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

BT200008   J A N U A R Y   5 ,   2 0 0 0

To: **All Indiana Health Coverage Programs Providers**

Subject: **Upgrade to OMNI Eligibility System and Necessary OMNI Terminal Downloads**

Overview

The purpose of this bulletin is to provide the following information:

- Overview of changes to the OMNI swipe card eligibility system

- Clarification of the implementation date of OMNI changes

- Instructions for the OMNI terminal download

Overview of Changes to the OMNI Swipe Card Eligibility System

Beginning **January 10, 2000**, the OMNI swipe card system for verifying eligibility will begin displaying the new Indiana Health Coverage Programs structure and associated benefits packages. For detailed changes to the OMNI display and printouts, please refer to *Bulletin BT199942, Package C Eligibility Verification System Update,* dated December 2, 1999.

Implementation Date of OMNI Changes

To activate the eligibility changes on the OMNI terminal it is necessary for all providers using the OMNI eligibility verification system to download their OMNI terminal **on or after January 10, 2000. Downloads must be completed before January 30, 2000**. All previous versions of the OMNI software will not be allowed beginning February 1, 2000.

OMNI Terminal Download Instructions

Table 1.1 provides complete instructions for downloading your OMNI terminal. Please carefully read the download instructions and complete the steps in the order listed. This download procedure will take 15−20 minutes to complete. The download procedure will need to be completed on all OMNI terminals.

> *Note: Do not download your terminal until on or after January 10, 2000. Downloads must be completed before January 30, 2000.*

Table 1.1 − Description of OMNI Response

Step	OMNI Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press the **7** key
2	MAINTENANCE	Press the **FUNC / ENTER** key
3	SET DATE / TIME	Press the **FUNC / ENTER** key
4	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 5.)
5	PROV KEY CHANGE	Press the **FUNC / ENTER** key
6	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 7.)
7	RETRY PRINTER	Press the **FUNC / ENTER** key
8	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 9.)
9	CHANGE CONFIG	Press the **FUNC / ENTER** key
10	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 11.)
11	INFO DISPLAY	Press the **FUNC / ENTER** key
12	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 13.)
13	ACTIVITY REPORT	Press the **FUNC / ENTER** key
14	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 15.)
15	KEY BEEP ON/OFF	Press the **FUNC / ENTER** key
16	(Yor N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 17.)
17	DOWNLOAD	Press the **FUNC / ENTER** key

(Continued)

Table 1.1 – Description of OMNI Response (Continued)

Step	OMNI Display Will Read	Action
18	(Y or N)	Press the ***** (Yes) key
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 at this time. The terminal will display "START DOWNLOAD" for approximately 15–20 minutes.
22	DOWNLOAD SUCCESS (Download is Complete)	Press the **CLEAR** key twice
23	IS PRINTER OK	If you have a printer connected to the OMNI, press the ***** (Yes) key twice. If you do not have a printer, press the **#** (No) key twice.

Download Failed Message

If you receive the message "DOWNLOAD FAILED," please call the Indiana OMNI Support Help Desk at 1-800-284-3548.

Additional Instructions

If the telephone line connection to your OMNI terminal requires a 9 or some other access code to access an outside line, that access code will need to be replaced in the OMNI's dial-out phone number after the download is successful.

Please complete the following instructions to add an access code to the dial-out phone number.

Table 1.2 – Adding an Access Code

Step	OMNI Display Will Read	Action
1	WELCOME TO INAIM/ SELECT A TRANS	Press the **7** key
2	MAINTENANCE	Press the **FUNC / ENTER** key
3	SET DATE / TIME	Press the **FUNC / ENTER** key

(Continued)

Table 1.2 – Adding an Access Code (Continued)

Step	OMNI Display Will Read	Action
4	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 5.)
5	PROV KEY CHANGE	Press the **FUNC / ENTER** key
6	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 7.)
7	RETRY PRINTER	Press the **FUNC / ENTER** key
8	(Y or N)	Press the **#** (No) key (No need to press the **ENTER** key at this time. Proceed to step 9.)
9	CHANGE CONFIG	Press the **FUNC / ENTER** key
10	(Y or N)	Press the ***** (Yes) key
11	#PH = 18009319001 or #PH = 9505829 Either number is correct, dependent upon your location in the state. You will use this number is Step 13.	Press the **8** key (Change key)
12	INPUT #PH	Enter 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	Key in **18009319001** or **9505829** This number is dependant upon which number you had in your configuration. Use the number displayed in Step 11.
14	9,18009319001 or your access code followed by a comma and 18009319001. or 9,9505829 or your access code followed by a comma and 9505829.	Press the **FUNC / ENTER** key
15	#PT = 04	Press the **CLEAR** key
16	WELCOME TO INAIM/ SELECT A TRANS	Access code has been added. You may now send an eligibility transaction.

If you have any questions concerning these instructions, please call the
Indiana OMNI Support Help Desk at 1-800-284-3548.