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 EDS Eligibility Verification System (EVS) for Rendering and Billing

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Overview

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

- *An overview of changes to the Eligibility Verification System (EVS) to accommodate access by rendering and billing providers*

- Automated voice-response (AVR) changes

- Provider Electronic Solutions software eligibility form change

- OMNI eligibility system change and instructions for downloading the OMNI terminal

Overview of Changes to EVS for Rendering and Billing

Due to the May 31, 2001, changes for rendering and billing providers (information on this topic was provided in bulletin *BT200115*), updates to the EDS eligibility verification system (EVS) are necessary to enable a rendering provider enrolled on or after May 31, 2001, to verify eligibility without entering a service location code.

A rendering provider is a provider that only provides services as a part of a group and does not bill claims. All rendering providers enrolled on or after May 31, 2001, will not have associated service locations; therefore, they must be able to send a space as a location code when sending an eligibility transaction. **This change to the Eligibility Verification System (EVS) only affects rendering providers enrolled on or after May 31, 2001.**

Automated Voice Changes

The AVR system will now allow rendering providers enrolled on or after May 31, 2001, without service locations, to use a space instead of a location code. Providers can enter a space in the AVR system by entering ***13** when asked to enter the provider's location code.

Provider Electronic Solutions Eligibility Form Changes

The Provider Electronic Solutions software is being upgraded to allow rendering providers enrolled on or after May 31, 2001, without service locations, to check eligibility without using a service location code with the provider number. All Provider Electronic Solutions users will receive a letter within the next 30 days with further information and upgrade instructions.

OMNI Eligibility System Changes

The OMNI eligibility system has been upgraded to allow rendering providers enrolled on or after May 31, 2001, without service locations, to send an eligibility transaction with a space instead of a service location code.

In addition, the latest changes to the OMNI system allow access to eligibility information that is more than one year old. This change is available to all OMNI users.

To activate this eligibility change on the OMNI terminal, providers using the OMNI eligibility verification system must download their OMNI terminal **on or after May 31, 2001**.

Eligibility Transaction Instructions

After a successful terminal download is complete, to enter a space as a location code on the OMNI terminal, type the number **0** (zero) and press the alpha key twice at the **LOCATION CD A** display of the OMNI eligibility transaction. This enters a space in the location code field. Then, continue with the eligibility transaction steps as usual.

OMNI Terminal Download Instructions

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

> **Note: To activate these changes, download the terminal on or after**
> **May 31, 2001.**

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	(Y or 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
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.

(Continued)

Table 1.1 – Description of OMNI Response

Step	OMNI Display Will Read	Action
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 the message "DOWNLOAD FAILED" appears, call the Indiana OMNI Support Help Desk at 1-800-284-3548.

Additional Instructions

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

Please complete the instructions in Table 1.2 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
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

(Continued)

Table 1.2 – Adding an Access Code

Step	OMNI Display Will Read	Action
11	#PH = 18009319001 or #PH = 9505829 Either number is correct depending on your location in the state. Use this number in 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 depends on which number was 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 the **FUNC / ENTER** key
15	#PT = 04	Press the **CLEAR** key
16	WELCOME TO INAIM/ SELECT A TRANS	The access code has been added. You may now send an eligibility transaction.

If there are any questions about these download instructions, please call the Indiana OMNI Support Help Desk at 1-800-284-3548.