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To: All Indiana Medicaid Providers with Clinical Laboratory Improvement Amendments Certificates

Subject: Clinical Laboratory Improvement Amendments Update Functionality

Overview

The purpose of this bulletin is to educate providers who are required to retain Clinical Laboratory Improvement Amendments (CLIA) certificate information. All CLIA information is entered into the IndianaAIM System and the information provided in this bulletin will outline the new process to update their CLIA information in the system. The information in this bulletin includes the following:

- The date EDS will begin updating CLIA information and from where the information will come
- The types of information EDS will receive from the Online Survey Certification and Reporting (OSCAR) database
- The responsibilities for using procedures to handle information discrepancies
- The most frequently asked questions pertaining to the new update process

CLIA Information Updates

EDS will receive information for the purpose of updating existing CLIA information in the IndianaAIM System from the Health Care Financing Administration's (HCFA) OSCAR database (the database which maintains provider information for HCFA). This information will be received and applied to the appropriate provider record in the IndianaAIM System. The updates will be applied through an electronic data interface with the OSCAR database. EDS will begin receiving electronic information from the OSCAR database on **June 14, 1999**.

Once the initial download of CLIA information from OSCAR has been completed, EDS will continue to download information on a weekly basis. Receiving CLIA information from OSCAR on a weekly basis allows EDS to maintain the most current CLIA information in the IndianaAIM System. Providers who have complied with the requirements set forth in the bulletin of June 6, 1998 (E98-16), which addresses new HCFA regulations governing CLIA and claims processing, will experience quicker turnarounds for CLIA information updates in the IndianaAIM System.

Some providers have not yet responded to the new HCFA guidelines governing CLIA and claims processing. **These providers may do so by sending a copy of their current CLIA certificate and corresponding provider number and alpha suffix location which matches the service location on the CLIA certificate to the following address:**

EDS
P.O. Box 68420
Indianapolis, Indiana 46268-0420
Attention: Provider Enrollment Unit

CLIA Information Applied to the IndianaAIM System

The types of CLIA information EDS receives from the OSCAR database are listed below:

- Effective date
- Expiration date
- Certificate type

Each provider that has complied with the requirements in bulletin E98-16 has a CLIA number in the IndianaAIM System. The CLIA number is the key element used to match data from the OSCAR database; therefore, it is essential for ongoing CLIA updates that the CLIA number on the IndianaAIM system be accurate. Each time OSCAR records a change in effective and expiration dates and/or CLIA certificate type; a new record will be entered into the IndianaAIM System.

Responsibilities for Handling Discrepancies

In the event CLIA information received from the OSCAR database is deemed by the provider to be inaccurate, the following procedures must be followed in order to resolve the discrepancy:

1. Upon receipt of a renewed or updated CLIA certificate by a provider, the provider should verify the accuracy of the information on the certificate. If a discrepancy is noted on the certificate, the provider may contact the Indiana State Department of Health (ISDH) at (317) 233-7495, (317) 233-7502, or (317) 233-1286, to report the discrepancy. Providers are also encouraged to fax any corrections regarding CLIA to ISDH (317) 233-7457. Providers may also send any corrections regarding CLIA to ISDH at the following address:

Indiana State Department of Health
2 North Meridian Street, Section 4A
Indianapolis, Indiana 46204

2. If the provider recognizes that EDS has received information from the OSCAR database that is inaccurate, please contact the Indiana State Department of Health to report the discrepancy. Once the discrepancy has been corrected or resolved, EDS will capture the change in CLIA information the following week as part of its weekly download to update of CLIA information.
3. The provider community is advised that EDS will not be making any ongoing manual updates to any CLIA information. Because HCFA considers the OSCAR database to be the master file of CLIA information, EDS cannot make CLIA information updates without OSCAR validating the changes. EDS will still need to enter all CLIA numbers upon initial enrollment, but any changes made after initial enrollment will be made by the weekly update of CLIA information from OSCAR.

Frequently Asked Questions

The following paragraphs document the most frequently asked questions pertaining to the new OSCAR/IndianaAIM interface. Additional questions not addressed in this bulletin will be addressed in future banner page articles.

Question: What types of CLIA information will EDS receive from OSCAR?

Answer: EDS will receive the following information from OSCAR: effective dates, expiration dates, and CLIA certificate types.

EDS will not be able to download CLIA numbers. The provider's assigned CLIA number is a necessary link to receive CLIA information and must be loaded initially. If

your provider number has not had a CLIA number entered on it initially, please follow the instructions outlined on page 2 that address sending in CLIA certificates.

Question: How often will EDS receive CLIA update information?

Answer: Initially, EDS will be conducting a sweep of all CLIA numbers in the IndianaAIM System to update CLIA information to match the information in OSCAR. After the initial sweep, the CLIA update process will continue on a weekly basis.

Question: What if the information I receive from HCFA regarding my CLIA certificate is inaccurate or the information received by EDS is inaccurate?

Answer: In the event of either scenario, the provider must contact the Indiana State Department of Health via one of the previously mentioned methods immediately and report the discrepancy. Once the issue is resolved, please allow EDS approximately two to three weeks (to allow the change to be entered in OSCAR) for the OSCAR update to take effect in the IndianaAIM System.

Question: Do providers need to continue to send hard copies of their CLIA certificate after their initial certificate has been entered into the IndianaAIM System.

Answer: Once a provider has their CLIA number entered into the IndianaAIM System, no hard copies of future certificates will need to be sent to EDS after **June 14, 1999**. The information retrieved from the OSCAR database will update your CLIA information in the IndianaAIM System as long as there is a CLIA number loaded initially.

If you have any other related CLIA questions, please contact Customer Assistance at 1-800-577-1234, or (317)-655-3240. Your attention and cooperation in this matter will ensure the new process to receive CLIA information from the OSCAR database is a success.