



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

B R 1 9 9 9 0 4

J A N U A R Y 2 6 , 1 9 9 9

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 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 Providers:

The first week of January 1999 EDS mailed a yellow card titled *Indiana Medical Assistance Programs Quick Reference* to all providers. This card contains pertinent Medicaid Program contact information. A key to commonly used acronyms is on the reverse side of this card. The acronym *MHS* is erroneously identified as *Managed Health Systems*. Please note that the appropriate reference is *Managed Health Services*. EDS apologizes for any inconvenience this may have caused the provider community.

To All Indiana Medicaid Providers of Orthopedic Shoes and Accessories:

As a result of a lawsuit, Medicaid is extending coverage for orthopedic shoes and accessories for HCPC codes L3000 through L3649 to all Medicaid recipients, regardless of age. These services are subject to prior authorization. Please note that coverage for orthopedic shoes and accessories is for dates of service beginning October 30, 1997.

To All Transportation Providers with Specialties 264 and 265 Regulated by the Indiana Motor Carrier Service:

The Indiana Motor Carrier Services (MCS) is experiencing some short delays in sending out renewed registration receipts for Ambulatory and Nonambulatory For Profit Common Carriers. MCS has informed EDS of this delay and has granted a grace period of no greater than March 31, 1999. This grace period will cover dates of service January 1, 1999, through March 31, 1999. Since the MCS has granted a grace period, EDS will be extending eligibility to March 31, 1999, for all transportation providers with specialties 264 and 265. All other transportation providers with specialties other than 264 and 265 should continue to send in recertification materials according to the rules governing your transportation type specialty. If there are questions regarding eligibility, please contact EDS Customer Assistance.

To All Inpatient Hospital Providers, Waiver Program Providers and Dental Providers:

EDS has identified a system problem affecting inpatient hospital claims billed on the UB-92 claim form and reflected on the January 12, 1999, and January 19, 1999, Remittance Advice (RA) Statements. Specifically, inpatient hospital claims have erroneously denied for edit 4027 (Diagnosis code is no longer in effect for the date of service billed). This claims processing error was a result of a reference file change to a diagnosis code, which was added to the computer system on January 6, 1999.

On December 28, 1998, EDS implemented a computer system change to modify processing procedures for all claim types subject to edit code 7502 (Recipient locked in to a specific provider). This change inadvertently modified the system logic for waiver claims. Specifically, waiver claims have erroneously denied for edit 2013 (Recipient not eligible for the level of care for the date of service billed). These erroneous claim denials for edit 2013 are reflected on RA Statements January 4, 1999, through January 19, 1999.

EDS has identified a system problem affecting dental claims processed and reflected on the January 12, 1999, and January 19, 1999, RA 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 PA masterfile).

EDS will systematically reprocess all claims adversely affected by these processing problems, therefore, providers are not required to resubmit their claims. These claims will begin to appear on the RA Statement dated January 26, 1999. EDS apologizes for any inconvenience this may have caused providers and is working to rectify this matter in an expedient manner.