

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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HP implements new provider customer assistance call flow

On February 4, HP implemented a new call flow on the provider Customer Assistance Line. The implementation changed the menu options for resolving provider inquiries.

Provider calls to the Customer Assistance Line (1-800-577-1278), other than those relating to provider enrollment and pharmacy services, are now routed first through the Automated Voice Response (AVR) system. Most provider inquiries, such as checking claim status, member eligibility, prior authorizations status, check payments, and benefit limitations can be resolved through the AVR self-service system. **When the desired information cannot be obtained through the AVR, the system continues to allow the option for providers to speak to a customer service representative.**

When calling Customer Assistance, the AVR system requests callers to enter the following information using the telephone keypad:

- National Provider Identifier (NPI)
- Taxonomy code and ZIP Code plus 4
or
- Legacy Provider Identifier (LPI)
- Appropriate alpha suffix for the location being referenced

Have your AVR information ready when calling the Customer Assistance Line.

Depending upon the nature of your inquiry, subsequent prompts require using the keypad to enter additional information – such as member identification numbers (RIDs), service dates, prior authorization (PA) numbers, and claims internal

MORE IN THIS ISSUE

- [Check out provider education opportunities](#)

control numbers (ICNs). For complete instructions on using the AVR system, please see Chapter 3, Section 6 of the *Indiana Health Coverage Programs (IHCP) Provider Manual* located on the [Manuals](#) page of indianamedicaid.com.

Check out provider education opportunities

The Indiana Health Coverage Programs (IHCP) is offering several classes and workshops in the first quarter of 2013.

- Primary Care Physician Reimbursement Increase – This class educates providers about the primary care physician reimbursement increase mandated by the *Affordable Care Act*. The training is offered using the virtual room format.
- Completing the Provider Enrollment Packet – These "how-to" sessions provide information about completing the provider enrollment packet. The online training will help providers understand how to complete the packets, including information about the W-9 form and enrolling rendering practitioners.
- First-quarter IHCP provider workshops – The IHCP is offering educational workshops to providers in February and March. In-person and virtual training options are available. Workshop topics include IHCP updates, professional claim billing, *Care Select* and disease management, behavioral health code changes, as well as presentations by managed care entities.
- Long Term Care – Online training about the Minimum Data Set (MDS) 3.0 Supportive Documentation Guidelines (SDGs) and other topics is scheduled for February and March.



Visit the [Provider Education](#) page on indianamedicaid.com for more information or to sign up for training.

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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