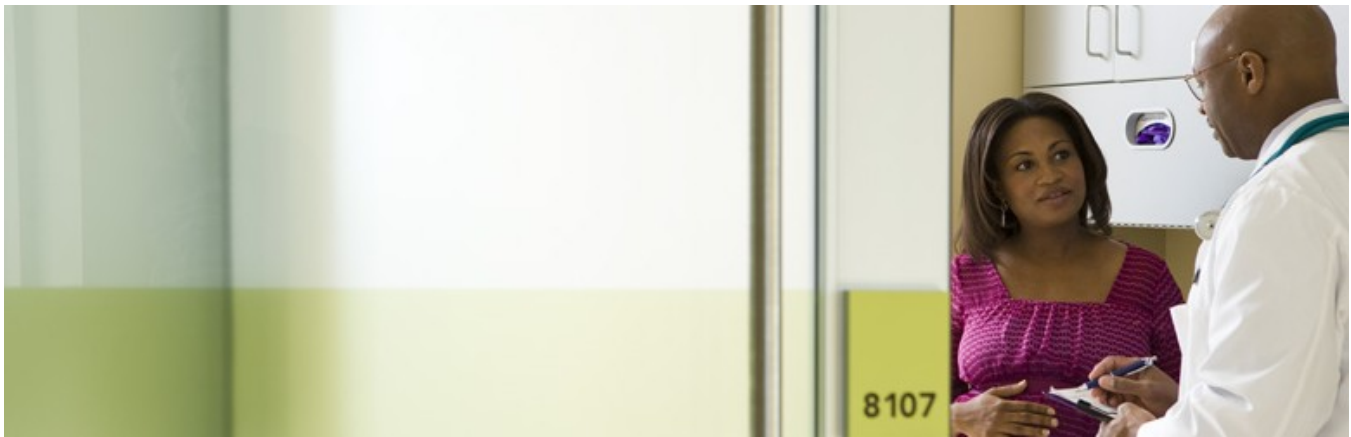


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INDIANA HEALTH COVERAGE PROGRAMS BR201102 JANUARY 11, 2011



Presumptive eligibility providers: Selecting paper versus electronic provider directories

When entering a presumptive eligibility application via Web interChange, providers have the option of selecting “paper” or “electronic” as the member’s choice for receiving the managed care entity (MCE) provider directory. Electronic means that the member wants to receive a provider directory from his or her MCE via e-mail. In order for the member to receive an electronic directory, and in order for the application to be saved and submitted, an e-mail address must be entered for the member. If the paper option is selected, the member e-mail field is optional. If the member does not have an e-mail address, the paper option must be selected or the user receives an error message.

HHW and HIP member PMP assignments

Effective January 1, 2011, both the Hoosier Healthwise (HHW) and Healthy Indiana Plan (HIP) managed care entities (MCEs) are responsible for assigning all members to a primary medical provider (PMP) in their plan. With this change, some members may go for a period of time when they have only an MCE assignment and do not yet have a PMP assignment. Providers should not deny care to members who have not yet been assigned a PMP. If the provider has questions regarding a member’s PMP assignment, he or she should contact the plan to which the member is assigned. Please refer to [BT201038](#), dated September 16, 2010, for more detail.

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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