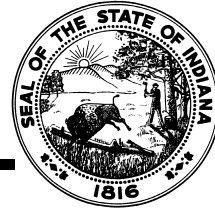


Indiana Medicaid Transition Newsletter



Distributed to All Indiana Medicaid Providers

T98-04, November 20, 1998

TO: ALL INDIANA MEDICAID PROVIDERS

SUBJECT: TRANSITION UPDATE

What's New?

It's time to upgrade the equipment utilized to run the IndianaAIM System and to begin implementing all the things you have heard about in the workshops and read about in the bulletins! Effective December 7, 1998 these upgrades will enable the IndianaAIM System to provide:

- ✓ **Claim status information for you to access using the Automated Voice Response (AVR) System.** The AVR system will be expanded to allow providers to verify whether a claim has been paid, denied, suspended or a Claim Correction Form (CCF) was generated. Providers may access this claim information via AVR using the Internal Control Number (ICN) assigned to the claim or by entering the Recipient's Identification Number (RID) and the corresponding dates of service. When accessing claim status information utilizing the RID number and dates of service, the AVR system will report up to 6 claims that meet the selected criteria.
- ✓ **Improved response time and system availability for everyone using the IndianaAIM System.** These upgrades provide a solid foundation for improved service levels to the provider community and provide the capability for the provider assistance staff to obtain faster responses with their upgraded equipment, increase access for electronic claim submission, and improve system availability with improved processes and equipment.



What This Means to You, the Provider

In order to initiate these upgrades, some services will be interrupted for a short period of time. While these interruptions in service are necessary, we have developed a schedule that minimizes the impact to you, the provider community. This schedule was developed after analyzing the volume of transactions and selecting the timeframes that would be conducive to providing continuous service to the maximum number of providers. **You will want to post this schedule and refer to it before accessing any of our automated systems between December 2nd and December 7th.**

The following is the schedule of times set for upgrading the IndianaAIM System. The table lists the date and time as well as the impact it will have on your ability to access the various on-line systems for eligibility verification, claims submission, and provider assistance.



IndianaAIM System Upgrade Schedule		
Date	Time	Impact
Wed., Dec. 2, 1998	4:00 p.m. EST	The weekly financial cycle for payment will be initiated. All electronic claims received by this time will be processed in this financial cycle and appear on the Remittance Advice statement dated December 8, 1998. Claims received after 4:00 p.m. EST will be processed in the December 11, 1998 financial cycle and appear on the Remittance Advice statement dated December 15, 1998.
Thu., Dec. 3, 1998	9:00 p.m.-1:00 a.m. EST	The new equipment will be installed. During this time period, the Automated Voice Response (AVR) System, Eligibility Verification System (EVS), Point-of-Service (POS or OMNI) System will be unavailable. This means that all electronic verification or POS claim submission capabilities will be unavailable during this time.
Fri., Dec. 4, 1998	12:00 noon-6:00 p.m. EST	The IndianaAIM on-line system will be unavailable to the EDS provider assistance unit to respond to provider inquiries that require specific data from the IndianaAIM System. The provider assistance staff will be available to respond to general inquiries, such as clarification of Medicaid policy, or requests for information, such as fee schedules or provider agreements. AVR will be available; however, prior authorization inquiries will not be available through the AVR System.
Sat., Dec. 5, 1998 Sun., Dec. 6, 1998	All Day	During this time period, all on-line systems will be available with the exception of prior authorization inquiries on the AVR System.
Mon., Dec. 7, 1998	7:30 a.m. EST	All upgrades are complete and all services available!

Note: Non-POS electronic claims may be submitted during this entire time period. As stated, claims received by 4:00 p.m. EST, December 2, 1998 will be reflected on the Remittance Advice Statement dated December 8, 1998. Claims received after 4:00 p.m. EST, December 2, 1998, will be processed and reflected on the Remittance Advice Statement dated December 15, 1998.

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.