

# PROVIDER *news*

INDIANA HEALTH COVERAGE PROGRAMS

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MAY 2011



Doing business with Medicaid

## Indiana EHR Incentive Program Registration begins in May 2011! Are you ready?

The Indiana Electronic Health Record (EHR) Incentive Program Registration begins in May 2011. The first step is to register with the Centers for Medicare & Medicaid (CMS) by completing the [Medicare & Medicaid Registration and Attestation](#) found on the CMS Web site at [www.cms.gov](http://www.cms.gov). Once you have received your CMS registration number, you may begin the registration process in Indiana. If you are a rendering provider who will be registering for the EHR Incentive Payment Program, you will need to obtain your own access to Web interChange, even if your group has access. Groups will not be able to access the EHR Payment Program registration site on Web interChange on behalf of their rendering providers. To gain individual access, complete the interChange Administrator Request Form located under "How to Obtain an ID" on the Web interChange site at [indianamedicaid.com](http://indianamedicaid.com). Submit the request form and a letter of acknowledgement from your organization's owner on your company's letterhead, indicating you are approved as an administrator for your organization. (A [sample letter of acknowledgement](#) is available via a link

### INSIDE STORIES

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on the request form.) Send the form and the letter of acknowledgement to the address on the form or fax it to HP EDI Solutions at (317) 488-5185.

You can find additional information about the EHR Incentive Program on the [Indiana EHR Web page](#) at indianamedicaid.com. Watch for more information coming your way soon, including a new *EHR Incentive Program Supplemental Provider Manual*.

## Changes to indianamedicaid.com make it easier to access information you need most

Take a moment today to visit the [home page](#) of indianamedicaid.com—three new Quick Links in the right navigation panel take you directly to Web interChange, so you can quickly and easily verify member eligibility, access your provider profile information, check claim status, and more.

Of course, you can still use the Web interChange "doc-in-a-box" link in the green box at the bottom of the home page to visit Web interChange, as well.

Finally, see what's coming in healthcare in Indiana—view the new [Upcoming Initiatives](#) link at the bottom right of the page.

Bookmark these resources on indianamedicaid.com

[IHCP Provider Code Sets](#)  
(General Provider Services > Billing and Remittance > Code Sets > Launch Provider Code Sets)

[Electronic Health Records Incentive Program](#) (General Provider Services > EHR Incentive Program)

[Best Practices: Nonpharmacy Prior Authorization](#)  
(General Provider Services > Providing Services > Prior Authorization > Best Practices for Nonpharmacy PA)

[Best Practices for Medicaid Claim Processing](#) (General Provider Services > Billing and Remittance > Best Practices for Medicaid Claim Processing)



Continued link to Web interChange/"doc in a box"

NEW Upcoming Initiatives link

NEW Quick Links to Web interChange

Forget your Web interChange password?

**Reset it yourself!** The Reset Password function allows users to reset their own passwords. For more information, visit the [Automated Password Reset Help](#) page of Web interChange.

## Web interChange makes it fast and easy to update your provider profile

From March 2010 through February 2011, HP Provider Enrollment processed 84,002 enrollments and updates. Of that number, 7,688 documents (11 percent) were returned to providers unprocessed, because the forms were incomplete, or contained incorrect or conflicting information.

To avoid delay when you update your provider profile, use [Web interChange](#) on indianamedicaid.com, rather than sending a paper form. Using Web interChange, you can:

- Change Mail To, Pay To, and Service Location addresses
- Add specialty designations
- Enroll in electronic funds transfer (EFT), or change existing EFT information
- Add business owners, officers, managers, and members of the board of directors
- Enroll as a qualified provider for the Presumptive Eligibility for Pregnant Women program (Keep in mind that only certain specialties can enroll as qualified providers—for a complete list of provider types, see the [Qualified Provider Presumptive Eligibility Manual](#) at indianamedicaid.com > Manuals.)
- Enroll in Indiana Medicaid programs such as HealthWatch/Early and Periodic Screening, Diagnosis, and Treatment (EPSDT), Medical Review Team (MRT), the 590 Program, and Pre-admission Screening and Resident Review (PASRR).
- Register for the [Electronic Health Records \(EHR\) Incentive Program](#)
- Indicate that you are accepting new patients and/or patients with special needs (dental providers)

If you have additional questions, please contact the provider enrollment line at 1-877-707-5750.



### Web interChange

Submit claims, check member eligibility, update your provider profile and much more. [More Information](#)

### You can also use Web interChange to:

- Submit claims and check claim status
- Verify member eligibility
- View Remittance Advices
- Request prior authorization
- Inquire about checks

### How to sign up for Web interChange

If you haven't signed up for Web interChange, go to indianamedicaid.com > Web interChange and select "How To Obtain an ID" to complete the Web interChange Administrator Request Form. Call your HP [field consultant](#) if you need help using Web interChange.

### Web Tools training

Learn to make better use of Web interChange with Web Tools Training—visit the [Provider Education page](#) of indianamedicaid.com or see [page 5](#).

## Electronic certification training for prenatal care coordinators goes live!



As the focus on improving birth outcomes across the state has unfolded over the last 12 months, the Office of Medicaid Policy and Planning (OMPP) has engaged in a partnership with the Indiana State Department of Health (ISDH) Maternal and Child Health Division, the Indiana Perinatal Network (IPN), and Medicaid managed care entities (MCEs). This partnership has collaborated to reorganize prenatal care coordination services to produce data-driven results that will indicate healthier babies born into Medicaid.

- We know that engaging women in the earliest stages of pregnancy is critical to catching risk factors that may negatively affect the unborn child.
- We know that changing habits and behaviors that are unhealthy to both the mother and baby can change the course of the pregnancy.
- We know there are multiple resources available to pregnant women that can improve pregnancy outcomes and that are often underutilized.

Prenatal Care Coordinators (PNCCs) play a vital role in connecting women at risk for poor birth outcomes to these underutilized, yet essential, resources. Indiana seeks to improve the rate at which pregnant women on Medicaid participate in first-trimester prenatal care. Too often, pregnancies progress with little or no attention to prenatal care. PNCCs can bridge this gap.

To meet the criteria to enroll as a PNCC provider with the Indiana Health Coverage Programs (IHCP), professionals must complete certification. Through its efforts to improve birth outcomes, the collaborative team identified a need to provide potential PNCCs with innovative access to the required certification training. In the past, certification was offered only quarterly and required individuals to travel to Indianapolis, attend two days of training, and pay a training fee.

A revised certification process has been developed in which potential PNCC candidates can access the Prenatal Care Coordination Certification Training Modules online at the ISDH Web site. You can find a link to the training at [www.indianamedicaid.com](http://www.indianamedicaid.com) under [Provider Education](#). The 12 training modules are designed to allow you to work through the training at your own pace. Once completed, candidates for PNCC submit a survey that demonstrates their understanding of the content of each module. Survey results are reviewed and a Certificate of Completion issued.

The revisions to this required certification training include:

- Electronic “webinar”-style approach



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- Ability to engage and review materials at an individualized pace
- Connection to resource tools and access to materials for use on the job
- Training at no charge

Certification requires completion of the online training available through the ISDH Web site, as well as successful completion of the survey.



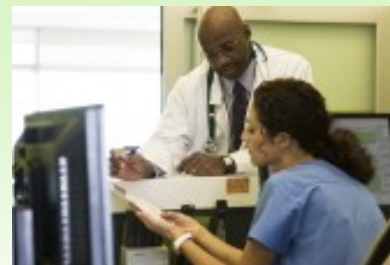
## Reminders regarding 17P injections

Effective June 1, 2011, prescribing physicians must send prior authorization (PA) requests for compounded 17-alpha hydroxyprogesterone injectable (17P) products to Affiliated Computer Services (ACS) for approval; once the PA is approved, the dispensing pharmacy contacts the prescribing physician to obtain the prescription for dispensing the drug. PA forms for 17P injections are available on the [Forms page](#) of indianamedicaid.com. For billing instructions and related information, see [BR201017](#) and [BR201006](#). Please note that the compounded 17P 5ml multidose vial is preferred.

## Answer your questions about HIPAA 5010 on indianamedicaid.com

- How can I tell if my current software is compatible with HIPAA 5010?
- I use Web interChange to submit claims; do I still need to test for HIPAA 5010?
- I need to submit another Trading Partner Agreement. Where should I send it?

These are just a few of the questions providers have asked about the coming transition to the Health Insurance Portability and Accountability (HIPAA) 5010/National Council for Prescription Drug Programs (NCPDP) D.0.



HP is now in the testing phase for the transition, which will be complete January 1, 2012 (the cutoff date for old transactions). You can find answers to these and other questions about HIPAA 5010/NCPDP D.0 on the [FAQs page](#) of indianamedicaid.com (General Provider Services > Health Insurance Portability and Accountability Act > FAQs – HIPAA).

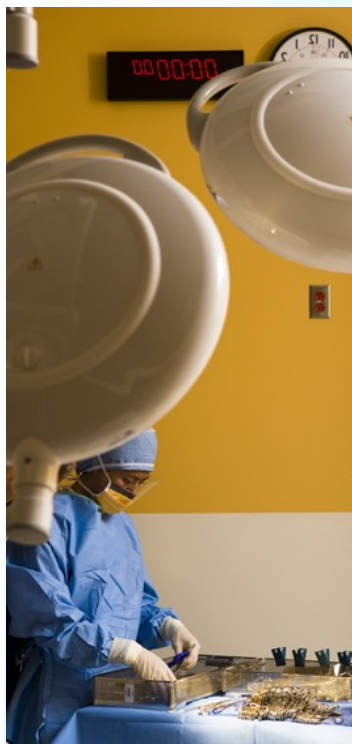
## Second-quarter workshops

The Indiana Health Coverage Programs (IHCP) is offering free quarterly provider workshops. Sessions on Medicaid 101, IHCP Updates, and Provider Enrollment are scheduled, as are sessions on *Care Select* Provider Issues and Resolutions, a behavioral health roundtable, updates from managed care entities (MCEs), and a question-and-answer session. For [more information](#) and [to register](#), visit indianamedicaid.com (General Provider Services > Provider Education).

## Web Tools training

Learn how to make better use of Web interChange and indianamedicaid.com with the Indiana Health Coverage Programs' virtual training, which focuses on how to use indianamedicaid.com to resolve questions that arise daily, including finding publications, searching the Fee Schedule, accessing the *IHCP Provider Manual*, and more. Because this is virtual training, your staff doesn't need to leave the office. You have two opportunities to participate—May 6 and May 13. For [more information](#) and [to register](#), visit indianamedicaid.com (General Provider Services > Provider Education).

RECENTLY PUBLISHED TO THE IHCP WEB SITE



**BULLETINS**

- [BT201107 – Change in HIP Claims Payer](#)
- [BT201108 – Coverage of IEP-Related Nursing and Transportation Services](#)
- [BT201109 – Hoosier Healthwise Members to Receive Open Enrollment Mailing](#)
- [BT201110 – IHCP Coverage of 17-alpha hydroxyprogesterone \(“17P”\) Injections and Makena](#)

**PROVIDER MANUAL UPDATES**

[Qualified Provider Presumptive Eligibility Manual](#)

**LOOKING FOR MORE INFORMATION ABOUT PROVIDER MANUAL UPDATES?**

- Subscribe to [IHCP E-mail Notifications](#).
- The Revision History at the front of each manual (or chapter) provides detailed information about the updates made in the most recent revision.

NEWS FROM RECENT BANNER PAGES

- [Corrections to Billing Instructions for Antepartum Visits](#)
- [Best Use of Web interChange and indianamedicaid.com](#)
- [Reminder of Billing Guidelines for Evaluation and Management Codes](#)
- [Centers for Medicare & Medicaid Services Quarterly Updates](#)
- [Hearing Aid Form Clarification](#)
- [Clarification of Transportation PA](#)
- [Using MUEs with NCCI Code Auditing](#)
- [Correction: IHCP Coverage of 17-alpha hydroxyprogesterone \(17P\) Injections and Makena](#)
- [Package B Diagnosis Coding for Family Planning Services](#)

FOR MORE INFORMATION

- [Contact your Provider Relations Field Consultant](#)
- [IHCP Provider Quick Reference](#) – a complete list of addresses, telephone numbers, and fax numbers for the IHCP and IHCP vendors