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

To: **All Providers**

Subject: **Implementation of Paperless Provider Communications**

Overview

To move to a greener, paperless operating environment, the Indiana Health Coverage Programs (IHCP) will no longer print and mail certain provider communications. Effective September 1, 2009, the following provider communications will only be available online.

- Banner pages
- Newsletters (including the Drug Utilization Review Board newsletters)
- Bulletins
- Remittance Advices (RAs) generated by EDS

The IHCP will also no longer print Claim Correction Forms (CCFs) effective September 1, 2009. Providers can resubmit denied claims with corrections through the existing claims billing process.

Bulletins, Banner Pages, and Newsletters

Bulletins, banner pages, and newsletters (including the Drug Utilization Review Board newsletters) are currently published online in addition to being printed and mailed to providers. On or after September 1, 2009, providers will still be able to access these documents on the IHCP Provider Web site at http://www.indianamedicaid.com. Online access to these documents has several advantages:

- Faster access to information – providers do not have to wait to receive the mailed version of the document. As soon as the information is published online, it is available to the provider community.
- Search capability – providers can search for bulletins, banner pages, and newsletters by document name or keyword.

> *Note: Providers can also receive an e-mail when these documents are posted to the Web site. To receive the automated e-mail, providers **must** enroll in IHCP's E-mail Notifications. To enroll, go to http://www.indianamedicaid.com/ihcp/mailing_list/default.asp, choose **Open New Account**, and follow the online instructions. Providers that are already enrolled should verify that their e-mail addresses are correct.*

Weekly Remittance Advice Documents

RAs are currently printed and mailed to the provider's *Pay To* address weekly. On or after September 1, 2009, RAs will no longer be printed. Instead, all providers will be able to access their RAs online through Web interChange, which is a secure Web site. Accessing RAs on Web interChange has the following advantages:

- Faster access to information – providers will have electronic access to their weekly RAs through a secure Web site and will not need to wait to receive paper RAs.

- Wider access to information – currently, one copy of the RA is mailed to the provider's *Pay To* address. With paperless RAs, any member of the provider's staff **with the proper security access** will be able to access the data online. Providers control security access to their information via an administrative account on Web interChange.

- For long-term care (LTC) providers, RAs printed on plain paper will satisfy the requirement for Medicare's cost reporting process. Currently, LTC providers have to do cost reporting to Medicare to collect payment for coinsurance that Medicaid pays at zero. This is called an Exhibit 5, and Medicare requires the gray and white original Medicaid RA in the documentation. After implementation of the paperless RA, the LTC providers can print the RAs from their usual source to send to Medicare.

- Access to previous RAs – a **rolling four weeks** of paperless RAs will be available online. New RAs will be available each Monday.

- Copies of the RAs in Adobe PDF format may be saved to providers' personal storage devices for future reference.

The paper checks that are mailed with the current RAs will continue to be mailed on or after September 1, 2009, for providers not enrolled in electronic funds transfer (EFT).

Web interChange Access

Providers that do not have access to Web interChange are encouraged to apply as quickly as possible to ensure that access to Remittance Advices is not interrupted. This can be done before September 1, 2009. The approval process will take seven to 10 business days.

To determine if your organization has a Web interChange administrator, use the *Administrator Listing* function located at https://interchange.indianamedicaid.com.

Each user accessing Web interChange is required to have a unique user ID. To obtain a Web interChange user ID and password, go to the Web interChange logon screen at https://interchange.indianamedicaid.com and click **How To Obtain An ID**.

Read and complete the Web interChange *Administrator Request Form* and the required owner letter, and submit them to the address listed at the top of the form. The form and letter can also be faxed to (317) 488-5185.

The designated administrator will be notified by e-mail when his or her user ID and password have been activated for Web interChange.

> *Note: Instructions on how to access paperless RAs through Web interChange will be provided at a later date.*

Additional Information

Below are additional key points about the implementation of paperless communication:

- After the implementation, paper checks will continue to be printed and mailed to the provider's *Pay To* address for providers not enrolled in EFT.

- Receipts for electronic funds transfer (EFT) are currently mailed with RAs. The EFT receipts will no longer be mailed effective September 1, 2009.

Additional information about paperless communication will be provided in future banner pages and newsletters.

Contact Information

If you have questions about this bulletin, please contact Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278.

For additional information about Web interChange, please contact the EDS EDI Solutions Help Desk at (317) 488-5160 in the Indianapolis local area or toll-free at 1-877-877-5182.

If you need additional copies of this bulletin, please download them from the IHCP Web site at http://www.indianamedicaid.com/ihcp/Publications/bulletin_results.asp. To receive e-mail notifications of future IHCP publications, subscribe to the IHCP E-mail Notifications at http://www.indianamedicaid.com/ihcp/mailing_list/default.asp.