



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

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To: All Providers

**Subject: Provider Electronic Solutions Upgrade for Medicare
Crossover Claim Submission**

Overview

In August 2000, EDS began distribution of Provider Electronic Solutions, a software application that enables Indiana Health Coverage Programs (IHCP) providers to submit claims electronically and to verify member eligibility information. An upgrade to Provider Electronic Solutions will be available December 17, 2001, enabling users to submit Medicare crossover claims to EDS electronically. Providers who submit Medicare crossover claims electronically using the Provider Electronic Solutions software are not required to submit a copy of the explanation of Medicare benefits (EOMB) with the claim, but must maintain the EOMB as documentation for potential post-payment review.

This bulletin contains three sections designed to give providers important information about obtaining the Provider Electronic Solutions software and the upgrade for Medicare crossover claims submission. The sections are as follows:

1. Obtaining Provider Electronic Solutions
2. Obtaining the Crossover Claim Upgrade
3. Applying the Medicare Crossover Upgrade

Providers who are interested, but do not have Provider Electronic Solutions, should read sections 1, 2, and 3.

Providers who have Provider Electronic Solutions, and would like to receive the upgrade for Medicare crossover claim submission, should read sections 2 and 3.

Obtaining Provider Electronic Solutions

EDS has developed Provider Electronic Solutions as a means for IHCP providers to send claims electronically and to verify member eligibility information.

Provider Electronic Solutions operates in a **Microsoft[®] Windows** environment and is very user friendly. It is compatible with Windows 95 and above, and Windows NT. It can be installed on a network. The software features point and click functionality and online help, just like other Windows applications.

Provider Electronic Solutions is designed to operate on a personal computer. Equipment requirements are provided in table 1.1.

Table 1.1 – Provider Electronic Solutions Equipment Requirements

Minimum	Recommended
486/66 personal computer	Pentium personal computer
Microsoft Windows 95	Microsoft Windows 95 or higher
16 megabyte RAM	32 megabyte RAM
30 megabyte free Hard Drive space	30 megabyte free Hard Drive space
2400 Baud Rate modem	9600 Baud Rate modem or higher
	CD-ROM drive

Provider Electronic Solutions is available in the following media types:

- Web Download at www.indianamedicaid.com
- CD-ROM
- 3.5" diskettes (set of 10)

Provider Electronic Solutions is free and available to all providers who want to send claims electronically to the IHCP. A shipping and handling fee of \$15.50 will be charged for CD-ROM or diskette shipment.

Web Download

To download Provider Electronic Solutions from the IHCP Web site, log on to www.indianamedicaid.com and choose the Electronic Solutions option from the home page. Complete instructions for downloading Provider Electronic Solutions and the process for obtaining logon information are available on the Web site.

Ordering a CD-ROM or Diskettes

To order Provider Electronic Solutions on CD-ROM or 3.5" diskettes, please complete the attached Provider Electronic Solutions order form and return to the following address:

**EDS
Provider Electronic Solutions Order Request
950 N. Meridian Street – Suite 1150
Indianapolis, IN 46204-4288**

Please make checks (\$15.50 to cover shipping and handling) payable to EDS and include your IHCP provider number on the check. Please allow three weeks for the delivery.

Obtaining the Medicare Crossover Claim Upgrade

All original software installations of Provider Electronic Solutions are version 1.00. The upgrade to the software that is now available enables users to submit Medicare crossover claims electronically. To view and use the enhancements to Provider Electronic Solutions, the upgrade must be downloaded AND applied according to the instructions outlined below. The upgrade of the software does not replace the full install.

Three new claim forms, Physician/Medical Crossover, Inpatient/Long Term Care Crossover, and Outpatient/Home Health Crossover, are included in this upgrade. Enhanced help text provides instructions for completing and submitting new forms.

There are two ways to obtain the upgrade:

1. Download from the EDS Bulletin Board System (BBS)
2. Download from the EDS Indiana Medicaid Web site

Downloading the Upgrade from the Bulletin Board System

To download the upgrade from the BBS, simply use the *Get Upgrades* option on the software.

The *Get Upgrades* option dials the EDS BBS and downloads the new upgrade. Follow the instructions in table 1.2 to obtain the BBS upgrade:

Table 1.2 – BBS Upgrade Instructions

Get Upgrade Instructions	
Step	Action
1	From the Main Menu, click Tools . A drop-down menu displays.
2	Click Get Upgrades .
3	The software dials the BBS and downloads the upgrade to your PC. Please wait for the download to complete. This process may take a while depending on the speed of your modem.
4	Once the upgrade has been downloaded, exit the Provider Electronic Solutions application.

Downloading the Upgrade from the Web Site

The upgrade to Provider Electronic Solutions is available on the www.indianamedicaid.com Web site. Follow the instructions in table 1.3 to download the upgrade.

Table 1.3 – Web Upgrade Instructions

Download Upgrade Instructions	
Step	Action
1	From the Home Page, click Departments , Electronic Solutions , Provider Electronic Solutions .
2	Click Upgrade Instructions , and follow the instructions given.

Applying the Medicare Crossover Upgrade

Once the upgrade file is downloaded, it is necessary to apply the upgrade. Follow the steps in table 1.4 to apply the Medicare Crossover upgrade:

Table 1.4 – Medicare Crossover Upgrade

Medicare Crossover Upgrade Instructions	
Step	Action
1.	Double-click the Provider Electronic Solutions icon on the desktop. Click the Upgrade icon . The process of applying the upgrade begins. Follow the on-screen prompts until the process is complete.
2.	After the upgrade is applied, click the IN Provider Electronic Solutions icon . The application opens. The new version number is Version 1.02.
3.	If the application is installed on several computers, the upgrade must be applied to each computer individually.

IMPORTANT NOTE: *The internal control number (ICN) for Medicare crossover claims submitted via Provider Electronic Solutions is identified as Region 23 on remittance advice (RA) reports.*

*Note: Providers sending Medicare crossover claims via Provider Electronic Solutions will **not** receive a Biller Summary Report for crossover claims. They will continue to receive a Biller Summary Report for all other claim types.*

If you have any questions about the upgrade, please contact the EDS Electronic Solutions Help Desk at (317) 488-5160 or e-mail questions to electronic.solutions@indyix.eds.com.

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PROVIDER ELECTRONIC SOLUTIONS

SOFTWARE ORDER FORM

Please complete and return this order form with a check for \$15.50 (shipping and handling). Please make checks payable to Electronic Data Systems (EDS) and include your Indiana Health Coverage Programs provider number on the check.

Date _____

Provider Name

Contact Name

Provider Address

City

State

ZIP

Telephone Number

Fax Number

Provider Number

Email Address

Media Type Requested:

_____ **CD ROM**

_____ **Diskettes (Set of 10)**

EDS

**Provider Electronic Solutions Order
950 N. Meridian Street, Suite 1150
Indianapolis, IN 46204-4288**

EDS Use Only

Date Assigned: _____

Logon ID: _____

Password: _____