



P R O V I D E R B U L L E T I N

B T 2 0 0 5 1 7

A U G U S T 1 0 , 2 0 0 5

To: All Providers

Subject: Indiana Health Coverage Programs 2005 Seminar

Overview

The Office of Medicaid Policy and Planning (OMPP), the Children's Health Insurance Program (CHIP), and EDS invite all Indiana Health Coverage Programs (IHCP) providers to attend **the annual IHCP seminar October 3-5, 2005**. This seminar is presented at no cost. Seminar sessions will be offered at various times during the three-day IHCP Seminar. EDS field consultants and representatives from AmeriChoice, CareSource, Harmony Health Plan, Health Care Excel (HCE), Managed Health Services (MHS), MDwise, Molina, provider associations, and other EDS departments will be present.

Indianapolis Marriott East
7202 E. 21st St.
Indianapolis, IN 46219
1-800-228-9290 or (317) 352-1231 (for hotel arrangements only)

Important: Please do not call the hotel to register for seminar sessions.

To receive the special rate of \$89.00 plus tax per night, seminar attendees must indicate that they are attending the *EDS IHCP Seminar* and must reserve on or before September 2, 2005.

Seminar Session Descriptions

Registrants must specify, on the attached registration form, the seminar sessions they want to attend. Table 1.1 provides a short description of the material to be covered in each of the seminar sessions.

Note: The information provided in these sessions is specific to the IHCP fee-for-service (FFS), Hoosier Healthwise PrimeStep, Medicaid Select, and Hoosier Healthwise risk-based managed care (RMBC) programs.

Table 1.1 – Session Descriptions

Session Name	Description
<p>CMS-1500 Physician Billing Presented by EDS provider field consultants and representatives from each MCO</p>	<p>This session provides an overview of recent updates and frequent topics about billing on the CMS-1500 claim form. There will also be time to address general questions from the audience. An EDS field consultant will lead the opening session, followed by a one-hour individual session presentation from each MCO. The MCOs will present information about claim and prior authorization requirements. See session layouts for times and dates.</p>
<p>Dental Presented by EDS provider field consultants</p>	<p>This session provides an overview of recent updates and policy changes focusing on current HIPAA requirements and Web interChange updates. The session will review frequent billing error issues and provider questions.</p>
<p>Durable Medical Equipment (DME) Presented by EDS provider field consultants and representatives from each MCO</p>	<p>This session provides an overview of recent updates and recurring topics about DME policy and billing. A review of the most common claim denial reasons is also featured. Each MCO will present an individual session. See session layouts for times and dates.</p>
<p>HIPAA Updates Presented by EDS HIPAA business and technical representatives</p>	<p>This session provides an overview of recent updates and information about the next phase of the HIPAA implementation. This session is designed for providers, vendors, and clearinghouses.</p>
<p>IHCP 101 Presented by EDS provider field consultants</p>	<p>This session provides an overview of the IHCP, eligibility verification methods, the Restricted Card Program, managed care programs, and more. This session is ideal for new IHCP billers or those needing an IHCP refresher course.</p>
<p>Medical Policy Presented by HCE Medical Policy Department representatives</p>	<p>This session provides an update of processes, procedures, and current projects in the Medical Policy Department. The session is designed to educate providers on the processes, procedures, and coordination techniques used for the development and revision of medical policy for the IHCP. The development and implementation of certain provider specialty code sets will be addressed during this session.</p>
<p>Medical Review Team (MRT) and Pre-Admission Screening and Resident Review (PASRR) Presented by EDS provider field consultants</p>	<p>This session provides an overview of recent changes in the billing requirements for MRT and PASRR claims.</p>
<p>Mental Health Presented by EDS provider field consultants</p>	<p>This session provides an overview of recent updates and recurring topics related to mental health policy and billing. A review of the most common claim denial reasons is also featured.</p>

Table 1.1 – Session Descriptions

Session Name	Description
<p>Pharmacy Presented by EDS provider field consultants and representatives from each MCO</p>	<p>This session contains information about the transfer of pharmacy claims processing to EDS. This course includes agenda topics such as <i>Changes to Pharmacy Points of Contact, Claim Submission and Processing</i>, and other key points related to the transition and ongoing Pharmacy Benefits Management for Traditional Medicaid members. The most updated information about Medicare Part D coverage policies and procedures will also be presented in this session. An EDS field consultant will lead the opening session, followed by a one-hour individual session presentation from each MCO. The MCOs will present information about claim and prior authorization requirements. See session layouts for times and dates.</p>
<p>Post-Payment Auditing Practices in the IHCP Presented by HCE Surveillance and Utilization Review representatives</p>	<p>This session is designed to educate providers about the various auditing efforts made by the OMPP through the Surveillance and Utilization Program and the Payment Integrity Initiative. The session will center around the policies and procedures of auditing activities as well as provide information on standard guidelines and procedures developed to report findings.</p>
<p>Prior Authorization (PA) Presented by HCE Prior Authorization Unit representatives</p>	<p>This session provides an overview of PA policies and procedures. Topics include a summary of services and supplies that require PA, methods of submitting a PA, and an overview of the administrative review and hearings processes.</p>
<p>Prior Authorizations of Traditional Medicaid Home Health Services Presented by the OMPP</p>	<p>This session provides information about the prior authorization process, sources of PA information including regulations and guidelines, descriptions of home health benefit, types of home health agency services, member and caregiver indicators (family situation), home health agency services limitations, and key issues.</p>
<p>Provider Enrollment Presented by an EDS Provider Enrollment representative</p>	<p>This session provides an overview of the process and requirements of completing the provider enrollment application and the provider enrollment update application.</p>
<p>Restricted Card Program (RCP) Presented by HCE Medical Policy Department representatives</p>	<p>This session provides an overview of the IHCP member utilization process. The session will address the purpose of the RCP, and will focus on issues of providers who currently are providing care to RCP members. Coordination of care issues, the referral process, prescriptions and pharmacy overrides, and carve-out and self-referral services will be overviewed. Coping with member problem behavior and dismissals will be reviewed. The role of HCE in assisting providers in better case management will also be discussed.</p>
<p>Spend-down Presented by EDS provider field consultants</p>	<p>This comprehensive presentation contains information about the automation of spend-down. This course includes agenda topics such as <i>Claims Submission and Adjudication, Medicare Crossovers, RA, EVS, Member Monthly Obligation Notice</i>, and other key points related to the automation of spend-down.</p>
<p>Third Party Liability (TPL) Presented by EDS provider field consultants</p>	<p>This is a comprehensive presentation for advanced billers that contains information about TPL claims identification, file updates, denial letters, the 90-day rule, attachments, and other helpful hints.</p>

Table 1.1 – Session Descriptions

Session Name	Description
Transportation Presented by EDS provider field consultants and representatives from each MCO	This session provides an overview of recent updates and frequently asked questions about transportation billing on the CMS-1500 claim form. An EDS field consultant will lead the opening session and subcontractors for the MCOs, LCP and MTM, and MDwise will present one hour individual sessions.
UB-92 Presented by EDS provider field consultants and representatives from each MCO	This session provides an overview of recent updates and frequent topics about billing on a UB-92 format. There will also be time to address general questions from the audience. An EDS field consultant will lead the opening session, followed by a one-hour individual session presentation from each MCO. The MCOs will present information about claim and prior authorization requirements. See session layouts for times and dates.
Waiver Auditing Presented by EDS waiver auditors	This session provides an overview of the waiver audit process. The session is designed to help Home and Community-Based Services waiver providers achieve IHCP compliance with the documentation and billing standards currently applicable to Supported Living Services and Support Waivers [Developmentally Disabled (DD), Autism, and Support Services) and Medical Model Waivers (Aged and Disabled (A&D), Traumatic Brain Injury (TBI), and Medically Fragile Children (MFC)].
Waiver Enrollment and Billing Updates Presented by EDS waiver field consultants	This session provides a review of billing guidelines with an emphasis on frequent claim errors. The provider enrollment process will be reviewed as it relates to waiver providers and case managers. <i>This session is specifically designed for new waiver providers and case managers billing waiver program services.</i>
Waiver Roundtable Moderated by EDS waiver auditors	This session allows waiver providers to ask questions and discuss issues about HCBS Waivers. <i>This session is specifically designed for waiver providers.</i>
Web interChange Presented by EDS provider field consultants	This session provides information about usage of the member eligibility, check write, claim inquiry, and claim submission features available through Web interChange. It will also cover instructions for the administrator function that will enable providers to assign access to their office staff; change passwords; and create, maintain, and delete users and user groups. This session will also address voids and replacements, as well as prior authorizations on-line. An EDS field consultant will lead this session.
Who, What, Where, and When Presented by EDS provider field consultants	This session presents information to help providers determine the correct person or unit to call, or write, regarding various program administration and claims processing procedures as they relate to the IHCP.

Registration

The deadline for registration is September 16, 2005. The seminar is presented with no cost. Registrations can be faxed or mailed. Fax is the preferred method of registration. All registrations sent by mail must be postmarked no later than September 16, 2005. Registrations postmarked after September 16, 2005, will not be accepted. **Only two individuals per provider number and all nonproviders may register for the Seminar. Each registrant must submit his or her own registration form (only one name per form).** Individuals can also register in person at the seminar on a space-available basis; however, this is not recommended.

After the registration form is processed the registrant will receive a confirmation letter. This letter confirms that the registrant was either successfully registered for at least one seminar session or was denied due to

seating capacity. Each registrant is encouraged to bring this confirmation letter to the seminar check-in to alleviate any possible discrepancies.

Registered individuals must check in no later than five minutes before the start of their assigned sessions or their seats could be reassigned. Walk-in registration for those not pre-registered begins five minutes before the start of each session. Failure to pre-register may result in sessions not being available due to space limitations. If there are any questions, please call EDS at (317) 488-5072. Calls will be returned within 48 hours.

For comfort, business casual attire is recommended. Also, consider bringing a sweater due to possible room temperature variations.

Seminar Session Availability

Requests for sessions will be accepted in the order received; however, time and meeting space may preclude EDS from honoring all requests. If space is available, individuals who do not register by fax or mail may be able to register on a walk-in-basis for sessions. Failure to pre-register can result in sessions not being available due to space limits.

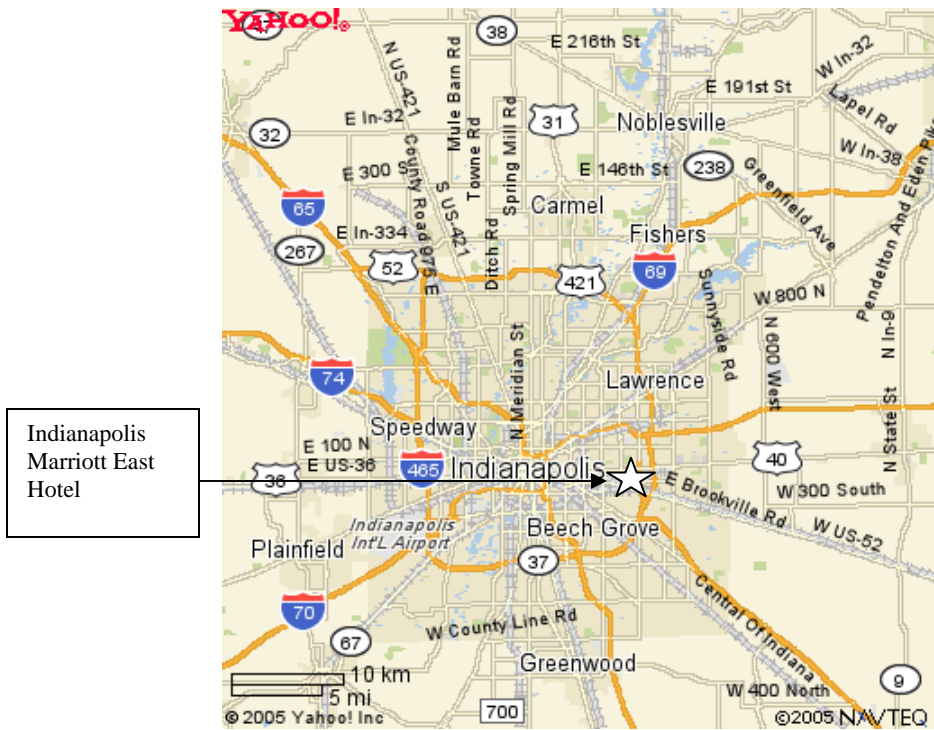
Directions

The Indianapolis Marriott East hotel is located on the near northeast side of Indianapolis, on 21st Street just east of Shadeland Avenue and just west of I-465.

A map of Indianapolis indicating the general location is shown in Figure 1.1 and a map showing the specific location of the Marriott Hotel and Conference Center is shown in Figure 1.2. For more specific directions from your location, please visit the IHCP Web site at www.indianamedicaid.com.

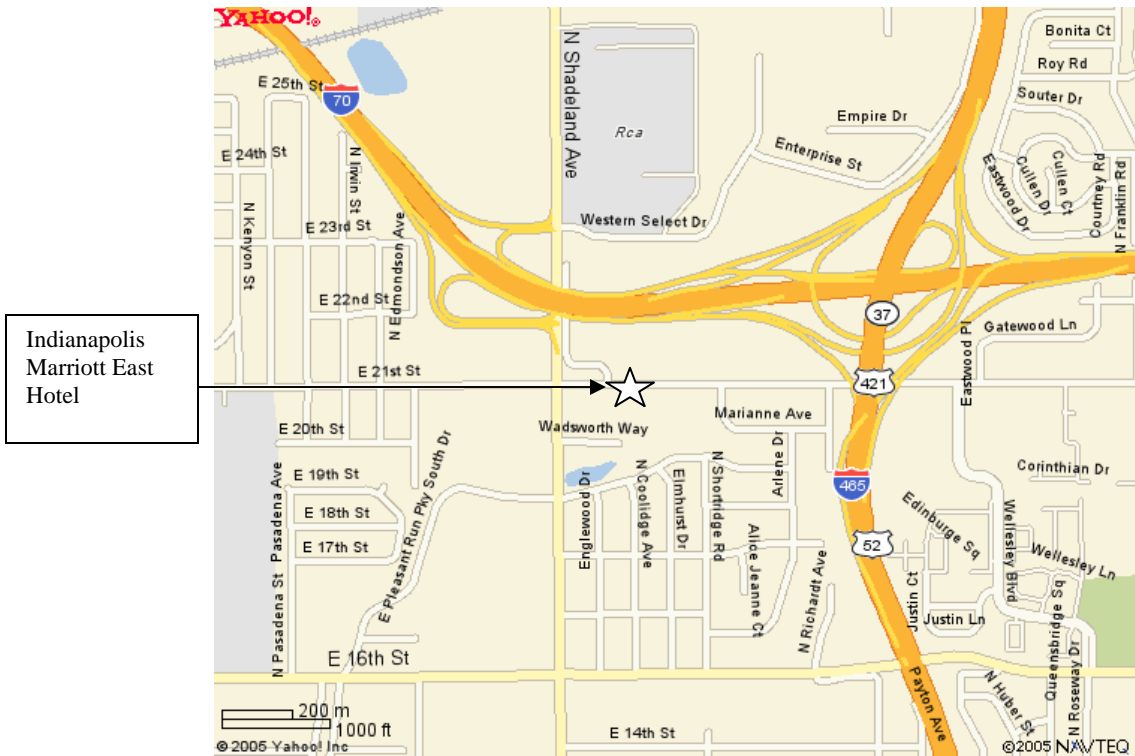
To reserve a room at the Marriott East hotel:

- Contact the hotel at (317) 352-1231
- Indicate that you are attending the EDS IHCP Seminar to obtain a special rate of \$89 per room, per night, plus tax
- Reserve a room no later than September 2, 2005



Indianapolis
Marriott East
Hotel

Figure 1.1 – Indianapolis Map Showing Location of Indianapolis Marriott East Hotel



Indianapolis
Marriott East
Hotel

Figure 1.2 – Map of Specific Location of Indianapolis Marriott East Hotel

Table 1.2 – Session Schedule for Monday, October 3, 2005

	Room A	Room B	Room C
8 a.m.	DME – EDS	Transportation – EDS	
8:15 a.m.	8 a.m. to 9 a.m.	8 a.m. to 10 a.m.	
8:30 a.m.			IHCP 101 9 a.m. to 11 a.m.
8:45 a.m.			
9 a.m.	Break		
9:15 a.m.	DME – Harmony		
9:30 a.m.	9:15 a.m. to 10:15 a.m.		
9:45 a.m.			
10 a.m.		Break	
10:15 a.m.	Break	Transportation – LCP (subcontractor for MHS)	
10:30 a.m.	DME – MDwise	10:15 a.m. to 11:15 a.m.	
10:45 a.m.	10:30 a.m. to 11:30 a.m.		
11 a.m.			
11:15 a.m.		Break	MRT and PASRR
11:30 a.m.	Break	Transportation – MTM (subcontractor for CareSource, Harmony, and Molina)	11:30 p.m. to 12:30 p.m.
11:45 a.m.			
Noon			
12:15 p.m.		11:30 a.m. to 12:30 a.m.	Break
12:30 p.m.	DME – Molina	Break	
12:45 p.m.	12:30 p.m. to 1:30 p.m.	Transportation – MDwise	
1 p.m.		12:45 to 1:45	
1:15 p.m.			Web interChange 1:15 p.m. to 3:15 p.m.
1:30 p.m.	Break		
1:45 p.m.	DME – MHS	Break	
2 p.m.	1:45 p.m. to 2:45 p.m.	Spend-down	
2:15 p.m.		2 p.m. to 4:30 p.m..	
2:30 p.m.			
2:45 p.m.	Break		
3 p.m.	DME – CareSource		
3:15 p.m.	3 p.m. to 4 p.m.		
3:30 p.m.			
3:45 p.m.			Mental Health 3:30 p.m. to 4:30 p.m.
4 p.m.			
4:15 p.m.			
4:30 p.m.			
4:45 p.m.			
5 p.m.			

Note: Registration and booths are open from 8 a.m. until 5 p.m.

Table 1.3 – Session Schedule for Tuesday, October 4, 2005

	Room A	Room B	Room C		
8 a.m.	CMS-1500 – EDS 8 a.m. to 9 a.m.		Medical Policy 8:15 a.m. to 9:30 a.m.		
8:15 a.m.					
8:30 a.m.					
8:45 a.m.					
9 a.m.	Break	Spend-down 8:30 a.m. to 11 a.m.	Break		
9:15 a.m.	CMS-1500 – CareSource 9:15 a.m. to 10:15 a.m.				
9:30 a.m.					
9:45 a.m.					
10 a.m.	CMS-1500 – MHS 10:30 a.m. to 11:30 a.m.			Restricted Card Program 9:45 a.m. to 11 a.m.	
10:15 a.m.					Break
10:30 a.m.					
10:45 a.m.	CMS-1500 – Harmony 12:30 p.m. to 1:30 p.m.			Break	Break
11 a.m.					
11:15 a.m.					
11:30 a.m.					
11:45 a.m.	Break	Web interChange Noon to 2 p.m.	SUR 11:15 a.m. to 12:30 p.m.		
Noon					
12:15 p.m.					
12:30 p.m.					
12:45 p.m.	CMS-1500 – MDwise 1:45 p.m. to 2:45 p.m.	Break	Break		
1 p.m.					
1:15 p.m.					
1:30 p.m.					
1:45 p.m.	CMS-1500 – Molina 3 p.m. to 4 p.m.	Dental 2:15 p.m. to 4:15 p.m. Break	Prior Authorization 1 p.m. to 2:15 p.m.		
2 p.m.					
2:15 p.m.					
2:30 p.m.					
2:45 p.m.	CMS-1500 – Molina 3 p.m. to 4 p.m.	Break	HIPAA Updates 2:30 p.m. to 3:30 p.m.		
3 p.m.					
3:15 p.m.					
3:30 p.m.					
3:45 p.m.			Provider Enrollment 3:45 p.m. to 4:45 p.m.		
4 p.m.					
4:15 p.m.					
4:30 p.m.					
4:45 p.m.					
5 p.m.					

Note: Registration and booths are open from 8 a.m. until 5 p.m.

Table 1.4 – Session Schedule for Wednesday, October 5, 2005

	Room A	Room B	Room C
8 a.m.	UB-92 – EDS 8 a.m. to 9 a.m.		Pharmacy – EDS 8 a.m. to 9 a.m.
8:15 a.m.		Who, What, Where, and When 8:15 a.m. to 9:15 a.m.	
8:30 a.m.			
8:45 a.m.			
9 a.m.	Break		Break
9:15 a.m.	UB-92 – Molina 9:15 a.m. to 10:15 a.m.	Break	Pharmacy – Harmony 9:15 a.m. to 10:15 a.m.
9:30 a.m.		Third Party Liability (TPL) 9:30 a.m. to 10:30 a.m.	
9:45 a.m.			
10 a.m.			
10:15 a.m.	Break		Break
10:30 a.m.	UB-92 – MHS 10:30 a.m. to 11:30 a.m.	Break	Pharmacy – CareSource 10:30 to 11:30
10:45 a.m.		Prior Authorizations of Traditional Medicaid Home Health Services 11 a.m. to 12:30 p.m.	
11 a.m.			
11:15 a.m.			
11:30 a.m.	Break		Break
11:45 a.m.			
Noon			
12:15 p.m.			
12:30 p.m.	UB-92 – Harmony 12:30 p.m. to 1:30 p.m.	Break	Pharmacy – MDwise 12:30 p.m. to 1:30 p.m.
12:45 p.m.		Waiver Enrollment and Billing Updates 1 p.m. to 2:30 p.m.	
1 p.m.			
1:15 p.m.			
1:30 p.m.	Break		Break
1:45 p.m.	UB-92 – CareSource 1:45 p.m. to 2:45 p.m.		Pharmacy – Molina 1:45 p.m. to 2:45 p.m.
2 p.m.		Break	
2:15 p.m.			
2:30 p.m.			
2:45 p.m.	Break	Waiver Auditing 2:45 p.m. to 3:45 p.m.	Break
3 p.m.	UB-92 – MDwise 3 p.m. to 4 p.m.		Pharmacy – MHS 3 p.m. to 4 p.m.
3:15 p.m.		Break	
3:30 p.m.			
3:45 p.m.			
4 p.m.		Waiver Roundtable 4 p.m. to 4:30 p.m.	
4:15 p.m.			
4:30 p.m.			
4:45 p.m.			
5 p.m.			

Note: Registration and booths are open from 8 a.m. until 4 p.m.

Indiana Health Coverage Programs 2005 Provider Seminar Registration Form

Registration Deadline: September 16, 2005
Fax to: (317) 488-5376 or Mail to: EDS IHCP Seminars, PO Box 7263, Indianapolis, IN 46207-7263
 If you have questions, please call (317) 488-5072

Instructions

Please print or type the information requested. Submit a separate form for each registrant (one registrant per form). Providers may register only two individuals per provider number.
 Please use a checkmark to indicate the sessions you wish to attend. Registrants can only attend one session during each time period. Registration forms received with requests for more than one session at the same time will be fulfilled for only one of those sessions.

Registrant Information

Name of Registrant		Provider Number
Provider Name		
Provider Address		
City	State	ZIP
Provider Telephone Number	Fax Number	E-mail Address

Seminar Sessions Monday, October 3, 2005

Seminar Sessions Tuesday, October 4, 2005

<input type="checkbox"/> 8 a.m. to 4 p.m.	DME	<input type="checkbox"/> 8 a.m. to 4 p.m.	CMS-1500
<input type="checkbox"/> 8 a.m. to 1:45 p.m.	Transportation	<input type="checkbox"/> 8:15 a.m. to 9:30 a.m.	Medical Policy
<input type="checkbox"/> 9 a.m. to noon	IHCP 101	<input type="checkbox"/> 8:30 a.m. to 11 a.m.	Spend-down
<input type="checkbox"/> 11:15 a.m. to 12:15 p.m.	MRT and PASRR	<input type="checkbox"/> 9:45 a.m. to 11 a.m.	Restricted Card Program
<input type="checkbox"/> 1:15 p.m. to 3:15 p.m.	Web interChange	<input type="checkbox"/> 11:15 a.m. to 12:30 p.m.	SUR
<input type="checkbox"/> 2 p.m. to 4:30 p.m.	Spend-down	<input type="checkbox"/> Noon to 2 p.m.	Web interchange
<input type="checkbox"/> 3:30p.m. to 4:30 p.m.	Mental Health	<input type="checkbox"/> 1 p.m. to 2:15 p.m.	Prior Authorization
		<input type="checkbox"/> 2:15 p.m. to 4:15 p.m.	Dental
		<input type="checkbox"/> 2:30 p.m. to 3:30 p.m.	HIPAA Updates
		<input type="checkbox"/> 3:45 p.m. to 4:45 p.m.	Provider Enrollment

Seminar Sessions Wednesday, October 5, 2005

<input type="checkbox"/> 8 a.m. to 4 p.m.	UB-92
<input type="checkbox"/> 8 a.m. to 4 p.m.	Pharmacy
<input type="checkbox"/> 8:15 a.m. to 9:15 a.m.	Who, What, Where, and When
<input type="checkbox"/> 9:30 a.m. to 10:30 a.m.	TPL
<input type="checkbox"/> 11 a.m. to 12:30 p.m.	Prior Authorization of Traditional Medicaid Home Health Services
<input type="checkbox"/> 1 p.m. to 2:30 p.m.	Waiver Enrollment and Billing Updates
<input type="checkbox"/> 2:45 p.m. to 3:45 p.m.	Waiver Audit Review
<input type="checkbox"/> 4 p.m. to 4:30 p.m.	Waiver Roundtable