



I M P O R T A N T I N F O R M A T I O N

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To All Indiana Medicaid Providers:

As of January 1, 1999, Health Care Excel (HCE) has assumed operations responsibility for (1) medical policy, (2) review of requests for prior authorization (PA), and (3) surveillance and utilization review (SUR). Please refer to Indiana Medicaid Transition Newsletter T98-01 for additional background information. Providers will be pleased to learn that many of the telephone numbers (see the following) will remain the same to support a seamless transition from EDS to HCE.

Prior Authorization. HCE has assumed the PA toll-free number 1-800-457-4518 (see the following). Providers in Marion County should use (317) 347-4511. For those facilities previously faxing PA requests, notification regarding HCE's PA fax number will be provided under separate cover.

Surveillance and Utilization Review. HCE has also assumed the SUR toll-free number 1-800-475-4515 (see the following), effective January 1, 1999. Providers in Marion County should use (317) 347-4527. An additional toll-free number will be available to providers and recipients to report potential fraud and/or abuse and should not be confused with the EDS Provider Assistance number.

Included in the following are the HCE address, PA and SUR P.O. Box addresses and telephone numbers.

Health Care Excel, Incorporated

General Administrative and Medical Policy Office Information
 Work Hours: 8 a.m. to 5 p.m. (EST)
 Address: P.O. Box 53380 Indianapolis, IN 46253-0380
 Phone: (317) 347-4500

Prior Authorization Department

Work Hours: 7:30 a.m. to 6 p.m. (EST)
 Address: P.O. Box 531520 Indianapolis, IN 46253-1520
 Phone: (Local) (317) 347-4511 (Marion County)
 (Toll-free) 1-800-457-4518 (Effective January 1, 1999)

Surveillance and Utilization Review Department

Work Hours: 8 a.m. to 5 p.m. (EST)
 Address: P.O. Box 531700 Indianapolis, IN 46253-1700
 Phone: (Local) (317) 347-4527 (Marion County)
 (Toll-free) 1-800-457-4515 (Effective January 1, 1999)

Provider and Recipient Concern (Fraud and Abuse)

Phone: (Local) (317) 347-4527 (Marion County)
 (Toll-free) 1-800-216-5938 (Effective January 1, 1999)

To All Providers of Hoosier Healthwise for Persons with Disabilities Services:

Effective for dates of service 1/1/1999 and after, claims for dental provider services are to be submitted directly to EDS for processing and payment for the Hoosier Healthwise for Persons with Disabilities and Chronic Illnesses (HHPD) program (formerly Managed Care for Persons with Disabilities and Chronic Illnesses or MCPD). The HHPD program is designed to meet the medical needs of those Medicaid recipients with disabilities and chronic illnesses. The HHPD program is currently available in Marion County only through TeamSelect. Dental claims for dates of service prior to 1/1/1999 should continue to be submitted to TeamSelect.

Only dental claims billed by the appropriate provider specialties will be carved out of this program. Dental specialists include: Endodontists, General Dentistry Practitioners, Oral Surgeons, Orthodontists, Pediatric Dentists, Periodontists, Pedodontists, Prosthodontists, and Dental Clinics. HCFA claims and UB claims submitted by dental providers and oral health services provided by non-dental specialists (i.e. anesthesiology) are not included in this carve out and should continue to be submitted to TeamSelect. In addition, out-of-state dental providers are still subject to prior authorization requirements.

On 8/1/1998 the dental services carve out was effective for the Risk-Based Managed Care (RBMC) portion of the Hoosier Healthwise program with the exception of the HHPD program. With the advent of the dental carve out for the HHPD program for dates of service 1/1/1999 and greater, dental services submitted on dental claim forms by the above referenced dental providers are now carved out from all of the Hoosier Healthwise RBMC organizations: MaxiHealth and MHS and TeamSelect (for HHPD program).

To All Indiana Medicaid Providers:

EDS is pleased to announce that the Indiana Medicaid Web site is now available. The address for this site is: <http://www.indianamedicaid.com>.

As we move into the future, providers can expect continued enhancements to the Medicaid Web site. Please continue to monitor future banner page articles and bulletins for additional information.

To All Indiana Medicaid Dental Providers:

EDS has identified a system problem affecting dental claims processed and reflected on the 1/12/99 and 1/19/99, Remittance Advice Statements. Specifically, dental services have erroneously denied for edits 4021 (Procedure code is not covered for the dates of service for the program billed) and 3001 (Dates of service not on the P.A. masterfile). EDS will systematically reprocess all claims adversely affected by this processing problem; therefore, providers are not required to resubmit their claims. EDS apologizes for any inconvenience this may have caused dental providers and will work to rectify this matter in an expedient manner. Please monitor forthcoming banner page articles for further information.