

# IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

BR201429

JULY 22, 2014



## OTC pharmacy claims to be mass adjusted for overpayments

The Indiana Health Coverage Programs (IHCP) pharmacy benefit manager, Catamaran, has identified overpayments in the form of dispensing fees. These overpayments were paid on over-the-counter (OTC) nonlegend drug claims adjudicated between May 24, 2013, and June 30, 2014. Dispensing fees are applicable only to claims for legend drug products. Catamaran will correct affected claims through a mass adjustment process. The adjustments will take place during the payment cycle beginning on August 27, 2014, and will appear on provider Remittance Advices (RAs) for that week.

Please review your RA for the adjustments. If you disagree with the adjustments, you may request an administrative review by writing to the following address:

**Catamaran**

**P.O. Box 44085**

**Indianapolis, IN 46244-0085**

Please direct any questions to the Catamaran Clinical and Technical Help Desk by calling toll-free 1-855-577-6317.

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## Mark your calendar now for the Third-Quarter IHCP Provider Workshops

The Indiana Health Coverage Programs (IHCP) will offer one-day educational workshops for providers during August. Providers can attend a workshop at a location near them, including:

- East Chicago – August 20
- Indianapolis – August 21
- New Albany – August 26
- Fort Wayne – August 28

The IHCP will also offer online workshops on August 14 and August 22.

All workshops will include the following sessions:

- **Provider Enrollment** – This presentation focuses on enrollment transactions, including how to access and submit enrollment documents and how to correct documents if mistakes or omissions are identified. Providers also learn about:

- Federal requirements that must be met during enrollment
- Avoiding common transaction delays
- The importance of timely and complete transaction submissions

This session will be helpful to providers familiar with the IHCP and is recommended for those new to the program.

- **IHCP Updates** – This presentation reviews current and upcoming changes within the IHCP. Stay up-to-date by attending this session.
- **Life of a Claim** – Have you wondered how your claims are processed? This session breaks down the steps involved in processing claims submitted to HP. Participants learn how prior authorization (PA), system edits and audits, pricing, and medical policy suspensions affect claims processing. Presenters also discuss ways to correct claims through the online adjustment process. This session is ideal for providers new to the IHCP.
- **IHCP Indiana Care Select** – Representatives of ADVANTAGE Health Solutions<sup>SM</sup> cover the following topics:
  - *Care Select* overview – Including member eligibility, general prior authorization, and Right Choices Program referrals
  - Smoking cessation tools and resources available to help primary medical providers (PMPs) educate members about the importance of smoking cessation
- **MHS and Cenpatico Behavioral Health Third-Quarter Wrap-Up** – Managed Health Services (MHS) presents top claim denials and avenues of resolution. The session also covers health plan updates, claims reminders, and general information. Cenpatico Behavioral Health presents general updates, as well as information about its provider portal, appeals process, ACORN (a collaborative outcomes resource network), and MyStrength.com (a resource for cognitive behavioral therapy).

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- **MDwise: Third-Quarter 2014** – In this session, MDwise outlines how to use the new *CMS-1500* form. As a follow-up, MDwise shares tips for reducing denials and rejections, and how to bill for smoking cessation services. MDwise also updates information in recent bulletins that affects MDwise providers, and wraps up with a quick overview of how MDwise Medicaid compares with MDwise Marketplace.
- **Enhancing Quality Improvement Opportunities** – This presentation identifies opportunities to improve quality and optimize providers' practices. It also covers quality documentation requirements, immunization updates, and best practices, as well as enhancing member and provider relationships.

Watch for registration information in upcoming IHCP publications.

#### QUESTIONS?

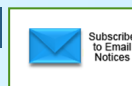
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