



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

B R 2 0 0 1 1 3

M A R C H 2 7 , 2 0 0 1

### To All Indiana Health Coverage Programs Providers:

- Effective March 19, 2001, the claims correction form (CCF) process is changing, and CCFs have been eliminated for most edits. The following four edits previously generated CCFs to check for keying errors, and will now suspend:

- 0236 - "From" date of service missing
- 0237 - "From" date of service invalid
- 0239 - "To" date of service is missing
- 0240 - "To" date of service invalid

The following list of edits previously generated CCFs, and will now deny:

- 0203 - Recipient ID number is missing (12-digit number)
- 0204 - Recipient ID number not a valid format
- 0228 - Provider signature missing
- 0231 - Rendering provider number is missing
- 0234 - Procedure code missing
- 0235 - Procedure code not in valid format
- 0339 - Revenue code missing
- 0361 - Admitting diagnosis is missing
- 0363 - Principal procedure code invalid

For further information, please refer to *Bulletin BT200103*, dated January 26, 2001, which includes additional details. Please direct questions to the EDS Customer Assistance Unit at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.

### To All Indiana Health Coverage Programs Waiver Providers:

- EDS and the Bureau of Aging and In-Home Services are pleased to announce new search capabilities of the Indiana Health Coverage Programs (IHCP) Web site, [www.indianamedicaid.com](http://www.indianamedicaid.com). Effective March 26, 2001, the IHCP Web site will allow searches for providers by city, provider name, specialty combination, or by city and specialty. The search function will include the capability of searching waiver specialties including traumatic brain injury (TBI), Autism, ICF/MR, Aged and Disabled, and Medically Fragile Children. Information will be updated monthly, and will include provider name, address, city, state, zip, phone number, and specialty. Please direct questions to the EDS Customer Assistance Unit at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.

### To All Indiana Health Coverage Programs Transportation Providers:

- EDS is aware of an issue related to a mass adjustment performed March 6, 2001. Transportation providers billing procedure codes X3033, A0150, and Y9001 may be

affected. Accounts receivable established as a result of the mass adjustment have been moved forward six weeks to minimize the impact to providers. EDS will systematically reprocess all affected claims, and providers will not need to reprocess any claims. Please watch future banner articles for information about the reprocess date. Please direct questions to the EDS Customer Assistance Unit at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.

## To All Indiana Health Coverage Programs Home Health and Physician-OB/GYN Providers:

- The Office of Medicaid Policy and Planning (OMPP), the Office of Children's Health Insurance Program (CHIP), and EDS invite all Indiana Health Coverage Programs (IHCP) Home Health Providers and Physician-OB/GYN providers to schedule appointments for claim research days on the dates below. All claim research days appointments will be held at EDS, located at 950 North Meridian Street, Suite 1150, Indianapolis, Indiana. Each appointment will be thirty minutes in length, with a maximum of two appointments per provider number. Appointments will be scheduled every half-hour from 8:30 a.m. until 4 p.m. with a lunch break from 12 p.m. until 1 p.m. each day. Home health appointments must be scheduled by Friday, April 6, 2001. Physician-OB/GYN appointments must be scheduled by Friday April 20, 2001.

Please bring applicable documentation for each inquiry, such as a remittance advice and associated documentation, to facilitate claim research. A maximum of twenty (20) complex claims per provider will be researched during a thirty-minute appointment. Complex claims are defined as:

- EOB denial inquiries
- Crossover inquiries
- Prior authorization claim denial inquiries
- Accounts receivable (A/R) questions
- Adjusted claim inquiries
- Stop-pay inquiries
- Provider enrollment issues

Please complete and fax the preliminary information below to EDS at (317) 488-5376. After this information is received, an EDS representative will call to arrange an appointment. The dates are:

		<u># of appts</u>	<u># of appts</u>
April 10, 2001	Home Health	___ a.m.	___ p.m.
April 11, 2001	Home Health	___ a.m.	___ p.m.
April 25, 2001	Physician-OB/GYN	___ a.m.	___ p.m.
April 26, 2001	Physician-OB/GYN	___ a.m.	___ p.m.
April 27, 2001	Physician-OB-GYN	___ a.m.	

Provider Name: \_\_\_\_\_ Provider Number \_\_\_\_\_

Registrant Name(s): \_\_\_\_\_ Phone Number: (\_\_\_\_\_) \_\_\_\_\_

Provider Type: \_\_\_\_\_ Traveling From: \_\_\_\_\_  
City / State

Please direct any questions about these appointments to an EDS representative at (317) 488-5195.