



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 Providers:

- Bulletin BT200046 published December 8, 2000, gave information about the Surveillance And Utilization Review department's provider review and appeal procedures. The bulletin listed the incorrect telephone number to call with questions regarding the appeal process. ***The correct phone number is 800-457-4515.*** We apologize for any inconvenience this may have caused.

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. 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.