



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 Rendering Providers Enrolled On Or After May 31, 2001:

- Due to the changes for rendering billing, updates to the EDS Eligibility Verification System (EVS) are necessary to enable a rendering provider to verify eligibility without using a service location. A rendering provider only serves as part of a group, and does not bill claims. **These changes only affect rendering providers enrolled on or after May 31, 2001.** These rendering providers are enrolled without service locations. All other providers must continue to use a valid service location when verifying eligibility. The following changes were implemented May 31, 2001:

The **Automated Voice Response System (AVR)** will now allow rendering providers enrolled on or after May 31, 2001, without service locations to use a space as a location code. Providers can enter a space in the AVR system by entering ***13**.

The **OMNI** eligibility system is being updated to allow rendering providers enrolled on or after May 31, 2001, without service locations to use a space as a location code. When the OMNI terminal displays **LOCATION CD A**, users will enter the number **0**, and then press the **alpha** key twice to enter a space instead of a provider location code. To activate this update, a terminal download is necessary. An upcoming bulletin will provide instructions for a terminal download. Instructions are also available on the www.indianamedicaid.com Web site.

The **Provider Electronic Solutions** software is being upgraded to allow rendering providers enrolled on or after May 31, 2001, without service locations to check eligibility without using a service location code with the provider number. Provider Electronic Solutions users will receive a letter within the next thirty days with further information and upgrade instructions.

Please direct questions about these EVS changes to the EDS Provider Electronic Solutions Help Desk at (317) 488-5160.

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. Providers may 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.
- Please send any updates such as address changes, recertifications, EFT changes, or changes of ownership to the following address:

**EDS – Provider Enrollment
PO Box 7263
Indianapolis, IN 46207-7263**

Please direct questions about updates to EDS Customer Assistance at (317) 655-3240 or 1-800-577-1278, *option 3*.

- System changes, designed to minimize incorrect billing practices, were implemented effective 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 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 Indiana *AIM* 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 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.