IHCP *banner page*

IHCP is transitioning to a new Interactive Voice Response system

The Indiana Health Coverage Programs (IHCP) is transitioning to a new voice over Internet protocol (VoIP) telephone technology February 4, 2013. As part of this change, the Automated Voice Response (AVR) system will be upgraded to an Interactive Voice Response (IVR) system, allowing for a more interactive experience for users. Initial improvements include eliminating use of the pound sign during menu selections as well as adding the ability to exit the IVR system and speak to a live call center representative. Further improvements will be implemented throughout 2013 to enhance and improve the user's experience. Subsequent improvements will be announced prior to their implementation.

MORE IN THIS ISSUE

- Provider enrollment training continues through January 29
- IHCP first-quarter workshops are coming soon

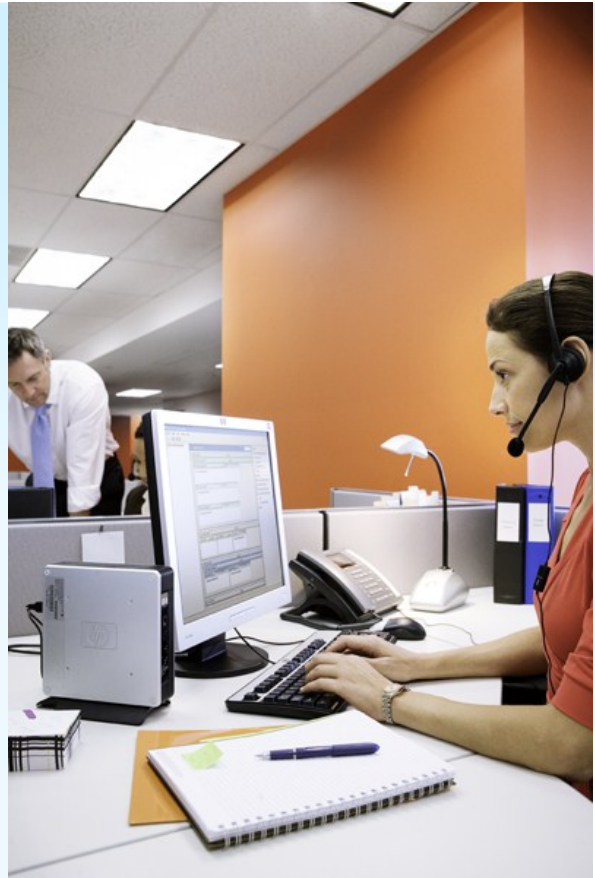## 1099 tax forms will be mailed no later than January 31

HP will produce and mail all Medicaid 1099 tax forms no later than January 31, 2013, in compliance with Internal Revenue Service rules and regulations.

Provider enrollment training continues through January 29

Ready...set…update! Learn to easily keep your provider profile up-to-date by attending a series of online training sessions from the Indiana Health Coverage Programs (IHCP). Scheduled throughout January, these short, online sessions focus on topics including:

- Enrolling to receive payments via Electronic Funds Transfer

- Updating the name or address of your organization or rendering practitioners

- Updating your tax identification number with the IHCP

- Completing the annual enrollment recertification (applies only to certain provider types – to check whether your provider type requires recertification, visit the Recertify Provider Enrollment Licenses and Other Certifications page on indianamedicaid.com)

Attend all the training sessions or choose only those that apply to you and your organization. For more information and to register, visit the Provider Education page on indianamedicaid.com today. More training sessions are coming in February, so watch future IHCP publications for topics, dates, and times.

IHCP first-quarter workshops are coming soon

Registration for in-person and online provider workshops, scheduled for dates in February and March 2013, will soon be available via the Provider Education page at indianamedicaid.com. Watch upcoming IHCP publications and announcements on indianamedicaid.com for details.

QUESTIONS?

If you have questions about this publication, 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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