



M E D I C A I D B U L L E T I N

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To: All Indiana Medicaid Providers

**Subject: Provider Consultant, Customer Assistance,
Automated Voice Response System, and Web Site
Updates**

Overview

This bulletin includes quick reference guides to EDS Client Services staff assignments and the options available through the EDS Customer Assistance Automated Attendant, the Automated Voice Response systems, and the Indiana Medicaid Web site.

Customer Assistance Automated Attendant

Table 1.1 describes the options offered by the EDS Customer Assistance Automated Attendant. This user-friendly menu option quickly directs calls to the appropriate customer assistance specialist.

Indiana Medicaid providers may reach the EDS Customer Assistance Unit at the following times and telephone numbers.

- 7:30 a.m. to 6 p.m. EST (Indianapolis local time)
- Monday through Friday (excluding holidays)
- 1-800-577-1278, or (317) 655-3240

Note: The toll free number is available throughout Indiana (except the 317 area code), Michigan, Ohio, Kentucky, and Illinois. Providers in non-contiguous states must use the local Indianapolis number.

Table 1.1 - Customer Assistance Automated Attendant

Inquiry Type	Description
Basic Claim Status	<ul style="list-style-type: none"> • <i>Simple claim status</i>
Complex Claim Issues	<ul style="list-style-type: none"> • <i>Crossover inquiries</i> • <i>Denial explanation</i> • <i>Prior authorization claims denial inquiries</i>
Recipient Eligibility Inquiries From Providers	<ul style="list-style-type: none"> • <i>Recipient managed care inquiries</i> • <i>Recipient eligibility inquiries</i> • <i>Case worker inquiries</i>
Provider Enrollment Inquiries	<ul style="list-style-type: none"> • <i>Basic provider enrollment questions</i> • <i>Claim form requests</i> • <i>Provider questions about provider holds or liens</i>
Financial Inquires	<ul style="list-style-type: none"> • <i>Checkwrite status</i> • <i>Remittance advice questions</i> • <i>Accounts receivable questions</i> • <i>Adjustment inquiries</i> • <i>Electronic funds transfer inquiries</i> • <i>Stop-pay and cash advance inquiries</i>
Medical Services Inquiries	<ul style="list-style-type: none"> • <i>Covered service inquiries</i> • <i>Reference data clarification such as HCPC, modifier, diagnosis code inquiries</i>
Other Inquiries	<ul style="list-style-type: none"> • <i>Electronic Claims Submission (ECS) inquiries</i> • <i>Special inquiries</i> • <i>Claim denial clarification for third-party liability</i> • <i>Basic claims submission information, such as appropriate P.O. for claim type.</i>

Note: Recipients who have questions should be referred to the recipient hotline at 1-800-457-4584 or (317)-713-9627.

Provider Consultant Staff by Geographic Region

As previously announced in transition bulletin #T98-01 from July 1998, EDS increased its Medicaid provider consultant staff to 15 representatives, effective January 1, 1999. The map found in Figure 1.1 and Table 1.2 identify the five geographic regions served by the EDS provider field consultants. Tables 1.3 and 1.4 list EDS in-house provider relations staff and their assignments.

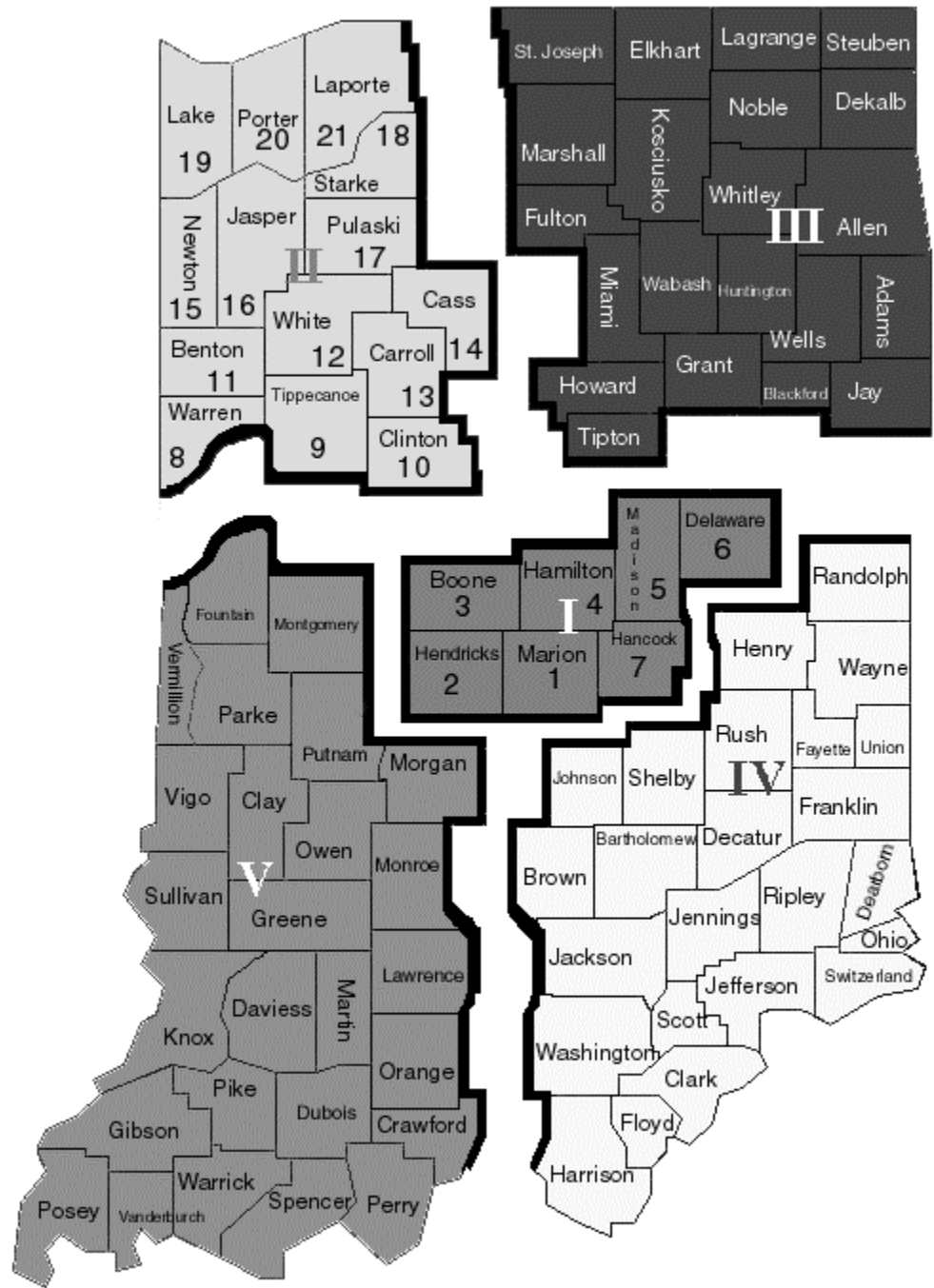


Figure 1.1 – Indiana Geographic Areas

Table 1.2 – Field Consultants by Region

Territory	Region	Name	Claim Type Specialty	Extension	Counties
Central	I	Jenni Albers	HCFA 1500	(317) 488-5303 x 3311	Marion
		Cindy Adams	HCFA 1500	(317) 488-5303 x 3302	Hendricks, Boone, Hamilton, Madison, Delaware, and Hancock
		Debbie Williams	UB92	(317) 488-5303 x3300	All counties in Region I
Northwest	II	Brock Hunter	HCFA 1500	(317) 488-5303 x3310	Warren, Tippecanoe, Clinton, Benton, White, Carroll, and Cass
		Karen Catullo	HCFA 1500	(317) 488-5303 x3303	Newton, Jasper, Pulaski, Starke, Lake, Porter, and LaPorte
		Michael Colby	UB92	(317) 488-5303 x3304	All counties in Region II
Northeast	III	Theresa Lewis	HCFA 1500	(317) 488-5303 x3306	All counties in Region III
		Lisa Hatton	UB92	(317) 488-5303 x3309	All counties in Region III
Southeast	IV	Tina King	HCFA 1500	(317) 488-5303 x3305	All counties in Region IV
		Robin Long	UB92	(317) 488-5303 x3307	All counties in Region IV
Southwest	V	Kathy Arguilla	HCFA 1500	(317) 488-5303 x3301	All counties in Region V
		Pam Martin	UB92	(317) 488-5303 x3308	All counties in Region V

Table 1.3 – Provider Relations Managers

Title	Name	Phone
Director	Karen Hickman	(317) 488-5112
Supervisor	Bob McDaniel	(317) 488-5371

Table 1.4 – In-house Consultants by Specialty

Specialty	Name	Phone
Managed Care (Hoosier Healthwise)	Sarah Murphy	(317) 488-5056
Waiver, 590, Dental, Pharmacy, and FQHC	Jo McKinnis	(317) 488-5072
Healthwatch, Care Coordination, and Out-of-State	Melinda Glanton	(317) 488-5103

Automated Voice Response System Options

The Automated Voice Response (AVR) system is available nearly 24 hours a day, seven days a week, via touch-tone phone. The AVR system allows providers to verify recipient eligibility, benefit limitations, weekly checkwrite, claims status, and prior authorization request status. The claim status option was added in January 1999, and can be accessed by entering either an internal control number (ICN) or the recipient identification number (RID), from date of service, through date of service, and the exact billed amount. A step-by-step description of the claim status option was included in transition bulletin #T98-05 from December 11, 1998. Through this option, providers can receive the following information:

- Claims status (paid, denied, or suspended)
- Status date
- ICN, when applicable
- Amount paid for claims with paid status

The AVR system is accessible at the following times and telephone number:

- 5 a.m. to 1 a.m. EST (Indianapolis local time)
- Seven days a week
- (317) 692-0819 or 1-800-738-6770

Indiana Medicaid Web Site

To assist in establishing a better understanding of the Indiana Web site, Figure 1.2 shows some of the features of the new site. Some of the visual effects, such as scrolling and drop down boxes for further information, could not be reproduced. To view the Web site in its entirety, visit www.indianamedicaid.com.

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Welcome

The **Office of Medicaid Policy and Planning (OMPP)** finances basic, cost-effective medical services for low-income residents of the State of Indiana. This is done in accordance with State and Federal requirements and at a reasonable cost to Indiana's taxpayers, by providing insurance coverage for health care and making timely and accurate payments to providers of health care services.

Additional Information

- [Who do I contact for more information?](#)
- Visit our friends at [Access Indiana](#).

Site best experienced at a resolution of 1024x768 and using a 4.0 (or later) browser. See instructions page for help installing a new web browser.
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This page was last updated on 04/19/99

Figure 1.2 – Indiana Medicaid Web Site

Questions

If you have any questions regarding the information in this bulletin, please call EDS Customer Assistance at (317) 655-3240, or 1-800-577-1278. Visit the Indiana Medical Assistance Programs Web site at www.indianamedicaid.com.