



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

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To: All Providers

Subject: Additional Information Related To Day v. Humphreys

Overview

Indiana Health Coverage Programs (IHCP) bulletins *BT200203* published Feb. 6, 2002, and *BT200212* published March 11, 2002, provided information related to the Day v. Humphreys class action lawsuit. These bulletins are online at the Indiana Medicaid Web site at www.indianamedicaid.com in the Bulletin section.

Below is additional information addressing claim submission procedures applicable to claims for Day class members.

Billing Procedures

Several providers have asked whether they can bill Medicaid prior to reimbursing the member for the cost of medical care paid by the member prior to their Day-eligibility. The *IHCP Provider Manual* states in *Chapter 2, Section 9: Retroactive Eligibility*, that providers can handle refunds in a manner consistent with normal office procedures. Therefore, if a provider's routine office policy is to refund patients after payment from another source has been received, then it is also permissible to handle Day member refunds in the same manner. However, it is important to remember that Day members must receive a full refund from providers even if payment from the IHCP is less than what the member originally paid the provider for the service.

In addition, the following information is being offered to ensure timely payment of Day claims:

- All Day-related claims must be sent to a specific P.O. box. If claims are not sent to the correct P.O. box, claims may be denied for prior authorization (PA) or filing limit reasons. The IHCP has agreed to waive PA and filing limit requirements for Day-related claims. Sending claims to the correct P.O. box will ensure that PA and filing limit issues are waived as appropriate. The correct address for Day-related claims is as follows:

EDS
P.O. Box 7259
Indianapolis, IN 46207-7259

- Members eligible for Day-coverage are issued a notice of eligibility from the County Office of Family and Children. Members are required to present this notice to providers who provide (or have provided) services to members during the Day-eligible period. To expedite claims processing, providers are encouraged to submit a copy of this notice along with the claims that are sent to the above P.O. box. Failure to include this notice could delay processing of the claim.

The IHCP recognizes that some procedure codes associated with Day-related claims may be obsolete. The IHCP has a process in place to evaluate these codes on a case-by-case basis to ensure that all claims are properly paid. Properly submitted Day-related claims will be processed within 30 calendar days of receipt by the contractor.

Additional Information

Questions about the information in this bulletin should be addressed to EDS Customer Assistance at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278.

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