



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

BT 200016

MAY 5, 2000

To: All Indiana Health Coverage Programs Providers

Subject: Indiana Health Coverage Programs Seminars

Overview

The Office of Medicaid Policy and Planning (OMPP), the Office of Children’s Health Insurance Program (CHIP), and EDS invite all Indiana Health Coverage Programs (IHCP) providers to attend the first IHCP seminars. EDS, the OMPP, and provider associations have worked together to determine the most critical education and billing issues and the most frequently asked questions from the provider community. From these issues, seminar sessions have been developed. These seminar sessions will be offered at various times during each of the three-day IHCP seminars. Throughout the seminars, providers will be able to obtain copies of and education about the new Windows-based electronic billing software package, Provider Electronic Solutions (PES). Also, representatives from Managed Health Services (MHS), Lifemark Corporation, Health Care Excel (HCE), various provider associations, EDS provider consultants, and other EDS unit representatives will be in attendance. HCFA-1500 billers are encouraged to attend the rendering/billing seminar sessions offered at the seminars in anticipation of future claims payment changes.

The Year 2000 IHCP seminars will be held in Indianapolis, Jeffersonville, Ind., and South Bend, Ind. The dates and locations of the seminars are listed in Table 1.1.

Table 1.1 – IHCP Seminar Locations

Date	Registration Deadline	City	Location
August 22-24, 2000	August 8, 2000	Indianapolis	Indiana Convention Center
September 13-15, 2000	August 31, 2000	Jeffersonville	Ramada Inn
October 10-12, 2000	September 26, 2000	South Bend	Century Center

Seminar Session Availability

Individuals who preregister may request any seminar session listed for any location. Requests for sessions will be accepted in the order received; however, time and meeting space limitations may preclude EDS from honoring all requests. Individuals who do not preregister by mail may register on a walk-in basis for sessions as space is available.

Registration

*Note: A deposit of \$25 **per person** is required to preregister and must accompany the completed preregistration form (attached). Make checks payable to EDS. **Deposits will be returned only to those registrants who attend the seminar.** Deposits will not be returned to those who register, but do not attend. Checks will be mailed to the check addressee 30 days after the seminar.*

The deadline for mail-in preregistration is two weeks prior to the date a seminar begins. Deadlines are August 8, 2000, for the Indianapolis seminar; August 31, 2000, for the Jeffersonville seminar; and September 26, 2000, for the South Bend seminar. Individuals may also preregister in person from 4 p.m. to 6 p.m. on the evening prior to each day of the IHCP seminars. Preregistration for sessions will be on a space-available basis.

After a mail-in registration form is processed, a red-stamped copy of the form will be mailed to the registrant with listings of hotels and restaurants in the area. **The registrant is required to present this original red-stamped copy at check-in.**

On each day of the seminar, preregistered individuals must check in before 8:50 a.m. for morning sessions and before 12:50 p.m. for afternoon sessions, or their seats may be reassigned. Walk-in registration for those not preregistered will be held each day of the seminar after 8:50 a.m. for morning sessions and after 12:50 p.m. for afternoon sessions. If you have questions, please call EDS at (317) 488-5195.

Seminar Session Descriptions

Registrants must specify the seminar session they wish to attend. Table 1.2 provides a short description of the material to be covered in each of the seminar sessions.

Table 1.2 – Class Descriptions

Session Name	Description
Dental*	This session includes billing instructions on the American Dental Association (ADA) claim form for dental services. This session also includes Hoosier Healthwise considerations, dental service limitations, and IHCP-covered ADA Health Care Financing Administration (HCFA) Common Procedures Coding System (HCPCS) codes, the adjustment process, top ten denial reasons, and frequently asked questions from provider association input.
Durable Medical Equipment (DME)	This session provides comprehensive training on DME and oxygen services. This session provides education about repair/replacement/rental versus purchase, prior authorization, and capped rental items. It includes education about HCFA-1500 claim form completion, the adjustment process, top ten denial reasons, and frequently asked questions from provider association input.
Finance	This session explains all major headings on the remittance advice (RA), including paid claims, adjustments, and financial items. It also covers how to interpret a claim and examples of the most common denials. The session includes information about IHCP payment check processing guidelines, electronic funds transfer (EFT), money owed to the IHCP, and Internal Revenue Service reporting requirements. The session also includes education about PES.
Hospice	This session is designed for intake coordinators and billers. This session provides program coverage parameters and limitations associated with the hospice program. This session includes information about appropriate claim form completion, reimbursement for physician services, and billing the IHCP as the payer of last resort. This session will include adjustment procedures, top ten denials, and frequently asked questions from provider association input.
Long Term Care (LTC)	This session is designed for intake coordinators and billers. This session provides general information about long term care billing. It covers level-of-care (LOC) and Form 450B reviews for long term care recipients, Pre-Admission Screening and Resident Review (PASRR) process, EDS audit procedures, recipient LOC appeal process, and billing considerations. Billing considerations include Hoosier Healthwise, adjustments, top ten denial reasons, and frequently asked questions from provider association input.
Medicaid 101, Package C, and PES	This session is designed for newly enrolled providers, new billing analysts, or a refresher course. The session includes basic information on contractor responsibilities and eligibility, such as, Qualified Medicare Beneficiary (QMB), Spenddown, and Third Party Liability (TPL). This session includes training about Hoosier Healthwise Package C, general claims processing guidelines, appropriate avenues for claims resolutions, PES, and frequently asked questions.
Mental Health	This session focuses on outpatient mental health and clinic services. It covers provider types, claim filing information, reimbursement for mid-level practitioners, health services providers in psychology (HSPPs), and physicians. This session covers program rules and coverage limitations for outpatient mental health and clinic services. This session includes information about correct claim form completion, adjustments, top ten denial reasons, and frequently asked questions from provider association input.
Outpatient/ Ambulatory Surgical Center (ASC)/Lab/ Radiology	This session provides education about outpatient services including, but not limited to, surgeries, copays, treatment room visits, emergency and nonemergency services, ambulatory surgical center billing, and all standalone services that include lab, radiology, chemotherapy and radiation services, and renal dialysis services. This session provides education on UB-92 claim form completion, the adjustment process, top ten denial reasons, and frequently asked questions from provider association input.

(Continued)

Table 1.2 – Class Descriptions

Session Name	Description
Pharmacy	This session provides information on coverage and reimbursement policies, general pharmacy billing guidelines, claim submission, and billing limitations. The session will provide information about the adjustment process, top ten denials, and frequently asked questions from provider association input.
Physician and OB/GYN	This session provides education about emergency room physician billing, evaluation, and management services that include consultations and hospital discharge services. This session includes information on billing family planning services, injections, lab services provided in an office setting, obstetrical services, newborn services, abortion, sterilization, hysterectomy procedures, and the Vaccines for Children (VFC) Program. The session also includes education about HCFA-1500 claim form completion, adjustment procedures, top ten denial reasons, and frequently asked questions from provider association input.
Rendering/ Billing	This session provides vital information about solving issues facing the IHCP and provider community including, receiving payments for physicians no longer employed by the group, sole proprietors whose payments go to a previous employer, and payments to incorrect addresses. The session also covers claim denials for Clinical Laboratory Improvement Amendments (CLIA) eligibility, claims paid by EFT and others paid by check, and general denials for providers billing rendering provider numbers in both blocks 24K and 33 of the HCFA-1500 claim form and how this affects eligibility to perform services. This session also provides education on PES.
Transportation	This session provides coverage guidelines and program limitations for ambulatory, ambulance, nonambulatory, taxi, and family transportation. This session also provides information about correct claim form completion, adjustments, top ten denial reasons, and frequently asked questions from provider association input.
Vision	This session includes an overview of ophthalmology services, including exams, diagnostic services, and contact lenses. This session also provides coverage limitations on frames, lenses, use of appropriate modifiers replacements, prior authorization, benefit limits, and reimbursement limitations. This session also provides information about correct claim form completion, adjustments, top ten denial reasons, and frequently asked questions from provider association input.
Waiver	This session is designed for anyone billing the waiver program. This session provides general information and HCFA-1500 billing instructions for the Aged and Disabled, Autism, ICF/MR, Medically Fragile Children, and Traumatic Brain Injury (TBI) waiver programs. This session also provides information about correct claim form completion, adjustments, top ten provider denial reasons, and frequently asked questions.

**This course has been approved by the Dental Assisting National Board for three continuing education credit hours.*

Indianapolis Seminar Session Information

Table 1.3 provides information on the session offerings and associated session number codes for the Indianapolis IHCP seminar.

Table 1.3 – Session Information

Tuesday, August 22, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	A1	Medicaid 101, Package C, and PES
	B1	Waiver
	C1	Transportation
1 p.m. to 4 p.m.	D1	Finance
	E1	Physician and OB/GYN
	F1	Vision
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations
Wednesday, August 23, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	G2	Rendering/Billing
	H2	Finance
	I2	Hospice
1 p.m. to 4 p.m.	J2	Dental
	K2	Medicaid 101, Package C, and PES
	L2	LTC
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, Dental Recruiting, Provider Enrollment and Provider Associations
Thursday, August 24, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	M3	Waiver
	N3	Physician and OB/GYN
	O3	DME
1 p.m. to 4 p.m.	P3	Pharmacy
	Q3	Outpatient, ASC, Lab, and Radiology
	R3	Mental Health
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations

Jeffersonville Seminar Session Information

Table 1.4 provides information on the session offerings and associated session number codes for the Jeffersonville IHCP seminar.

Note: Session times are Eastern Standard Time (EST).

Table 1.4 – Session Information

Wednesday, September 13, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	A4	Medicaid 101, Package C, and PES
	B4	Waiver
	C4	Transportation
1 p.m. to 4 p.m.	D4	Finance
	E4	Physician and OB/GYN
	F4	Vision
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations
Thursday, September 14, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	G5	Rendering/Billing
	H5	Finance
	I5	Hospice
1 p.m. to 4 p.m.	J5	Dental
	K5	Medicaid 101, Package C, and PES
	L5	LTC
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, Dental Recruiting, Provider Enrollment, and Provider Associations
Friday, September 15, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	M6	Waiver
	N6	Physician and OB/GYN
	O6	DME
1 p.m. to 4 p.m.	P6	Pharmacy
	Q6	Outpatient, ASC, Lab, and Radiology
	R6	Mental Health
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations

South Bend Seminar Session Information

Table 1.5 provides information on the session offerings and associated session number codes for the South Bend IHCP seminar.

Table 1.5 – Session Information

Tuesday, October 10, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	A7	Medicaid 101, Package C, and PES
	B7	Waiver
	C7	Transportation
1 p.m. to 4 p.m.	D7	Finance
	E7	Physician and OB/GYN
	F7	Vision
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations
Wednesday, October 11, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	G8	Rendering/Billing
	H8	Finance
	I8	Hospice
1 p.m. to 4 p.m.	J8	Dental
	K8	Medicaid 101, Package C, and PES
	L8	LTC
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, Dental Recruiting, Provider Enrollment, and Provider Associations.
Thursday, October 12, 2000		
Time	Session Number	Description
9 a.m. to 12 p.m.	M9	Waiver
	N9	Physician and OB/GYN
	O9	DME
1 p.m. to 4 p.m.	P9	Pharmacy
	Q9	Outpatient, ASC, Lab, and Radiology
	R9	Mental Health
8 a.m. to 5 p.m.	Booths	Registration, Claims Research, PES, Managed Care, HCE, and Provider Associations

Directions

Tables 1.6-1.8 provide directions to the IHCP seminar locations.

Table 1.6 – Directions to the Indiana Convention Center in Indianapolis

Address	From	Directions
Indiana Convention Center 100 S. Capitol Ave. Indianapolis	East (I-70)	Exit West Street (exit 79A) and turn left onto South Missouri Street. South Missouri Street becomes South West Street. Turn right onto West Maryland Street. Turn right onto South Capitol Avenue and continue to the Westin Hotel parking lot.
	West (I-70)	Exit East Ohio Street and continue straight on East Ohio Street. Turn left onto North East Street. Turn right onto East Washington Street. Then turn left onto South Capitol Avenue and continue to the Westin Hotel parking lot.
	North (I-65)	Exit I-70 West (exit 110B), to McCarty Street (exit 79B). Merge onto South Madison Avenue. Turn right onto South Meridian Street. Follow Meridian Street north to East Ohio Street. Turn left onto North East Street. Turn right onto East Washington Street. Then turn left onto South Capitol Avenue and continue to the Westin Hotel parking lot.
	South (US-31)	Follow US-31 North and it becomes Meridian Street. Turn right onto East Ohio Street. Turn left onto South Capitol Avenue and continue to the Westin Hotel parking lot.

Table 1.7 – Directions to the Ramada Inn in Jeffersonville, Ind.

Address	From	Directions
Ramada Inn 700 W. Riverside Dr. Jeffersonville	South (I-65)	Exit Jeffersonville (exit 0) and turn left onto Market Street at the stop sign and follow to the Ramada Inn parking garage.
	East (I-64)	Exit I-65 South. Exit Jeffersonville (exit 0) and turn left onto Market Street at the stop sign and follow to the Ramada Inn parking garage.
	North (I-65)	Exit Jeffersonville (exit 0) and turn left on Market Street at the stop sign and follow to the Ramada Inn parking garage.
	Louisville	Follow I-60 East. Turn left on US-31 North. Turn right on Market Street and follow to the Ramada Inn parking garage.

Table 1.8 – Directions to the Century Center in South Bend, Ind.

Address	From	Directions
Century Center 120 S. St. Joseph St. South Bend	Highway 30 (east or west)	Exit US-31 North to downtown South Bend (Do not take the bypass). The Century Center is on the east side of the street, across from the Marriott.
	80-94 (toll road)	Exit US-31 South to downtown South Bend. The Century Center is on the east side of the street, across from the Marriott.

Indiana Health Coverage Programs



PROVIDER TRAINING SESSION
PREREGISTRATION FORM

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Please print or type the information requested (mail in one form and one \$25 deposit per person regardless of the number of sessions requested):

No registration will be accepted without a check for a \$25 deposit

Registrant Information:

Name of Registrant _____ Provider Number _____

Provider Name _____

Provider Address _____

City _____ State _____ ZIP _____

Provider Telephone Number _____ Provider Fax Number _____

Session Number(s) (For example, L2 = Long
Term Care August 23, afternoon session):

Check Number: _____

Mail completed forms to: EDS Provider Relations
P.O. Box 2910
Indianapolis, IN 46206-2910

FOR EDS USE ONLY:	
Approved:	Denied:
Amount Received:	Date Received:

