



INDIANA MEDICAID UPDATE

August 31, 1998

TO: Indiana Medicaid Providers Using the OMNI 380 Terminal To Verify Eligibility
SUBJECT: Change in Telephone Number Used To Verify Eligibility

Important Notice

EDS would like to inform Medicaid providers of a change in the telephone number used to dial in for eligibility verification of Indiana Medicaid recipients. The purpose of this change is to bring quicker, more efficient service to providers. This change will affect some providers using the OMNI 380 swipe card terminal. To determine if you need to make this change, please see: **Providers Who Cannot Use The New Eligibility Number** - below.

The 800 number currently being used will not be discontinued. However, switching to the 950 number will result in improved response time and will reduce traffic on the 800 line resulting in a quicker response time for providers using the 800 number as well. Applicable providers should make the change within the next **30** days.

Providers Who Cannot Use The New Eligibility Number

The new telephone number is 9505829, and can be used throughout Indiana and surrounding regions, however, it is not available in all calling areas. Providers using the following area codes and three digit prefixes cannot use the new telephone number. These providers should continue to use 1-800-931-9001 when verifying eligibility.

Area Code 219

Prefixes: 195, 368, 448, 588, 722, 724, 726, 753, 879, 893, 896

Area Code 317 :

Prefixes : 281, 282, 284, 286, 288, 289, 296, 299, 342, 348, 349, 354, 358, 362, 364, 372, 378, 423, 436, 447, 448, 449, 452, 453, 455, 456, 457, 458, 459, 463, 468, 472, 473, 474, 477, 478, 482, 489, 492, 521, 529, 535, 536, 552, 563, 569, 564, 584, 628, 640, 641, 644, 646, 647, 649, 653, 659, 662, 664, 668, 674, 675, 683, 724, 736, 738, 742, 759, 762, 763, 765, 769, 793, 794, 795, 799, 812, 825, 827, 832, 884, 922, 932, 935, 948, 962, 966, 973, 983, 985

Area Code 765 :

Prefixes : 436, 458, 468, 489, 584, 825, 962, 966, 983

Area Code 812 :

Prefixes : 231, 232, 234, 235, 237, 238, 268, 299, 357, 383, 443, 446, 448, 462, 463, 636, 723, 738, 739, 744, 897, 952

Providers Who Should Use The New Eligibility Number

If your area code and three digit prefix are NOT listed above, please follow the instructions below to reprogram the OMNI 380 terminal with the new telephone number:

- Press CLEAR - The display will read WELCOME TO INAIM
- Press the number 7 key - The display will read MAINTENANCE
- Press the Blue Enter Key - The display will read SET DATE / TIME
- Press the Blue Enter Key - The display will read Y or N
- Press the NO key (the # sign) - The display will read PROV KEY CHANGE
- Press the Blue Enter Key - The display will read Y or N
- Press the NO key (the # sign) - The display will read RETRY PRINTER
- Press the Blue Enter Key - The display will read Y or N
- Press the No key (the # sign) - The display will read CHANGE CONFIG
- Press the Blue Enter Key - The display will read Y or N
- Press the YES key (the * sign) - The display will read #PH=

The #PH is the phone number your system is currently utilizing for eligibility verification.

If it reads 9505829 do not make a change. If it reads 1,800,9319001 make the following change:

- Press the number 8 key - The display will read INPUT #PH
- Enter 9505829

IMPORTANT:

DO NOT USE A 1 OR 800 IN FRONT OF THE NEW NUMBER

*NOTE: If your office requires an access number (a number to get an outside line), enter the access number at the INPUT # PH prompt and then press the YES key (the * sign) and then the ALPHA key - The display should then read your access number followed by a comma. Now enter 9505829.

The display should now read 9505829 or your access number, 9505829

- Press the Blue Enter Key - The display will read #PT= 04
- Press the Blue Enter Key - The display will read # PN= 10
- Press the Blue Enter Key - The display will read #PP =
- Press the Blue Enter Key - The display will read #PA =
- Press the Blue Enter Key - The display will read *ZP =

If the *ZP = 9505829 do not make a change. If it reads 1,800,9319001 make the following change:

- Press the number 8 key - The display will read INPUT *ZP
- Enter 9505829

IMPORTANT:

DO NOT USE A 1 OR 800 IN FRONT OF THE NEW NUMBER

*NOTE: If your office requires an access number (a number to get an outside line), enter the access number at the INPUT * ZP prompt and then press the YES key (the * sign) and then the ALPHA key - The display should then read your access number followed by a comma. Now enter 9505829

The display should now read 9505829 or your access number, 9505829

- Press the Blue Enter Key - The display will read #AD =
- Press the CLEAR key - The display will read WELCOME TO INAIM

Your telephone number has now been changed. If you experience any difficulty making this change or have any questions please contact the EDS INDIANA OMNI Support Center at 800-284-3548.