



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 Program Pharmacy Providers:

Note: The information below is not directed to providers rendering services in the risk-based managed care (RBMC) delivery system.

- EDS is aware of significant rate changes for the average wholesale price (AWP) rates for Adderall. New AWP rates will be effective in IndianaAIM June 6, 2001, and will be retroactive to May 8, 2001. Pharmacy providers may hold claims for filing until June 7, 2001, in order to receive reimbursement at the new AWP rates. EDS will not automatically adjust claims that are paid before June 7, 2001. A provider who submits a claim for Adderall after May 8, 2001, and before June 7, 2001, may have the claim adjusted by submitting a completed adjustment form for the original claim. Please direct any questions about the AWP rate changes for Adderall to the EDS Pharmacy Services POS/Prospective Drug Utilization Review (Pro-DUR) Help desk at 1-877-877-5182.

To All Indiana Health Coverage Programs Providers:

- The Indiana Health Insurance Portability and Accountability Act (HIPAA) workgroup is sponsoring two *HIPAA 101* educational sessions June 12, 2001, at the Indiana Government Center South Auditorium. Please visit the www.IndianaHIPAA.org Web site for the agenda, session times, registration information, and directions. Each four-hour session is free of charge and registration is required.
- Indiana Health Coverage Program (IHCP) providers can not bill any IHCP member any portion of a co-payment imposed by a third party insurer. Collection of co-payments would penalize the IHCP member for having a third party insurance. Providers can bill the co-payment to the IHCP program. The IHCP will pay the co-payment amount up to the Medicaid allowed amount for the service provided. If the IHCP program determines that no additional payment is due from the IHCP program, the IHCP provider should write off the balance of the co-payment.
- System changes, designed to minimize incorrect billing practices, will take effect May 31, 2001. These changes may cause an increase in claim denials beginning in June. Providers who notice increased claim denials should refer to Bulletin *BT200115* for information about the change and for instructions on how to submit claims correctly to prevent denials.

To All Indiana Health Coverage Programs Providers Using the Dental Claim Form, HCFA-1500 Claim Form, and UB-92 Outpatient Claim Form:

- The Indiana Health Coverage Programs (IHCP) Fee Schedule information on the IHCP Web site, www.indianamedicaid.com has been updated to allow providers to use enhanced search capabilities. Options include: **View the Entire Fee Schedule, Search by an Individual Procedure Code, Search by a Procedure Code Range, or Search by Procedure Code Description.** To print the entire or partial fee schedule, see **Printing Tips**.

EDS will update the IHCP Fee Schedule monthly, making the previous months' **paper** copies obsolete. Therefore, it is highly recommended that providers access the Web site for the most current information about procedure codes recognized by the IHCP. Providers are reminded to bill using codes that most closely describe the service provided. IHCP customer assistance representatives cannot give coding recommendations. 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 Hoosier Healthwise PrimeStep/PCCM Primary Medical Providers:

- This is a reminder to all Hoosier Healthwise PrimeStep/PCCM Primary Medical Providers (PMPs) that the third quarter 2001 certification codes will be mailed June 4, 2001. The certification code letters will be sent to the PMP service location address. Please watch for the pressure-sealed form to arrive soon. Please direct any 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 Long Term Care, Hospice, Durable Medical Equipment, and Transportation 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) long-term care, hospice, durable medical equipment (DME), and transportation providers to schedule appointments for claim research days on the dates below. All claim research 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. Appointments will be accepted as long as openings remain. Please bring applicable documentation for each inquiry, such as a remittance advice and associated documentation, to facilitate claim research. A maximum of 20 complex claims per provider will be researched during a 30-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:

	<i># of appts</i>	<i># of appts</i>
July 10, 2001 Hospice/Long Term Care	___ a.m.	___ p.m.
July 11, 2001 Hospice/Long Term Care	___ a.m.	___ p.m.
July 12, 2001 Hospice/Long Term Care	___ a.m.	___ p.m.
July 17, 2001 Durable Medical Equipment (DME)	___ a.m.	___ p.m.
July 18, 2001 Durable Medical Equipment (DME)	___ a.m.	___ p.m.
July 25, 2001 Transportation	___ a.m.	___ p.m.
July 26, 2001 Transportation	___ a.m.	___ p.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.