

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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Learn about the upcoming Nursing Facility Satisfaction Surveys

The Division of Aging, in collaboration with the Office of Medicaid Policy and Planning, cordially invites you to participate in an informational webinar regarding the *Nursing Facility Satisfaction Surveys* to be conducted in July, August, and September 2013. Press Ganey, the vendor performing the resident, family member and friend, and employee satisfaction surveys, will host the webinars.

The one-hour webinars are scheduled for Friday, May 10, 2013, at 9:30 a.m. Eastern Time and Friday, May 17, 2013, at 2 p.m. Eastern Time. You may participate in either session. During the webinar, you will receive information about the upcoming survey process and how your residents, their family and friends, and your employees will be surveyed.

Please call the toll-free conference line number and sign in as a “guest” using the following *Adobe Connect* link to access the webinar. If this is the first time you have used this application, you may wish to access the site in advance of the webinar start time to allow time for the webinar application to load.

Webinar *Adobe Connect* Link: <http://pressganey.adobeconnect.com/phuelskampmeeting/>
Primary Access Number: 1-877-820-7831
Guest Passcode: 702626#

If you have any questions, please contact Karen Filler with the Division of Aging at (317) 232-4651.

Claim and eligibility processes will be temporarily unavailable May 5 and May 19, 2013

Due to hardware upgrades, the following processes **will not be available** from 5 p.m. through no later than midnight Eastern Time on May 5 and May 19, 2013:

- Member eligibility via Web InterChange, Omni, or Automated Voice Response (AVR)
- Claim submission via Web interChange
- Claim status inquiry via Web interChange or AVR
- Pharmacy point-of-sale (POS) claims processing or member eligibility verification

Please direct questions to the EDI Solutions Help Desk at (317) 488-5160 or 1-877-877-5182, or by email at INXIXElectronicSolution@hp.com.

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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