



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

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To: All Providers

Subject: Package C Program Training Schedule

Overview

The following information is included in this bulletin:

- Overview of Package C- Children's Health Plan
- Package C Enrollment
- Eligibility Verification Systems Benefit Limitations
- Clarification to Statement in Package C Overview Bulletin
- Training Information
- Workshop Registration

On January 1, 2000, the State of Indiana will implement one of the most significant health care programs since the introduction of the Medicaid Program in 1965. This new program offers families with children under the age of 19, who are without creditable health insurance coverage and whose family income is between 150 to 200 percent of the Federal poverty level, affordable health care coverage. The Hoosier Healthwise Package C- Children's Health Plan will offer approximately 40,000 children in the State of Indiana access to age appropriate preventive, primary, and acute medical services from participating providers. The Indiana Medical Assistance Programs have used the introduction of this new benefit package to restructure the Medicaid program, the most notable change is the name of the program. Effective January 1, 2000, the Indiana Medical Assistance Programs will be referred to as the Indiana Health Coverage Programs.

Hoosier Healthwise Package C Enrollment

The Hoosier Healthwise Package C- Children's Health Plan will require premium payment for health care coverage. The child's family will have the option of paying the premium on a monthly, quarterly or annual basis. Only after the premium is paid will actual eligibility information be transferred to the IndianaAIM system. The members enrollment will continue as long as premium payments are received and the child continues to meet the other eligibility requirements. Enrollment will be terminated for non-payment of premiums after a 60-day grace period.

An example of the 60-day grace period is as follows: If a child is enrolled in Package C in January and the family fails to pay the premiums for February and March, all covered health care services provided during January, February, and March will be covered. During this time, the member will be shown as eligible in the Eligibility Verification System (EVS). However, the child will be disenrolled from the program at the end of March. If in August the family decides that they want to reinstate the child into Package C, the family will have to pay the premiums that they owe from February and March, as well as the premium for August, and then coverage will resume. Any services rendered to the child during the months of April, May, June or July will not be covered by Package C.

Newborns born to Package C members will not automatically be eligible for Hoosier Healthwise Package C coverage. An application process will be necessary to determine the infants eligibility for Package A or Package C. Newborns who are eligible for Package A may receive up to three months of retroactive coverage. Newborns enrolled in Package C will receive coverage beginning the month of application.

Eligibility Verification System Benefit Limitations

Effective January 10, 2000, benefit limitation information will change on all Eligibility Verification Systems (EVS): Automated Voice Response (AVR), OMNI, and National Electronic Claims Submission (NECS). Benefit limitation information for eyeglasses will be available to providers to verify if individuals have received glasses in the past year if they are 18 years old and younger or in the past two years if they are 19 years old and over. Due to space constraints on the EVS, this benefit limitation information will replace benefit limitation information relating to physician office visits and chiropractor office visits. Physician office visits are limited to 20 visits per year before

prior authorization must be obtained and chiropractor office visits are limited to five visits per year.

Physician office visits can be tracked by each physician office through the billing provider number because the 20 visits are accumulated under the billing number.

Chiropractors planning to provide an office visit for a new patient should write to the EDS Written Inquiry Unit at the address listed below to determine the number of office visits previously billed for an individual:

EDS Written Inquiry Unit
P.O. Box 68420
Indianapolis, IN 46268

This must be done prior to seeing the patient to verify if the individual has already received the limit of five office visits. An analysis of chiropractor office visits billed to the Indiana Health Coverage Programs (IHCP) determined that individuals received an average of approximately three office visits per year.

Physician and chiropractor office visits benefit limitation information will again be available on AVR, OMNI, and NECS in June 2000.

Clarification to Statement in Package C Overview Bulletin

In the Package C Overview Bulletin, BT199928, dated October 29, 1999, please refer to page 16, under the subheading Coverage, describing the Package C covered services. The Mental health/substance abuse services section should be clarified to read:
Coverage for outpatient office visits is limited to a maximum of 30 per year, per member, *without* prior authorization. An additional 20 office visits are available *with* prior authorization.

Training Information

EDS is pleased to announce a series of Indiana Health Coverage Programs training sessions developed by EDS, the Office of Children's Health Insurance Program (CHIP Office), and the Office of Medicaid Policy and Planning (OMPP). These training sessions will cover the following topics:

- Overview of the Indiana Health Coverage Programs
- Comprehensive training on the new Hoosier Healthwise Package C-Children's Health Plan
- Understanding member eligibility verification
- Explanation of new benefit codes
- Question and answer session

The training sessions will be conducted on the new program restructuring, member eligibility, and covered and non-covered benefits since the impact on claims submission and reimbursement is minimal.

Note: All information provided in the training sessions is available in the provider bulletin BT199928 regarding Hoosier Healthwise Package C Overview dated October 29, 1999. Access to this bulletin and other Indiana Health Coverage Programs information is also available at www.indianamedicaid.com.

On January 10, 2000, the member eligibility accessed on the Automated Voice Response (AVR), National Electronic Claims Submission (NECS), and OMNI systems will change. These changes will be thoroughly reviewed during the training sessions. EDS recommends providers attend one of these training sessions to review vital program information such as member eligibility and covered benefits.

The OMPP, the CHIP Office, and EDS are dedicated to minimizing the effect of these changes on the provider community and ensuring a smooth implementation of the new Hoosier Healthwise Package C-Children's Health Plan. The following pages provide detailed information regarding training session registration.

Workshop Registration Information

The Indiana Health Coverage Programs training sessions will begin on December 16, 1999, and are scheduled through March 2000. The training sessions are free of charge to the provider community and will be offered at several locations throughout the state of Indiana. There will be morning sessions from 9 a.m. to 12 p.m. and afternoon sessions from 1 p.m. to 4 p.m. for each date.

Providers need to indicate provider workshop preference by referring to the session number corresponding to the morning or afternoon session for the date, city, and location listed. Providers should *register two weeks prior to the workshop date* to ensure availability of a seat and materials. If the seating capacity has been met prior to receipt of a provider's registration, a notification letter will be sent to notify the provider that the workshop is no longer available due to the capacity. Providers are encouraged to register for a different workshop.

Provider Workshop Schedule Dates and Locations

In the table listed below are the workshop dates and locations. There are two sessions on each date. The session A is scheduled from 9 a.m. to 12 p.m. Session B is scheduled from 1 p.m. to 4 p.m. Additional time will be allowed if necessary for questions.

Table 1.1 - Schedule of Training Sessions

Session Number		Session Date	City	Location
Morning	Evening			
1	2	December 16, 1999	Jeffersonville	Clark Memorial Hospital Conference Center
3	4	December 17, 1999	Indianapolis	Indiana Government Center Auditorium
5	6	December 20, 1999	Crown Point	Marian Education Center, St. Anthony Hospital
7	8	January 5, 2000	Dyer	St. Margaret Mercy Hospital Auditorium
9	10	January 6, 2000	East Chicago	St. Catherine Hospital Professional Building
11	12	January 12, 2000	Evansville	Deaconess Hospital Auditorium (inside hospital)
13	14	January 13, 2000	South Bend	Memorial Hospital Auditorium
15	16	January 18, 2000	Crown Point	Marian Education Center, St. Anthony Hospital
17	18	January 19, 2000	Columbus	Columbus Regional Hospital Auditorium
19	20	January 19, 2000	Dyer	St. Margaret Mercy Hospital Auditorium
21	22	January 21, 2000	Richmond	Reid Memorial Hospital Auditorium
23	24	January 25, 2000	Terre Haute	Union Hospital Auditorium

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Table 1.1 - Schedule of Training Sessions (Continued)

Session Number		Session Date	City	Location
Morning	Evening			
25	26	January 27, 2000	Indianapolis	St. Vincent Hospital Petticrew Auditorium
27	28	February 1, 2000	Jeffersonville	Clark Memorial Hospital Conference Center
29	30	February 2, 2000	Cincinnati	Drakes Center Conference Center
31	32	February 2, 2000	Ft. Wayne	John Young Center
33	34	February 10, 2000	Munster	Community Hospital Auditorium
35	36	February 10, 2000	Columbus	Columbus Regional Auditorium
37	38	February 15, 2000	Muncie	Ball Memorial Hospital Auditorium
39	40	February 16, 2000	Evansville	Deaconess Hospital Auditorium (inside hospital)
41	42	February 17, 2000	Logansport	Logansport Memorial Hospital Conference Room
43	44	February 22, 2000	Indianapolis	Methodist Hospital Auditorium
45	46	February 23, 2000	Terre Haute	Union Hospital Auditorium
47	48	February 24, 2000	Bloomington	Bloomington Hospital Auditorium
49	50	February 24, 2000	Lafayette	Home Hospital Kathryn Weil Center
51	52	February 29, 2000	Kokomo	St. Joseph Hospital
53	54	March 2, 2000	Merrillville	Methodist Hospital Southlake Auditorium
55	56	March 7, 2000	Valparasio	Education Center of Porter Memorial Hospital
57	58	March 9, 2000	South Bend	Memorial Hospital Auditorium
59	60	March 9, 2000	Jeffersonville	Clark Memorial Hospital Conference Center
61	62	March 14, 2000	Indianapolis	Methodist Hospital Auditorium
63	64	March 15, 2000	Lafayette	Home Hospital Kathryn Weil Center
65	66	March 16, 2000	Ft. Wayne	John Young Center
67	68	March 16, 2000	Bloomington	Bloomington Hospital Auditorium
69	70	March 21, 2000	Indianapolis	St. Vincent Hospital Petticrew Auditorium

Workshop Directions

Table 1.2 - Directions to Training Session Locations

Workshop Location	Address	Direction
Bloomington	601 West Second Street Bloomington Hospital Auditorium Workshop will be at the hospital auditorium (812) 336-6821	Take Highway 37 to 2 nd Street and travel East following Hospital signs. From Highway 46 to College St. and travel South to 2nd Street. Travel west to the hospital.
Cincinnati	151 West Galbraith Rd. Drake Center Conference Center Main entrance, please follow conference center signs (513) 948-2500	From I-75 North or South take the Galbraith Road exit. Travel West one-half mile. From Ronald Reagan Cross County Highway, take the Galbraith Road exit and travel west two miles, or take the Galbraith/Winton Road exit and travel East one mile.
Columbus	2400 East 17 th Street Columbus Regional Hospital in Kroot Auditorium (812) 376-5315	From I 65 South to the US 31 South exit. Exit onto 31 South. Turn right on Highway 46 (Central Ave.). Turn left on 25 th Street and turn right on Hawcreek Street. From I 65 North to 46 West (Central Ave.) turn right on 17 th Street. Turn left on Hawcreek Street.
Crown Point	1201 South Main Street Marian Education Center St. Anthony Hospital Workshop will be held at the Marian Education Center Suite C&D (219) 738-2100	From I-65 North or South to 231 West to Main street. Travel South on Main Street to Hospital. Parking for Marian Education Center will be located on the East side of Hospital.
Dyer	24 Joliet Street. St. Margaret Mercy Hospital Workshop at the St. Frances Ward Auditorium (219) 865-2141	Take Route 30 to Hart Road. Hospital will be on the South side of Route 30.
East Chicago	4321 Fir Street Family Birthing Center of St. Catherine Hospital (219) 392-1700	From I-65 North, take I-80/94 West to Cline Street. Take Cline St. to Industrial Highway/Highway 12 exit. At the end of the exit ramp turn left at the stoplight onto Highway 12. At Sterk's grocery turn left. St. Catherine's will be on the right side of the road. Park on the North side of the hospital and enter through the covered entry for the Outpatient Center. Follow the signs to the Family Birthing Center.

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Table 1.2 - Directions to Training Session Locations (Continued)

Workshop Location	Address	Direction
Evansville	600 Mary Street Deaconess Hospital Auditorium inside hospital enter through main entrance, second corridor turn right, go to end of corridor. (812) 450-5000	Take Highway 41 North or South to Columbia or Virginia Street and travel West. Follow Hospital signs to Mary Street.
Fort Wayne	2109 East State Street John Young Center Located on the right hand side of street, diagonally across the street from the hospital. (219) 484-6636 x 29110	From I-69 North, take exit 112A south on Coldwater Road. Stay on Coldwater Road to Coliseum Blvd. Turn left onto Coliseum Blvd. Travel through two traffic lights and veer to the immediate right onto Anthony Blvd. Stay in the right lane, Turn right at the first light onto Randallia. The Dr. John Young Center is across the street diagonally from the hospital. From I-69 South and from I-69 West take exit 102A going east toward the city on US 24, which will eventually change names to Jefferson Boulevard. Travel on Jefferson Boulevard into the downtown area to Lafayette St. Turn left on Lafayette St. and continue travelling on North Lafayette. Turn right onto State Blvd to Randalia Dr. Turn right onto Randalia Dr.
Indianapolis	402 West Washington Street Indiana Government Center Lower level to conference center pass information desk. (317) 233-0800	From I-65 North- exit West Street onto Maryland Street, turn right onto Maryland Street, Indiana Government parking garage will be located on the left side of street. From I-65 South- exit West Street, turn left onto Maryland Street, Indiana Government parking garage will be located on the left side of street.
Indianapolis	I-65 at 21 st Methodist Hospital Workshop is located in the Petticrew Auditorium. (317) 929-2000	Take I-65 North or South exit at 21 st Street. Turn right onto Senate Ave.

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Table 1.2 - Directions to Training Session Locations (Continued)

Workshop Location	Address	Direction
Indianapolis	2001 West 86 th Street St. Vincent Hospital Workshop inside hospital auditorium. (317) 338-2345	Take I-465 East or West to Michigan Road. Travel South until 86 th Street and turn left. Turn right on Harcourt Road.
Jeffersonville	210 Sparks Ave. Clark Memorial Conference Center Take elevators to lower level turn right to conference center. (812) 283-6631	From I-65 North- take the Stansifer exit, turn right from exit. Turn right onto Spring Street, and turn right onto Sparks Ave. From I-65 South- take the Stansifer exit, turn left from exit. Turn right onto Spring Street and turn right onto Sparks Ave.
Kokomo	1907 West Sycamore Street St. Joseph Hospital Workshop located in the conference rooms A, C & D in the basement behind the cafeteria. (765) 452-5611	Take State Road 31 North or South through business district follow the hospital signs.
Lafayette	415 North 26 th Street Kathryn Weil Center/Home Hospital Workshop is located at the Kathryn Weil Building. (765) 449-5133	Take I-65 to State Road 26 West. State Rd 26 West will change names to South Street. Turn right on 26 th street, travel two blocks, the Kathryn Weil Center will be on the right.
Logansport	1101 Michigan Ave. Logansport Memorial Hospital Workshop located inside the hospital conference room. (219) 753-7541	Take Route 31 to Route 24 West. Follow Route 24 West through downtown to hospital. Hospital will be on the West side of the street.
Merrillville	8701 Broadway Methodist Hospital Southlake Workshop will be in the hospital auditorium (219)738-5500	From I-65 North or South take Route 30. Travel West to Broadway South. Turn left on Broadway. Hospital will be on the left side of the street.
Muncie	2401 University Ave. Ball Memorial Hospital Workshop in the auditorium at the hospital (317) 747-3111	Take I-69 to State Road 332. Travel East on McGalliard Road. Follow McGalliard Road to Tillotson Ave. Turn right onto Tillitson Ave. and follow the hospital signs. Parking is on the left near the dialysis center.

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Table 1.2 - Directions to Training Session Locations (Continued)

Workshop Location	Address	Direction
Munster	901 McArthur Boulevard Community Hospital Workshop inside hospital auditorium on the ground floor (219) 836-1600	Take I-80/94 East or West to Calumet Ave. Travel South on Calumet Ave. to Fisher Ave. Hospital will be on the East side of the street.
Richmond	1401 Chester Boulevard Reid Memorial Hospital Workshop at the hospital auditorium (812) 983-3184	Take I-70 East and West to US 27 South. Exit 151A to Chester Boulevard, turn right onto Chester Boulevard.
South Bend	615 North Michigan St. Memorial Hospital Workshop inside hospital auditorium (219) 284-7169	Take Highway 31 North to Downtown South Bend, to Michigan Street and Hospital is located on West side of street past Colfax Ave.
Terre Haute	1606 North 7 th Street Union Hospital Workshop inside hospital auditorium (812) 238-7000	Take Highway 41 North or Highway 41 South to 8 th Ave. Travel East on 8 th Ave. Hospital is located on the North side of the street.
Valparaiso	1401 Calumet Ave Porter Memorial Hospital Workshop inside the Education Center. (219) 465-4600	From I-65 North, take US-30 East exit (exit number 253A) towards Valparaiso. Merge onto US-30 East. Turn left onto IN-130. Turn slight left onto IN-130.

Indiana Health Coverage Programs



PROVIDER TRAINING SESSION
REGISTRATION FORM

Return this completed registration form by mail or fax to:

EDS Provider Services
P.O. Box 781205
Indianapolis In. 46268
Voice mail: 317-488-5303

To: Provider Relations CO/Dept EDS Provider Relations Fax 317-488-5376	Date	#Pages
	From:	
	Phone number:	
	Fax number:	

Please print or type the information requested.

Attendee Information:

Provider Number: _____

Provider Name: _____

Provider Address: _____

Provider Phone Number: _____

Email Address: _____

Contact Person: _____

Number of Attendees: _____

Session Number: _____