IHCP *bulletin*

Using the Omni Eligibility System with HIPAA 5010

This bulletin provides the following information about the Omni Eligibility System:

- Overview of enhancements to the Omni Eligibility System for compatibility with Health Insurance Portability and Accountability Act (HIPAA) version 5010

- Instructions for downloading enhancements to an Omni terminal

- Instructions for additional updates needed to the Omni terminal

- Information for user support

HIPAA 5010 overview

The American National Standards Institute (ANSI) HIPAA version 5010 is a new set of standards that regulates the electronic transmission of specific healthcare transactions, including member eligibility, claims, claim status, and Remittance Advices. Covered entities, such as health plans, healthcare clearinghouses, software vendors, and healthcare providers are required to conform to HIPAA 5010 standards.

Overview of changes to the Omni Eligibility System

On **December 29, 2011**, the Omni Eligibility System, used to verify Indiana Health Coverage Programs (IHCP) eligibility, will be updated for compatibility with HIPAA version 5010. The HIPAA 5010 version of the eligibility transaction will return the requesting provider taxonomy code if the taxonomy code is included on the eligibility request. This is the only visible change Omni users will see.

To activate the version 5010 changes, all providers using the Omni System must download the enhancements to their Omni terminals **on or after December 29, 2011**. If attempted before that date, the 5010 version of the software will not be available for download. No previous versions of the Omni software will be functional after the full implementation of HIPPA 5010.

Instructions for downloading enhancements to your Omni terminal

The following table provides complete instructions for downloading enhancements to your Omni terminal. Carefully read the instructions and complete the steps in the order listed. This process must be performed on all Omni terminals and will take 15 to 20 minutes to complete.

Omni download process

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press **7**.
2	MAINTENANCE	Press **FUNC/ENTER**.
3	SET DATE/TIME	Press FUNC/ENTER.
4	(Y or N)	Press # for no.
5	PROV KEY CHANGE	Press FUNC/ENTER.
6	(Y or N)	Press # for no.
7	RETRY PRINTER	Press the FUNC/ENTER key.
8	(Y or N)	Press # for no.
9	CHANGE CONFIG	Press FUNC/ENTER.
10	(Y or N)	Press # for no.
11	INFO DISPLAY	Press FUNC/ENTER.
12	(Y or N)	Press # for no.
13	ACTIVITY REPORT	Press FUNC/ENTER.
14	(Y or N)	Press # for no.
15	KEY BEEP ON/OFF	Press FUNC/ENTER.
16	(Y or N)	Press # for no.
17	DOWNLOAD	Press FUNC/ENTER.
18	(Y or N)	Press * for yes.
19	Dial 18009319001, or Dial 9,18009319001	No action required
20	CONNECTED	No action required
21	START DOWNLOAD	The telephone line connection to the Omni terminal must not be interrupted during this time. The terminal will display START DOWNLOAD for approximately 15 to 20 minutes.
22	DOWNLOAD SUCCESS	Download is complete.* Press CLEAR twice.
23	IS PRINTER OK	If a printer is connected to the Omni terminal, press * twice for yes. If there is no printer connected, press # twice for no.

** If you receive the message "**DOWNLOAD FAILED**," contact the Indiana Omni Support Help Desk toll-free at 1-800-284-3548 or locally at (317) 488-5051.*

Additional instructions

If the telephone line connection to your Omni terminal requires that you dial an access code (for example, "9") to gain access to an outside line, the access code must be added to the Omni terminal's dial-out telephone number after the download is successful. The following table contains complete instructions for adding an access code to the Omni system configurations.

Adding an access code to the Omni system

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7.
2	MAINTENANCE	Press FUNC/ENTER.
3	SET DATE/TIME	Press FUNC/ENTER.
4	(Y or N)	Press # for no.
5	PROV KEY CHANGE	Press FUNC/ENTER.
6	(Y or N)	Press # for no.
7	RETRY PRINTER	Press the FUNC/ENTER key.
8	(Y or N)	Press # for no.
9	CHANGE CONFIG	Press FUNC/ENTER.
10	(Y or N)	Press * for yes.
11	#PH = 18009319001	This is the dial-out phone number. To add the access code, press 8.
12	INPUT #PH	Type your specific access code (for example, 9). Press the * (Yes) key. Press the ALPHA key.
13	9, (or your access code, followed by a comma)	Type 18009319001.
14	9,18009319001 (or your access code, followed by a comma and 18009319001)	Press FUNC/ENTER.
15	#PP=	Press the CLEAR key.
16	WELCOME TO INAIM/SELECT A TRANS	Access code has been added. You may now send an eligibility transaction.

If your Legacy Provider Identifier (LPI) or National Provider Identifier (NPI) had been mapped to one particular key on the Omni keypad, your provider number must be remapped after the download is successful. The following table provides instructions for mapping a provider number (LPI or NPI) on the Omni keypad.

Mapping a provider number

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7.
2	MAINTENANCE	Press FUNC/ENTER.
3	SET DATE/TIME	Press FUNC/ENTER.
4	(Y or N)	Press # for no.
5	PROV KEY CHANGE	Press FUNC/ENTER.
6	(Y or N)	Press * for yes.
7	KEY NUMBER	Press the desired key (0-9).
8	Provider/NPI?	Press "P" (7 ALPHA), then press FUNC/ENTER to map the LPI, and complete Steps 8a and 8b. or Press "N" (6 ALPHA), then press FUNC/ENTER to map the NPI and complete Steps 8c, 8d, and 8e.
Complete Steps 8a and 8b if "P" was pressed in Step 8 for LPI.		
8a	Provider ID	Type the nine-digit LPI and press FUNC/ENTER.
8b	Location Cd A	Press FUNC/ENTER to send location code "A." If the user has a location code other than A, it must be entered here. To enter an alpha character, press the key that contains the letter and press the Alpha|Print key until the desired letter appears on the display, then press FUNC/ENTER. Proceed to Step 9.
Complete Steps 8c, 8d, and 8e if "N" was pressed in Step 8 for NPI.		
8c	NPI	Type 10-character NPI and press FUNC/ENTER.
8d	ZIP	Type nine-digit ZIP Code and press FUNC/ENTER. To skip this input, just press FUNC/ENTER.
8e	TAXO	Type 10-digit taxonomy code that was reported to the IHCP with the NPI. To enter an alpha character, press the key that contains the letter and press the Alpha|Print key until the desired letter appears on the display, then press FUNC/ENTER. To skip this input, just press FUNC/ENTER.
9	K = X = NXXXXXXXXX or K = X =PXXXXXXXXX (Will display numbers keyed)	Verify that the key number and the LPI or NPI number are correct. Press FUNC/ENTER.
10	UPDATE KEY	Press FUNC/ENTER.
11	(Y or N)	Press * for yes.

User support

Contact the Omni Support Help Desk for assistance at (317) 488-5051 in the Indianapolis local area, or toll-free at 1-800-284-3548 from 8 a.m. to 5 p.m., Monday through Friday. Refer to Chapter 3 of the *IHCP Provider Manual* for additional information about using the Omni system for member eligibility verification.

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