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To: All Indiana Medicaid Providers

Subject: Year 2000 Readiness

Overview

Indiana Medicaid Update E98-44, dated December 31, 1998, advised providers of actions being taken by administrative staff of the Indiana Medicaid Program and its contractors in response to Year 2000. You are all aware of the basic nature of the problem (essentially, computerized systems being able to recognize the year properly), so we will not further address that aspect in this bulletin. Rather, this bulletin is to bring you up to date regarding steps being taken by Indiana Medicaid to reduce the likelihood of “Y2K hassles” for Indiana Medicaid providers. **Please be sure to review this bulletin carefully**, as your doing so will further aid in making our joint transition into the forthcoming year a trouble-free one.

Medicaid Update No. E98-44 mentioned that the updates being done to Medicaid’s systems do not require you, the provider, to do anything; please be sure you understand that this is in the context of your interfaces with Medicaid’s systems, only. Conversely, it is very much the case that providers need to validate the Y2K readiness of *their own* systems and, to the extent they have control, those of their own contractors. The balance of this bulletin sets out what we have done regarding Y2K, what we will be doing regarding Y2K, actions we strongly suggest that providers undertake, and related information.

What We Have Done Regarding Y2K

Briefly stated, Medicaid and contractor administrative staff have undertaken the following:

- **Verified HCFA's requirements for our readiness** – HCFA-contracted auditors have evaluated our system and given it a low risk rating (from a high, medium, low risk scale).
- **Communicated with our "data exchange partners"** – These are the entities with whom we exchange information in some automated format. We are encouraging them to validate that their systems, like ours, are fully Y2K ready so that you, their customers, experience no Y2K-related disruptions in their business processes.
- **Reviewed and updated as necessary all IndianaAIM functionality to be Y2K ready** – EDS, as the state Medicaid fiscal contractor, performed an exhaustive review of the IndianaAIM system (the technology used by EDS to support the Medicaid business function) to verify that it is fully ready for the advent of Year 2000.
- **Verified Y2K readiness of electronic claims processes** – It is *critically* important that providers *continue to submit claims in the same format that is currently in use. Please do not change the format. Modifying your claim submission format will result in your claims not being processed.*
- **Tested the NECS software** – Upgrades to this software are being made. The software will be sent to providers as soon as possible. The projected release date of the upgraded software will be communicated soon.
- **Tested POS** – EDS's pharmacy "point of sale" system has been reviewed and determined to be fully Y2K ready and, as such, will not require modification for Y2K preparedness purposes.

What We Will Be Doing Regarding Y2K

- Finalizing business contingency plans that will be executed in the event that Y2K-related problems arise.
- Reviewing the results of EDS' Y2K testing efforts. OMPP contracted with an outside vendor for the purposes of this analysis.
- The Family and Social Services Administration (FSSA) contracted auditors are currently evaluating their own systems.

Actions We Strongly Suggest Providers Take Regarding Y2K

- Independently verify, to the best of your ability, the Y2K readiness of all your suppliers, especially that of any billing or software vendor you utilize. The best thing to do is not assume readiness on

the part of others; ask questions, seek information, and be thorough in your inquiring into the Y2K readiness of your other business partners. The readiness of their systems will have a direct impact on your business.

- Develop your own contingency plan that details what your business will do in the event of Y2K-related disruptions. Each individual business owner best knows the segments of his or her business that is most liable to Y2K-related disruptions. A comprehensive evaluation of your business, with a well-thought-out plan of action to undertake should Y2K-related problems arise, will go a long way toward ensuring a smooth transition to Year 2000, as well as provide you with a sense of security and satisfaction that you are as prepared as possible.
- Develop alternative processes. These are things that you can do now to minimize the impact of any Y2K-related problems. For example, if you schedule your appointments on a PC, print a hard copy of your schedule for the first two weeks of next year. DON'T hoard, but DO ensure that you have a stock of necessary supplies on hand that can be used in the event of Y2K-related problems.
- Although it is inherently obvious, it bears reiterating that extended care facilities must be prepared to support the needs of their patient population, should extended power outages occur. Contingency planning would logically include coordination with local hospitals and sources of transportation services.

Related Information

Providers may wish to consider contacting the following sources for additional Y2K information or assistance:

- The federal General Services Administration (GSA) Web site, www.itpolicy.gsa.gov/mks/yr2000/y2khome.htm offers valuable information to help you assess your building and infrastructure for Y2K readiness purposes.
- The federal Small Business Administration (SBA) Web site, www.sba.gov/financing/fry2k.html offers information on how to obtain SBA-guaranteed bank loans that may help small, for profit providers pay for a variety of Y2K-related needs, such as modifications or replacement of computer hardware and software, as well as related consulting services.
- The HCFA Y2K Web site, www.hcfa.gov/y2k, is yet another source of comprehensive information on the Y2K subject matter.

- Professional organizations such as your national, state, or local provider association may have resources that would be of assistance to you in your efforts to be fully Y2K prepared.

PLEASE TAKE SPECIAL NOTICE: Providers must continue to submit claims to the Indiana Medicaid Program using the same format that is in use today. Claims that do not conform to this requirement will not be processed.

Finally, we wish to reiterate that, while a tremendous amount of administrative resources have been dedicated to making our system fully ready for the advent of Year 2000, and we anticipate a smooth transition into the new millennium, we must all be well prepared to deal with problems that may arise. We must all do our respective parts to verify that Y2K-related disruptions are minimized to the greatest extent possible. In that regard, we will provide you with periodic updates and additional information regarding this important subject matter. In the interim, should you have any questions regarding the subject matter addressed by this bulletin, please contact EDS Client Services at 1-800-577-1278, or locally at (317) 655-3240.