

# IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

BR201538

SEPTEMBER 22, 2015

## Web interChange outage impacts PE applications September 5-8, 2015

The Indiana Health Coverage Programs (IHCP) Web interChange tool was unable to process eligibility transactions and Presumptive Eligibility (PE) applications from Saturday, September 5, 2015, through Tuesday, September 8, 2015. At a qualified provider's request, the eligibility date for members whose PE applications could not be successfully transmitted during that time frame will be backdated to reflect the date the initial processing attempt was made.

If qualified providers have not yet done so, they should enter the affected PE applications into Web interChange as soon as possible. In cases where a member's eligibility date was impacted by the outage, providers should notify the IHCP that a correction to the PE effective date is needed. A copy of the member's approval letter indicating the corrected effective date for PE should be faxed to HP Provider Relations at (317) 488-5020. All affected applications must be entered and requests to correct effective dates received by October 2, 2015. Requests received after this date will not be processed.

Provider Relations will coordinate correction of the PE effective dates in the claims processing system and will mail PE approval letters to affected members. Once the dates are corrected, providers may bill or rebill claims with dates of service based on the member's new eligibility date.



## IHCP Annual Seminar is fast approaching

The Indiana Family and Social Services Administration (FSSA) encourages Indiana Health Coverage Programs (IHCP) providers to attend the 2015 IHCP Annual Provider Seminar October 13-15, 2015, in Indianapolis. There is no cost for the seminar.

For information about the full seminar lineup and to pick your "can't-miss" sessions, refer to IHCP bulletin [BT201566](#). To register for the seminar online, visit the [Workshop Registration](#) page at [indianamedicaid.com](#). Advance registration for the seminar ends October 8. After that date, only walk-in registrations on location will be accepted based on space availability.

The seminar will be held at the following location:

Indianapolis Marriott East Hotel  
7202 East 21st Street  
Indianapolis, IN 46219

*continued*

### MORE IN THIS ISSUE

- [Virtual training sessions scheduled for ICD-10](#)
- [Test access to "HP MyRoom" before attending virtual provider training](#)

Please do not call the hotel to register for seminar sessions. Contact the hotel for accommodations only.

Discounted room rates are no longer available at the Marriott East. The following hotels are alternatives in the surrounding area:

**Candlewood Suites Indianapolis East**

7040 E. 21st Street  
Indianapolis, IN 46219  
(317) 495-6600

**Fairfield Inn and Suites Indianapolis East**

7110 E. 21st Street  
Indianapolis, IN 46219  
(317) 322-0101

**Hampton Inn Indianapolis East Hotel**

2311 Shadeland Avenue  
Indianapolis, IN 46219  
(317) 359-9900



## Virtual training sessions scheduled for ICD-10

The Indiana Health Coverage Programs (IHCP) will implement ICD-10 on October 1, 2015, per federal mandate from the Centers for Medicare & Medicaid Services (CMS). The IHCP has scheduled four virtual sessions to educate providers on the processes and changes that will occur with the implementation of ICD-10.

### Who is affected by ICD-10?

If you are required to use ICD-9 diagnosis codes on your claims, you will be required to use ICD-10 codes on claims for dates of service on or after October 1, 2015. Diagnosis codes are not currently processed on dental and non-durable medical equipment (DME) pharmacy claims. Dental and non-DME pharmacy claims are the only claims not affected by the implementation of ICD-10 at this time. *Dental providers do not need to attend the sessions.*

Information will include:

- ICD-10 general overview
- Preparation for the October 1 implementation date
- Testing
- Prior authorization submission prior to October 1
- All patient-refined/diagnosis-related group (APR/DRG) inpatient hospital rates and crosswalks

*continued*

Sessions will run for approximately two and half hours. Session dates and times are as follows:

- September 28, 2015, 9:30 a.m. – noon
- September 29, 2015, 9:00 a.m. – 11:30 a.m.
- September 29, 2015, 2:00 p.m. – 4:30 p.m.
- September 30, 2015, 1:30 p.m. – 4:00 p.m.

To register and for more information, see the [Provider Education](#) page at indianamedicaid.com. Follow the instructions on accessing virtual training.

## Test access to “HP MyRoom” before attending virtual provider training

The Indiana Health Coverage Programs (IHCP) is using a virtual training environment called HP MyRoom. All providers who plan to attend a virtual training session must download the HP MyRoom software to gain access to this training environment. You can download HP MyRoom from [myroom.hp.com](http://myroom.hp.com). When downloading the software, please remember that your system administrator may have limited your ability to download files from the Internet or to perform certain installation processes. Therefore, you may need to contact your IT department to request assistance with the download.

It is important that you download and test HP MyRoom at least a few days before attending a virtual training session. You do not need to create an account to download the software or to attend the virtual training sessions. After the software is installed, you will be prompted to enter your name and then click Join. Providers experiencing problems downloading or using HP MyRoom may call the IHCP Workshop Line at (317) 488-5072 for assistance.

### QUESTIONS?

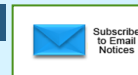
If you have questions about this publication, please contact Customer Assistance at 1-800-577-1278.

### COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please [download them](#) from indianamedicaid.com.

### SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope here or on the pages of indianamedicaid.com.



### TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without graphics, is available for your convenience.