



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 Health Coverage Programs (IHCP) Providers

- Effective immediately, there are two remittance advice changes. Disposition code 8226 has changed since BR200022 dated May 30, 2000. Please make a note of this new information. Disposition code 8226 will be used if EDS receives a refund from a provider, which cannot be applied because the corresponding claim is no longer on the database. The refund will be retained and applied by EDS, and the following message will appear under non-claim specific refunds from providers on the remittance advice: *8226 CHECK RECEIVED BY EDS FROM PROVIDER FOR CLAIM NOT IN HISTORY*. Also, a new refund disposition code 8306 has been created and will be used when EDS receives a refund from a provider which cannot be applied because the corresponding claim has already been adjusted, and the refund is being returned to the provider. The following message will appear under non-claim specific payouts to providers on the remittance advice when a refund is being returned to the provider: *8306 CHECK RECEIVED BY EDS FOR CLAIM ADJUSTMENT ON PREVIOUSLY ADJUSTED CLAIM. AMOUNT OF REFUND BEING RETURNED TO PROVIDER*. If there are any questions, please contact EDS Customer Assistance at (317) 655-3240 or 1-800-577-1278.
- On July 20, 2000, the IHCP's Web site www.indianamedicaid.com will be enhanced to include the complete list of Explanation of Benefit (EOB) codes used to identify claims processing information. In order to access this list, click on the **FAQ** tab, and click on the **EOB List** indicator. Providers have the option to download, view, or print this list. Providers can search for a specific EOB code by typing the EOB code number in the text field and pressing enter. Providers can also press **Ctrl+F** to display a *Find* box in order to search by a keyword. Specific download and print instructions are available on the Web site.
- The IHCP Provider Seminars are coming soon to your area. Each seminar is three days in length, and consists of six half-day sessions, which may be selected to meet the needs of specific practices. Attendees may participate in one or all sessions. Preregistration is required along with a refundable deposit of \$25.00 per person, per seminar. The deposit will be returned after attendance at this educational event. Checks should be made payable to EDS. Please see bulletin, BT200016, dated May 5, 2000, or www.indianamedicaid.com Web site for detailed information and a registration form.

- Effective September 1, 2000, the Provider Enrollment Unit will no longer accept faxed provider enrollment applications. All provider enrollment applications and changes must be mailed to the following address:

EDS Provider Enrollment
P.O. Box 7263
Indianapolis, IN 46207-7263

This policy is being implemented because of the high volume of incoming faxes that result in the following issues:

- Faxes sent to the Provider Enrollment Unit are never received
- Faxes contain illegible information due to poor fax reception
- Faxes are received with missing pages

Faxed applications and changes received on or after September 1, 2000, will be returned to the provider, unprocessed. All providers should discontinue faxing provider enrollment applications. If there are any questions, please contact EDS Customer Assistance at (317) 655-3240 or 1-800-577-1278, *Option 3*.

- IHCP cover observation stays in acute care hospitals and freestanding psychiatric (including chemical dependency) hospitals. IHCP members may qualify for observation status under the following circumstances:
 1. The criteria for inpatient admission have not been met; and
 2. The treating physician or mental health provider has determined that allowing the member to leave the facility would likely put the member at serious risk.

The observation period must last no more than three days (72 hours). If the member meets the criteria for inpatient admission prior to the end of the observation period, the member's status may be changed to inpatient at that time. If there are any questions, please contact EDS Customer Assistance at (317) 655-3240 or 1-800-577-1278.