



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

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To: All Providers

Subject: Indiana Health Coverage Programs 2002 Seminar

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 third annual IHCP seminar. Seminar sessions will be offered at various times during the three-day IHCP seminar. Representatives from Harmony Health Plan, Lifemark Corporation, Managed Health Services (MHS), MDwise, Health Care Excel (HCE), provider associations, EDS provider consultants, and other EDS representatives will attend.

The 2002 seminar will be held August 6-8, 2002, at the Mount Pleasant Christian Church Community Center in Greenwood, Indiana.

Seminar Session Descriptions

Registrants must specify on the registration form the seminar sessions they wish to attend. Table 1.1 provides a short description of the material to be covered in each of the seminar sessions.

Note: Unless specified otherwise, the information provided in these sessions is specific only to the IHCP fee-for-service (FFS) and Hoosier Healthwise PrimeStep primary care case management (PCCM) programs.

Table 1.1 – Class Descriptions

Session Name	Description
Adjustments	This session provides an overview of adjustment policies and forms, and provides helpful tips on successful adjustment adjudication. This session is designed for new and seasoned billers.
Avenues of Resolution	This session presents information about how to determine the correct person or unit to call or write regarding different issues related to the Indiana Health Coverage Programs (IHCP).
Dental	This session presents updates, trends, and general information about dental billing
Durable Medical Equipment (DME)	This session provides an overview of all bulletins and banner page articles published about DME from January 1, 2001, to present. The last 20 minutes of the session will be used for question and answers
Harmony	This session provides more information about the managed care organization, Harmony Health Plan. <i>This session is specific to Risk Based Managed Care (RBMC).</i>
HCFA-1500 Roundtable	This session allows providers billing on HCFA-1500 claim forms to ask questions about HCFA-1500 billing. A panel of experts provides answers to the questions.
Health Insurance Portability and Accountability Act (HIPAA)	This session provides an overview of the impact HIPAA will have on the health care industry and information about the status, plans, and preparations being completed by the IHCP and its contractors. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Home Health	This session provides an overview of all bulletins and banner page articles published about home health from January 1, 2001, to present. The last 20 minutes of the session will be used for question and answers
Hospice	This session presents updates and trends that relate to the hospice community. This session is designed for hospice billers, especially those dealing with nursing facility hospice members. This session is led by EDS and HCE staff members.
Hospital/ Diagnosis Related Group (DRG)	This session provides an overview of frequent questions from providers and an overview of general billing of inpatient and outpatient claims including billing for newborns, treatment rooms, DRG, and standalone services. Specific billing questions are welcome.
Indiana Health Coverage Programs (IHCP) 201 “No Problems ... Just Solutions”	This session provides everything a provider needs to know about third party liability (TPL), the Medicare -Medicaid interaction, and the IHCP managed care programs. This course is designed for insurance clerks who have experience in IHCP claims submission procedures, payment posting, and claim resolution. The session provides information about all aspects of TPL from HMO copayments to blanket denials. There is a strong focus on Medicaid and Medicare related claim interaction and a review of the common claim denials associated with the IHCP managed care programs.

(Continued)

Table 1.1 – Class Descriptions

Session Name	Description
Managed Care Roundtable	This session allows providers to ask questions about the managed care programs. A panel of experts from each of the managed care entities provides answers to the questions. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Managed Health Services (MHS)	This session provides more information about the managed care organization, Managed Health Services. <i>This session is specific to RBMC.</i>
MDwise	This session provides more information about the managed care organization, MDwise. <i>This session is specific to RBMC</i>
Medical Policy	This session provides information about and updates to the HCE Medical Policy Unit.
Mental Health	This session presents updates, trends, and general information about mental health billing. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
OB/GYN	This session is designed for providers billing OB/GYN services. The session provides updates and trends in provider community and an open discussion.
Pharmacy	This session provides information about recent updates relating to pharmacy services.
Physician	This session presents updates, trends, and general information about physician billing.
Prior Authorization	This session provides information about and updates to the prior authorization process. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Provider Electronic Solutions/Web interChange	This session provides an overview of the functionality of EDS interChange, which is now available on www.indianamedicaid.com . This session also gives an overview of upgrades to the Provider Electronic Solutions software in 2001 and 2002. The session also walks through how to perform upgrades to the software. The last 20 minutes of the session are devoted to answering questions. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Provider Enrollment	This session provides an overview of how to enroll new providers in the IHCP. The session also gives an overview of how to update provider information using forms available on the www.indianamedicaid.com Web site. Providers attending this session are encouraged to attend the enrollment roundtable to ask more specific questions. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Provider Enrollment Roundtable	This session allows providers to ask questions about provider enrollment. A panel of experts provides answers to the questions. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Restricted Card	This session provides information about and updates to the Restricted Card Program. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Spendedown	This session provides information about and updates to Spendedown. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Spendedown Roundtable	This session allows providers to ask questions about spenddown. A panel of experts provides answers to the questions. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>

(Continued)

Table 1.1 – Class Descriptions

Session Name	Description
Surveillance and Utilization Review (SUR)	This session provides information about and updates to the Surveillance and Utilization Review process. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Transportation	This session provides updates, trends, and general information about transportation billing.
UB-92 Roundtable	This session allows providers billing on a UB-92 claim form to ask questions about UB-92 billing. A panel of experts provides answers to the questions.
Vision	This session provides updates, trends, and general information about billing for vision services. <i>This session is specific to RBMC, FFS, and PrimeStep PCCM.</i>
Waiver 101	This session provides information about how to bill waiver services.
Waiver 201	This session provides an overview of updates to all waiver services.
Waiver Review	This session provides information about the new waiver review process for waiver providers.

Registration

*Note: A deposit of **\$25 per person** is required to pre-register and must accompany the completed registration form (attached). Each registrant should register using his or her own name. It is imperative that a separate \$25 check is sent for each person registering, even if they are attending from the same provider office or provider group. **Make checks payable to EDS.** Deposits are returned only to those registrants who attend the seminar. Deposits are not returned to those who register, but do not attend. Deposit refund checks will be mailed to the registrant's address 30 days after the seminar.*

The deadline for mail-in registration is July 23, 2002, two weeks prior to the date the seminar begins. **All registrations must be postmarked no later than July 23, 2002.** Registrations postmarked after July 23, 2002, will not be accepted. Individuals may also register in person at the seminar on a space-available basis.

After a mail-in registration form is processed (prior to the seminar) the registrant will receive a confirmation letter and a list of hotels and restaurants. This letter confirms that the registrant has been either successfully registered for at least one seminar session or has been denied due to seating capacity. Each registrant is encouraged to bring this confirmation letter to check-in to alleviate any possible discrepancies.

Registered individuals must check in no later than five minutes before the start of their assigned sessions or their seats may be reassigned. Walk-in registration for those not pre-registered begins five minutes before the start of each session. Failure to pre-register may result in sessions not being available due to space limitations. If

there are any questions, please call EDS at (317) 488-5182. Calls will be returned within 48 hours.

For comfort, business casual attire is recommended. Also, consider bringing a sweater due to possible room temperature variations.

Seminar Session Availability

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 register by mail may be able to register on a walk-in-basis for sessions, if space is available. Failure to pre-register may result in sessions not being available due to space limitations.

Directions

Table 1.2 – Directions to Mount Pleasant Christian Church Community Center in Greenwood

Address	From	Directions
Mount Pleasant Christian Church Community Center 381 N. Bluff Road Greenwood, IN	East	Follow I-465 south/west to IN-37 south. Turn left (south) onto IN-37. Follow IN-37 to Fairview Road. Turn left (east) onto Fairview Road. Follow Fairview Road east to Bluff Road. The conference center is located at the corner of Bluff Road and Fairview Road. Enter the parking lot from either road.
	West	Follow I-465 south/east to IN-37 south. Turn right (south) onto IN-37. Follow IN-37 to Fairview Road. Turn left (east) onto Fairview Road. Follow Fairview Road east to Bluff Road. The conference center is located at the corner of Bluff Road and Fairview Road. Enter the parking lot from either road.
	North	Follow IN-37 south to Fairview Road. Turn left (east) onto Fairview Road. Follow Fairview Road east to Bluff Road. The conference center is located at the corner of Bluff Road and Fairview Road. Enter the parking lot from either road.
	South	Follow IN-37 north to Fairview Road. Turn right (east) onto Fairview Road. Follow Fairview Road east to Bluff Road. The conference center is located at the corner of Bluff Road and Fairview Road. Enter the parking lot from either road.

Seminar Session Information

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

Table 1.3 – Session Information

Tuesday, August 6, 2002		
Time	Session Number	Session Name
8:45 a.m. – 9:45 a.m.	A01*	IHCP 201 *(registrants must register for both A01 and A02)
	B01	Pharmacy
9 a.m. – 10 a.m.	C01	Home Health
	D01	Mental Health
10 a.m. – 11 a.m.	A02*	IHCP 201 *(registrants must register for both A01 and A02)
	B02	Transportation
10:15 a.m. – 11:15 a.m.	C02	Dental
	D02	Durable Medical Equipment
11:15 a.m. – 12:15 p.m.	A03	HCFA-1500 Roundtable
	B03	Waiver 101
11:30 a.m. – 12:30 p.m.	C03	Hospice
	D03	Surveillance and Utilization Review
12:15 p.m. – 1:30 p.m.	Lunch	
12:30 p.m. – 1:45 p.m.	Lunch	
1:30 p.m. – 2:30 p.m.	A04**	Waiver Review **(registrants must register for both A04 and A05)
	B04	Physician
1:45 p.m. – 2:45 p.m.	C04^	UB-92 Roundtable ^(registrants must register for both C04 and C05)
	D04	Vision
2:45 p.m. – 3:45 p.m.	A05**	Waiver Review **(registrants must register for both A04 and A05)
	B05	OB/GYN
3 p.m. – 4 p.m.	C05^	UB-92 Roundtable ^(registrants must register for both C04 and C05)
	D05	Restricted Card
8 a.m. – 5 p.m.	Booths	Registration, Claims Research, Provider Electronic Solutions, Managed Care Entities, HCE, Vendors, and Provider Associations

(Continued)

Table 1.3 – Session Information

Wednesday, August 7, 2002		
Time	Session Number	Session Name
8:45 a.m. – 9:45 a.m.	A06^^	HIPAA ^^ (registrants must register for both A06 and A07)
	B06	Avenues of Resolution
9 a.m. – 10 a.m.	C06	Medical Policy
	D06	Provider Electronic Solutions/Web interChange
10 a.m. – 11 a.m.	A07^^	HIPAA ^^ (registrants must register for both A06 and A07)
	B07	Spenddown
10:15 a.m. – 11:15 a.m.	C07	Adjustments
	D07	Hospital/Diagnosis Related Group
11:15 a.m. – 12:15 p.m.	A08	Waiver 101
	B08	Prior Authorization
11:30 a.m. – 12:30 p.m.	C08	UB-92 Roundtable
	D08	Adjustments
12:15 p.m. – 1:30 p.m.	Lunch	
12:30 p.m. – 1:45 p.m.	Lunch	
1:30 p.m. – 2:30 p.m.	A09~	Waiver 201 ~ (registrants must register for both A09 and A10)
	B09	Provider Enrollment
1:45 p.m. – 2:45 p.m.	C09~~	HCFA-1500 Roundtable ~~ (registrants must register for both C09 and C10)
	D09	Spenddown
2:45 p.m. – 3:45 p.m.	A10~	Waiver 201 ~ (registrants must register for both A09 and A10)
	B10	Provider Enrollment Roundtable
3 p.m. – 4 p.m.	C10~~	HCFA-1500 Roundtable ~~ (registrants must register for both C09 and C10)
	D10	Spenddown Roundtable
8 a.m. – 5 p.m.	Booths	Registration, Claims Research, Provider Electronic Solutions, Managed Care Entities, HCE, Vendors, and Provider Associations

(Continued)

Table 1.3 – Session Information

Thursday, August 8, 2002		
Time	Session Number	Session Name
8:45 a.m. – 9:45 a.m.	A11#	HIPAA #(registrants must register for both A11 and A12)
	B11##	Waiver Review ##(registrants must register for B11, B12, and B13)
9 a.m. – 10 a.m.	C11	Provider Enrollment
	D11	UB-92 Roundtable
10 a.m. – 11 a.m.	A12#	HIPAA #(registrants must register for both A11 and A12)
	B12##	Waiver Review ##(registrants must register for B11, B12, and B13)
10:15 a.m. – 11:15 a.m.	C12	Provider Enrollment Roundtable
	D12	HCFA-1500 Roundtable
11:15 a.m. – 12:15 p.m.	A13	Managed Care Roundtable
	B13##	Waiver Review ##(registrants must register for B11, B12, and B13)
11:30 a.m. – 12:30 p.m.	C13	Medical Policy
	D13	Hospital/Diagnosis Related Group
12:15 p.m. – 1:30 p.m.	Lunch	
12:30 p.m. – 1:45 p.m.	Lunch	
1:30 p.m. – 2:30 p.m.	A14	Surveillance and Utilization Review
	B14	MDwise
1:45 p.m. – 2:45 p.m.	C14	Harmony
	D14	MHS
2:45 p.m. – 3:45 p.m.	A15	Prior Authorization
	B15	MDwise
3 p.m. – 4 p.m.	C15	Harmony
	D15	MHS
8 a.m. – 5 p.m.	Booths	Registration, Claims Research, Provider Electronic Solutions, Managed Care Entities, HCE, Vendors, and Provider Associations

Table 1.4 – Session Schedule for Tuesday, August 6, 2002

8:45 a.m.	IHCP 201	Pharmacy			
9 a.m.			Home Health	Mental Health	
9:15 a.m.					
9:30 a.m.					
9:45 a.m.		Break			
10 a.m.		Transportation	Break	Break	
10:15 a.m.			Dental	Durable Medical Equipment	
10:30 a.m.					
10:45 a.m.					
11 a.m.	Break	Break			
11:15 a.m.	HCFA-1500 Roundtable	Waiver 101	Break	Break	
11:30 a.m.			Hospice	Surveillance and Utilization Review (SUR)	
11:45 a.m.					
12 p.m.					
12:15 p.m.	Lunch	Lunch			
12:30 p.m.			Lunch	Lunch	
12:45 p.m.					
1 p.m.					
1:15 p.m.					
1:30 p.m.		Waiver Review	Physician		
1:45 p.m.	UB-92 Roundtable			Vision	
2 p.m.					
2:15 p.m.					
2:30 p.m.			Break		
2:45 p.m.			OB/GYN		Break
3 p.m.					Restricted Card
3:15 p.m.					
3:30 p.m.					
3:45 p.m.					
4 p.m.					

Note: Registration and booths are open from 8 a.m. until 5 p.m.

Table 1.5 – Session Schedule for Wednesday, August 7, 2002

8:45 a.m.	HIPAA	Avenues of Resolution		
9 a.m.			Medical Policy	Provider Electronic Solutions/ Web interChange
9:15 a.m.				
9:30 a.m.				
9:45 a.m.		Break		
10 a.m.		Spendedown	Break	Break
10:15 a.m.			Adjustments	Hospital/Diagnosis Related Group (DRG)
10:30 a.m.				
10:45 a.m.				
11 a.m.	Break	Break		
11:15 a.m.	Waiver 101	Prior Authorization	Break	Break
11:30 a.m.			UB-92 Roundtable	Adjustments
11:45 a.m.				
12 p.m.				
12:15 p.m.	Lunch	Lunch		
12:30 p.m.			Lunch	Lunch
12:45 p.m.				
1 p.m.				
1:15 p.m.				
1:30 p.m.	Waiver 201	Provider Enrollment	HCFA-1500 Roundtable	Spendedown
1:45 p.m.				
2 p.m.				
2:15 p.m.				
2:30 p.m.		Break		
2:45 p.m.		Enrollment Roundtable	Break	
3 p.m.				Spendedown Roundtable
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4 p.m.				

Note: Registration and booths are open from 8 a.m. until 5 p.m.

Table 1.6 – Session Schedule for Thursday, August 8, 2002

8:45 a.m.	HIPAA	Waiver Review				
9 a.m.			Provider Enrollment	UB-92 Roundtable		
9:15 a.m.						
9:30 a.m.						
9:45 a.m.						
10 a.m.			Break	Break		
10:15 a.m.			Provider Enrollment Roundtable	HCFA-1500 Roundtable		
10:30 a.m.						
10:45 a.m.						
11 a.m.	Break					
11:15 a.m.	Managed Care Roundtable		Break	Break		
11:30 a.m.			Medical Policy	Hospital/ Diagnosis Related Group (DRG)		
11:45 a.m.						
12 p.m.						
12:15 p.m.	Lunch	Lunch				
12:30 p.m.			Lunch	Lunch		
12:45 p.m.						
1 p.m.						
1:15 p.m.						
1:30 p.m.			Surveillance and Utilization Review	MDwise	Harmony	MHS
1:45 p.m.						
2 p.m.						
2:15 p.m.						
2:30 p.m.	Break	Break				
2:45 p.m.	Prior Authorization	MDwise	Break	Break		
3 p.m.			Harmony	MHS		
3:15 p.m.						
3:30 p.m.						
3:45 p.m.						
4 p.m.						

Note: Registration and booths are open from 8 a.m. until 5 p.m.

Indiana Health Coverage Programs



PROVIDER TRAINING SESSION
REGISTRATION FORM

*Note: A deposit of \$25 per person is required to pre-register and must accompany the completed registration form (attached). Each registrant should register using his or her own name. It is imperative that a separate \$25 check is sent for each person registering, even if they are attending from the same provider office or provider group. **Make checks payable to EDS.** Deposits are returned only to those registrants who attend the seminar. Deposits are not returned to those who register, but do not attend. Deposit refund checks will be mailed to the registrant's address 30 days after the seminar.*

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For comfort, business casual attire is recommended. Also, consider bringing a sweater due to possible room temperature variations.

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 registrations will be accepted without a deposit check for \$25.

Faxed registrations will not be accepted because a deposit check is required with registrations.

Registrant Information

Name of Registrant _____ Provider Number _____

Provider Name _____

Provider Address _____

City _____ State _____ ZIP _____

Provider Telephone Number _____

Session Number	Date	Time

Check Number: _____

Amount Received:	Date Received:
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Mail completed forms to: **EDS IHCP Seminars**
P.O. Box 7263
Indianapolis, IN 46207-7263

Faxed registrations will not be accepted because a deposit check is required with registration.

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