

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

BR201703

JANUARY 17, 2017

IHCP identifies processing error for Hoosier Healthwise dental claims

The Indiana Health Coverage Programs (IHCP) announced in BT201678, that effective January 1, 2017, the management of dental benefits for members enrolled in Hoosier Healthwise would transition to the managed care entities (MCEs). Each MCE, along with any contracted dental benefit manager (DBM), would manage Hoosier Healthwise dental benefits and process dental claims. Accordingly, Hoosier Healthwise dental claims for dates of service (DOS) on or after January 1, 2017, would no longer be processed by Hewlett Packard Enterprise (HPE).

The IHCP has identified that Hoosier Healthwise claims for certain dental codes, for DOS on or after January 1, 2017, that were submitted in error to HPE continued to process and pay. On Tuesday, January 10, 2017, this claims processing error was corrected. Any claims processed by HPE after that date should correctly deny.

Dental providers whose claims for Hoosier Healthwise members that were processed in error by HPE - regardless of a denied or paid status - should void the claims and resubmit the claims to the appropriate MCE/DBM. Providers are advised to take this action as soon as possible to avoid issues of timely filing with the MCE/DBM. See [BT201678](#) for contact information for MCEs and DBMs.

All Hoosier Healthwise dental claims for DOS on or after January 1, 2017, that are not voided will be systematically mass adjusted and denied by HPE at a later date. The IHCP will give providers at least 30 days' notice prior to processing the mass adjustment. All payments made for voided and adjusted claims will be recouped as accounts receivable. Providers should contact their HPE provider field consultant to discuss the recoupment process.

Save the date for the 2017 first-quarter IHCP provider workshops

The Indiana Health Coverage Programs (IHCP) will offer provider workshops around the state in February and March. The locations and dates are shown in Table 1. Workshops are scheduled from 9:00 a.m. to 3:30 p.m. local time on each date. Sessions will include updates and roundtable discussions with managed care entities (MCEs). Session topics include:

- Anthem 101: Overview of Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect
- CareSource Indiana: Introduction and discussion of covered and noncovered services, prior authorization requirements, sample identification cards, provider resources, and the CareSource Provider Portal
- MDwise: Overview, including new 2017 information and information on the new claims payer
- MHS: Review of provider updates for 2017

continued

- IHCP Provider Healthcare Portal overview and CoreMMIS billing guidance
- Program Integrity overview

Mark your calendars and watch upcoming publications for more information about registering for the workshop nearest you.

Table 1 – Dates and locations for first-quarter IHCP provider workshops

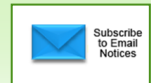
| Date | Location | Address |
|-------------------|---|---|
| February 16, 2017 | Indiana University Health Methodist Hospital Petticrew Auditorium | 1701 N. Senate Boulevard Indianapolis, Indiana (Parking is \$5) |
| February 23, 2017 | Indiana University Health Methodist Hospital Petticrew Auditorium | 1701 N. Senate Boulevard Indianapolis, Indiana (Parking is \$5) |
| February 28, 2017 | St. Joseph Regional Hospital Lower Level Conference Room | 5215 Holy Cross Parkway Mishawaka, Indiana |
| March 2, 2017 | St. Catherine Hospital Birthing Center Training Room | 4321 Fir Street East Chicago, Indiana |
| March 7, 2017 | Lutheran Hospital Kachmann Auditorium | 7950 W. Jefferson Boulevard Fort Wayne, Indiana |
| March 9, 2017 | Union Hospital Landsbaum Auditorium | 1433 N. 6 1/2 Street Terre Haute, Indiana |
| March 16, 2017 | Wabash Valley Alliance Medical Center Fourth floor | 415 North 26th Street Lafayette, Indiana |
| March 21, 2017 | Columbus Regional Hospital Kroot Auditorium | 2400 E. 17th Street Columbus, Indiana |
| March 23, 2017 | Deaconess Hospital Bernard Schnacke Auditorium | 600 Mary Street Evansville, Indiana |
| March 28, 2017 | Baptist Health Paris Health Education Center | 1850 State Street New Albany, Indiana |
| March 30, 2017 | Reid Hospital Lingle Auditorium | 1100 Reid Parkway Richmond, Indiana |

QUESTIONS?

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