



PROVIDER BULLETIN

BT200022

AUGUST 7, 2000

To: All Indiana Health Coverage Programs Providers

Subject: Provider Avenues of Resolution and EDS Provider Field Consultant Assignments

Overview

The purpose of this bulletin is to provide contact information to assist providers in resolving Indiana Health Coverage Programs (IHCP)-related issues. This bulletin also contains a current EDS territory map outlining the field consultant area assignments and information on contacting appropriate provider field consultants.

Provider Avenues of Resolution

For questions about the IHCP, specific claims, or topics, see Table 1.1 for the available avenues of resolution.

Table 1.1 – Avenues of Resolution

Area	Contact Information	When to Contact
<p><i>Indiana Health Coverage Programs Provider Manual</i> (Revised September 1999)</p>	<p>View or download free from www.indianamedicaid.com</p> <p>Or send a request in writing to: EDS Written Correspondence P. O. Box 7263 Indianapolis, IN 46207-7263</p> <p><i>Each enrolled IHCP provider is entitled to one manual at no charge. There is a \$35 charge for providers and \$50 charge for non-providers for each additional copy. Please make checks payable to EDS.</i></p>	<p>Providers should always refer to the <i>IHCP Provider Manual</i> as the primary reference for submitting and processing claims, prior authorization requests, and other related documents. This manual contains detailed instructions for claims submission and provides answers to policy and procedural questions.</p>

(Continued)

Table 1.1 – Avenues of Resolution

Area	Contact Information	When to Contact
Indiana Medicaid Web Site	www.indianamedicaid.com	The Web site contains program information such as 1998, 1999, and 2000 banner page articles and bulletins; <i>the IHCP Provider Manual</i> and supplemental manuals; Medicaid maximum fee schedules; program contact information; schedules of provider training; and general program updates.
Customer Assistance	(317) 655-3240 in the Indianapolis local area or 1-800-577-1278	This Customer Assistance Unit represents the front line of communication for the provider community and is responsible for telephone inquiries about IHCP claim processing, policies, provider enrollment, and covered services.
Written Correspondence	EDS Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	The Written Correspondence Unit addresses specific questions pertaining to the IHCP, such as claim status. Inquiries are not used to submit claims; however, they serve as an avenue for providers to obtain claim-specific information or assistance with specific questions or claim problems.
Field Consultants	Call (317)-488-5303 to contact a provider field consultant. Refer to the territory map (Figure 1.1) and the provider field consultant listing (Table 1.2 and Table 1.4) to determine the appropriate provider field consultant and telephone extension number.	The field consultants work closely with the provider community to explain the program's policies and objectives, assist in issue resolution, and conduct training seminars and onsite visits. Consultants can also provide additional information about electronic claims capture (ECC).

Provider Field Consultants

The EDS provider consultants' team has made some recent staffing changes. Please note the following changes:

- Mark Boxell, Central Region I HCFA-1500 field consultant, assumes statewide responsibility for pharmacy and Federally Qualified Health Center (FQHC) providers in addition to his role as the Central Region I HCFA-1500 field consultant.
- Jo Melloh, special programs consultant, continues to provide support for dental, 590, and waiver providers throughout Indiana.
- Connie Pitner, special programs consultant, provides additional statewide support for dental and sole responsibility for out-of-state providers.

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Table 1.2 lists the territory, region, field consultant's name, area of specialization, and telephone number for your convenience.

Note: Please call (317) 488-5303 to contact provider field consultants. Specific extensions are listed in Table 1.2.

Table 1.2 – Provider Field Consultants by Region

Territory (Region)	Name	Claim Type Specialty	Extension	Counties
Central (I)	Cindy Adams	HCFA-1500	(317) 488-5303 x3302	Marion
	Mark Boxell	HCFA-1500	(317) 488-5303 x3310	Hendricks, Boone, Hamilton, Madison, Delaware, and Hancock
	Debbie Williams	UB-92	(317) 488-5303 x3300	All counties in Region I
Northwest (II)	Andra Crabtree	HCFA-1500	(317) 488-5303 x3311	Warren, Tippecanoe, Clinton, Benton, White, Carroll, and Cass
	Karen Catullo	HCFA-1500	(317) 488-5303 x3303	Newton, Jasper, Pulaski, Starke, Lake, Porter, and LaPorte
	Michael Colby	UB-92	(317) 488-5303 x3304	All counties in Region II
Northeast (III)	Kathy Blanch	HCFA-1500	(317) 488-5303 x3306	All counties in Region III
	Lisa Hatton	UB-92	(317) 488-5303 x3309	All counties in Region III
Southeast (IV)	Tina King	HCFA-1500	(317) 488-5303 x3305	All counties in Region IV
	Robin Long	UB-92	(317) 488-5303 x3307	All counties in Region IV
Southwest (V)	Mona Green	HCFA-1500	(317) 488-5303 x3301	All counties in Region V
	Pam Martin	UB-92	(317) 488-5303 x3308	All counties in Region V

Table 1.3 – Special Program Consultants by Specialty

Specialty	Name	Phone
Managed Care (Hoosier Healthwise)	Sarah Murphy	(317) 488-5056
Waiver, 590, and Dental	Jo Melloh	(317) 488-5072
Healthwatch and Care Coordination	Andra Crabtree	(317) 488-5303 x3311
Pharmacy and FQHC	Mark Boxell	(317) 488-5303 x3310
Dental and Out-of-State	Connie Pitner	(317) 488-5103

Table 1.4 – Provider Relations Managers

Title	Name	Phone
Director	Karen Hickman	(317) 488-5112
Supervisor	Bob McDaniel	(317) 488-5371

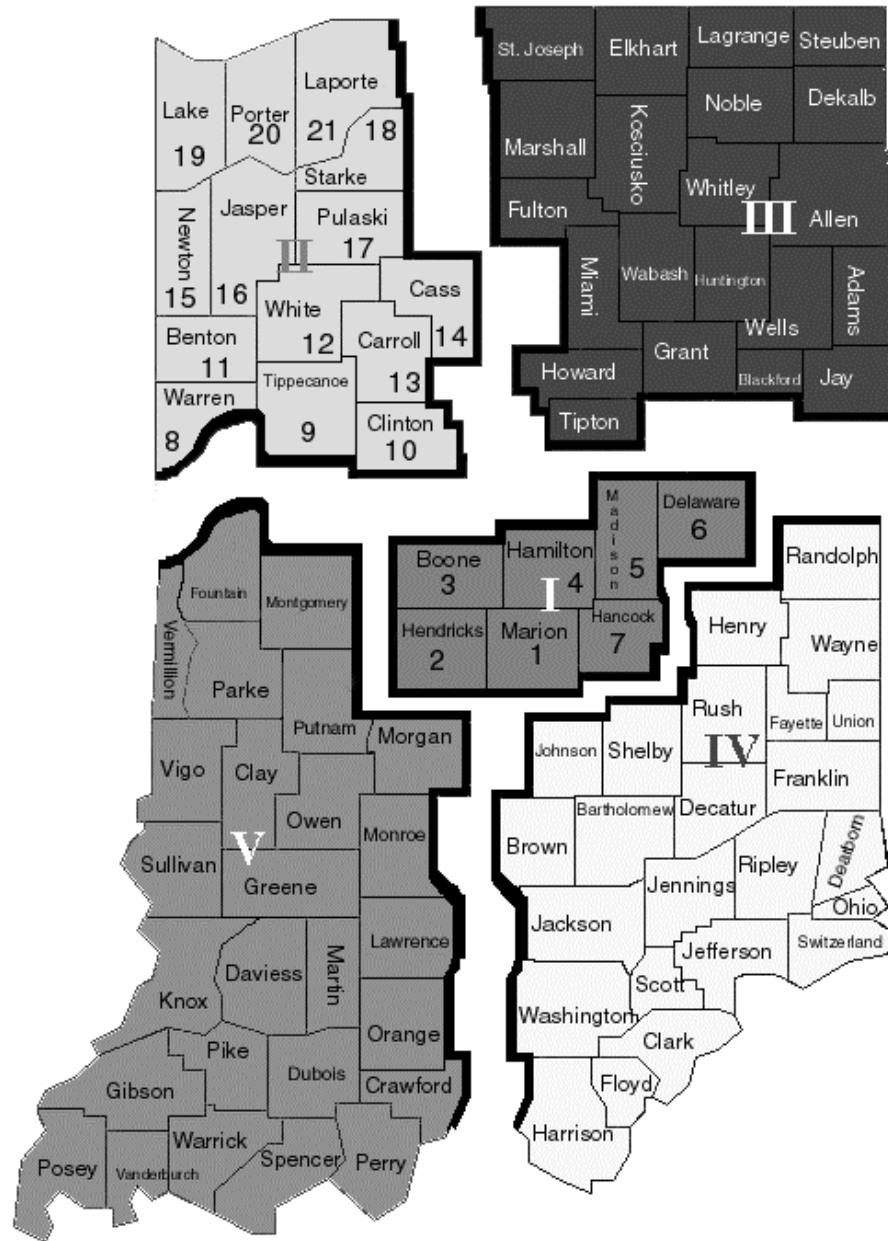


Figure 1.1 – EDS Territory Map

Additional Information

If there are additional questions about the information contained in this bulletin, contact the EDS Customer Assistance Unit at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.