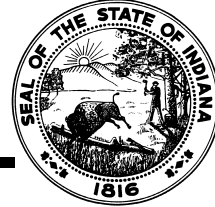


Indiana Medicaid Transition Newsletter



Distributed to All Indiana Medicaid Providers

T98-03, October 19, 1998

TO: ALL INDIANA MEDICAID PROVIDERS

SUBJECT: TRANSITION QUESTIONS AND ANSWERS

What's New?

Many of you have already attended the "What's New and What You Can Do" workshop in your area. One of the benefits of holding workshops throughout the state is being able to answer questions that providers have. We have collected together 16 commonly asked questions about the transition and the roll out of the new contract in 1999. The Office of Medicaid Policy and Planning (OMPP), EDS, and Health Care Excel (HCE) have put together the answers.

These questions will help you better understand the transition into the new contract as well as answering questions you probably have about *who handles what in 1999*.

Transition Questions and Answers

Q Will all existing prior authorizations (PA) on the IndianaAIM System transfer to HCE or will I have to obtain a new prior authorization?

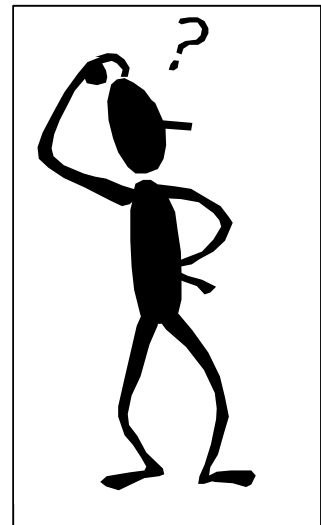
A *EDS will transfer all existing prior authorizations to HCE. HCE will utilize the same system as EDS. All information will be available to both contractors.*

Q Who will handle updates and corrections to prior authorizations beginning January 1, 1999 that EDS processed and approved prior to January 1, 1999?

A *HCE will assume responsibility for prior authorization updates and corrections beginning January 1, 1999.*

Q Who should I call to get a prior authorization updated when I need to adjust a paid claim that used previously authorized units?

A *EDS and HCE will coordinate regarding this matter.*



- Q** What are the qualifications of the HCE, Surveillance and Utilization Review (SUR) and Prior Authorization (PA) staff?
- A** HCE will be utilizing an appropriate mix of experienced professional staff to perform the duties required by the contract, e.g., registered nurses (RNs), licensed practical nurses (LPNs), etc.
- Q** Will the criteria utilized by HCE PA reviewers be the same criteria utilized by EDS PA analysts?
- A** HCE will begin operations utilizing the same criteria. If changes to criteria are needed in the future, providers will be given advance notice.
- Q** If I talk with an EDS Provider Field Representative about a medical policy issue that I think needs to be changed, what is the coordination with HCE?
- A** Medical policy questions received by EDS will be forwarded in writing to HCE in a timely manner.
- Q** Will EDS and HCE both issue bulletins, manuals, etc., or will there be one joint communication tool?
- A** As the Core Contractor, EDS is responsible for printing and disseminating all bulletins, banner page articles, provider manuals, etc. Depending upon the subject matter of a particular bulletin, either EDS or HCE will take the lead on drafting the contents of the bulletin.
- Q** Will HCE and EDS attend association meetings or is this the responsibility of the Core Contractor?
- A** Both HCE and EDS are committed to attending provider association meetings.
- Q** Will the prior authorization form be the same beginning January 1, 1999?
- A** The prior authorization form currently in use has EDS' mailing address printed on the form. In an upcoming bulletin, providers will be informed of the mailing address for HCE that providers must use beginning January 1, 1999. The current Prior Authorization form will be revised to reflect HCE's address, however, the revised form will not be distributed until the existing form inventory is exhausted.
- Q** Beginning January 1, 1999, who will handle administrative reviews for prior authorizations denied by EDS?
- A** Beginning January 1, 1999, HCE will be responsible for all prior authorization administrative reviews.
- Q** Is EDS going to continue to provide prior authorization information on the Automated Voice Response (AVR) System?
- A** Yes, EDS will continue to provide prior authorization information on the AVR System.
- Q** Who do I contact after January 1, 1999, to obtain prior authorization forms?
- A** As the Core Contractor, EDS is responsible for providing prior authorization forms.
- Q** What is HCE's address and how do we obtain it?
- A** Information regarding HCE's address will be included in an upcoming Indiana Medicaid Transition Newsletter.

Q Who and/or what type of consultants does HCE utilized for the development of medical policy?

A HCE uses a wide variety of health care professionals, including physicians in different specialties as well as others specific to the topic area.

Q Will EDS PA staff be moving over to HCE?

A Some EDS staff members will remain with EDS and others will move to HCE.

Q Who is the Medicaid Medical Director for HCE?

A Dr. Carolyn Cunningham is the Medicaid Medical Director for HCE. Dr. Cunningham is an Indiana native, graduating from Indiana University with a rotating internship at Parkland Memorial Hospital in Dallas, Texas and an internal medicine residency and fellowship in community medicine at Indiana University Medical Center. She is an active member of the Indiana State Medical Society.



If you have any questions regarding the contents of this bulletin, please contact EDS Provider Assistance at 1-800-577-1278, or locally at 317-655-3240.