



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

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To: All Indiana Health Coverage Programs Providers

Subject: Upgrade to OMNI Eligibility System, Additional Limitation Audits, 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 necessary OMNI terminal download

Overview of Changes to the OMNI Swipe Card Eligibility System

Additional benefit limitation audits have been identified and added to the Eligibility Verification System (EVS) OMNI display system. Beginning **June 29, 2000**, the OMNI swipe card system used to verify eligibility will begin displaying new benefit limitation audit information. This change will present the provider community with an enhanced eligibility verification response. For detailed changes to the OMNI display and printouts, please refer to bulletin *BT200019, Package C Eligibility Verification System Update*, dated June 16, 2000.

Note: Beginning with the benefit limitation changes on June 29, 2000, limitation audit information displayed will be determined by provider type/specialty based on member's program eligibility in effect on the first inquiry date. As a result, providers will only receive limitation audits for their provider type/specialty.

Implementation Date of OMNI Changes

To activate eligibility changes on the OMNI terminal it is necessary for providers using the OMNI eligibility verification system to download their OMNI terminal **on or after June 29, 2000**.

Note: If a Host Error 21 appears on the OMNI terminal on or after June 29, 2000, it indicates that an old version of EVS software is running and this version is no longer accepted by EDS. A successful download must be completed to update the OMNI terminal to the current version of the EVS software.

OMNI Terminal Download Instructions

Table 1.1 provides complete instructions for downloading the OMNI terminal. Please carefully read the download instructions and complete the steps in the order listed. This download procedure will take 15 to 20 minutes to complete. If the OMNI terminal is connected to a fax machine or other telephone lines, please disconnect the other lines during the download period. Failure to do so could result in a failed download. The download procedures will need to be completed for all OMNI terminals.

Note: Do not download the terminal until June 29, 2000, or later.

Table 1.1 – Description of OMNI Response

Step	OMNI Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7
2	MAINTENANCE	Press FUNC/ENTER
3	SET DATE/TIME	Press FUNC/ENTER
4	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 5)
5	PROV KEY CHANGE	Press FUNC/ENTER
6	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 7)
7	RETRY PRINTER	Press the FUNC/ENTER key

(Continued)

Table 1.1 – Description of OMNI Response

Step	OMNI Display Will Read	Action
8	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 9)
9	CHANGE CONFIG	Press FUNC/ENTER
10	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 11)
11	INFO DISPLAY	Press FUNC/ENTER
12	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 13)
13	ACTIVITY REPORT	Press FUNC/ENTER
14	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 15)
15	KEY BEEP ON/OFF	Press FUNC/ENTER
16	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 17)
17	DOWNLOAD	Press FUNC/ENTER
18	(Y or N)	Press * for yes
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 to 20 minutes.
22	DOWNLOAD SUCCESS (Download is Complete)	Press CLEAR twice
23	IS PRINTER OK	If a printer is connected to the OMNI, press * for yes, twice If there is no printer attached, press # for no, twice

Download Failed Message

A **DOWNLOAD FAILED** message could indicate that all download telephone circuits were busy when your download was initiated. To restart the download dial-up, please perform the steps in Table 1.2.

Table 1.2 – Description of Download Restart

Step	OMNI Display Will Read	Action
1	DOWNLOAD FAILED	Press CLEAR
2	System = V8....	Press 0 (zero)
3	Download Partial or Full	Press FUNC/ENTER
4	Dial 1,800,931.9001 or your access number followed by a comma and 1,800,931,9001	No action required
5	CONNECTED	Continue with step 21 of previous instruction

If the **DOWNLOAD FAILED** message continues, please call the EDS OMNI Support Help Desk at (317) 488-5051 in the Indianapolis local area or 1-800-284-3548.

Download Success

When a **DOWNLOAD SUCCESS** message appears, **on or after June 29, 2000**, the OMNI terminal has been downloaded to include the additional benefit limitation audits.

Note: Benefit limitation audit information will now be determined by provider type/specialty. Therefore, providers will only receive benefit limitations information for the provider type/specialty used in the eligibility transaction.

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

If you have a provider number mapped to one particular key, the provider number will need to be mapped again after the download is successful.

Tables 1.3 and 1.4 provide complete instructions for adding an access code and mapping a provider number.

Please complete the instructions in Table 1.3 to add an access code to the dial-out phone number.

Table 1.3 – Adding An Access Code

Step	OMNI Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7
2	MAINTENANCE	Press FUNC/ENTER
3	SET DATE/TIME	Press FUNC/ENTER
4	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 5)
5	PROV KEY CHANGE	Press FUNC/ENTER
6	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 7)
7	RETRY PRINTER	Press FUNC/ENTER
8	(Y or N)	Press # for no (Do not press the ENTER key at this time. Proceed to step 9)
9	CHANGE CONFIG	Press FUNC/ENTER
10	(Y or N)	Press * for yes
11	#PH = 18009319001 or #PH = 9505829 Either number is correct, depending on your location in the state. You will use this number is Step 13.	Press 8 (change key)
12	INPUT #PH	Enter your specific access code (for example, 9) Press * for yes Press ALPHA
13	9, or your access code followed by a comma	Key in 18009319001 or 9505829 This number depends on the number in the 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 FUNC/ENTER
15	#PT = 04	Press CLEAR
16	WELCOME TO INAIM/ SELECT A TRANS	Access code has been added. Eligibility transactions can now be sent.

Table 1.4 – Mapping A Provider Number

Step	OMNI Display Will Read	Action
1	WELCOME TO IN/AIM SELECT A TRANS	Press 7
2	MAINTENANCE	Press FUNC/ENTER
3	SET DATE/TIME	Press FUNC/ENTER
4	(Y or N)	Press # for no.
5	PROVIDER KEY CHANGE	Press FUNC/Enter
6	(Y or N)	Press * for yes
7	KEY NUMBER	Press the desired key (0-9)
8	PROVIDER ID	Type the nine-digit provider number. The number typed will be displayed. Press FUNC/ENTER
9	KEY = X = XXXXXXXXX (Will display numbers keyed)	Verify that the key number and the provider number are correct. Press FUNC/ENTER
10	UPDATE KEY	Press FUNC/ENTER
11	(Y or N)	Press * for yes
12	PROV KEY CHANGE	Press FUNC/ENTER
13	(Y or N)	Press * for yes to add more provider keys. This will return you to Step 7 or press # for no if you only want to map one number and you will continue to Step 14
14	RETRY PRINTER	Press CLEAR to exit Maintenance
15	WELCOME TO IN/AIM	Ready for transaction

Contact Information

Providers are reminded that any bulletin referenced in this publication is available on the Indiana Medicaid Web site at www.indianamedicaid.com. If there are questions about the information in this bulletin, please call the EDS OMNI Support Help Desk at (317) 488-5051 in the Indianapolis local area or 1-800-284-3548.