IHCP *bulletin*

2022 IHCP Works annual seminar scheduled for October 11-13 in Indianapolis

The Indiana Family and Social Services Administration (FSSA) and Gainwell Technologies invite Indiana Health Coverage Programs (IHCP) providers to attend the 2022 IHCP Works annual provider seminar. The in-person seminar begins Tuesday, October 11, and continues through Thursday, October 13. There is no cost for the seminar.

The seminar features three full days of valuable information. Topics include program overviews and specific program billing guidelines, as well as other important IHCP information. Sessions will be led by the FSSA, Anthem, CareSource, Managed Health Services (MHS), MDwise, UnitedHealthcare and Gainwell Technologies. For information about the full seminar lineup and to pick your "cannot-miss" sessions, see the attached Session Descriptions and Schedule.

Seminar registration

Providers are requested to register for the seminar online by visiting the *Workshop Registration* page at in.gov/medicaid/providers. The registration page provides instructions, including the *Workshop Registration Tool Quick Reference Guide*. Registration for the IHCP Works annual provider seminar is a two-step process. During registration, you must first register for the seminar. After you have confirmed your registration, you must then register for each session you would like to attend. When providers register, they receive a registration confirmation immediately.

Session descriptions and the daily schedule are attached to this bulletin for your reference. A link to this information is also available on the *Provider Education Opportunities* page at in.gov/medicaid/providers. All registration is on a first-come, first-served basis, so sign up early.

Beginning September 23, presentations for all sessions will be accessible via the *2022 IHCP Works* page at in.gov/medicaid/providers. Providers are advised to print paper copies of each presentation for reference, if desired. **Paper copies of the presentations will *not* be provided at the seminar**.

Walk-in registrations will be allowed; however, it is not recommended, as space is limited. The most popular sessions reach capacity well before the start of the seminar. Walk-in registrants will be allowed to attend sessions only if space is available.

Business casual attire is recommended for comfort. Consider layering to accommodate variations in room temperature. Beverage service will not be available; however, a restaurant, early morning coffee bar and snack shop are available at the facility where drinks, snacks and lunch can be purchased.

Seminar location and hotel reservation information

The seminar will be held at the following location:

Indianapolis Marriott East Hotel
7202 E. 21st St.
Indianapolis, IN 46219

Guest room reservations are available at the special rate of $146 plus state and local taxes per night. Guests staying overnight will be charged a parking fee of $9 per day. Guests of the hotel will have this charge added to their room invoice.

Reservations at the Marriott may be made online (preferred) at the seminar welcome page, or by telephone at 800-991-3346 referencing the group name "Indiana Medicaid Conference." Rooms at the discounted rate are booked on a first-come, first-serve basis. Providers can contact the Indianapolis Marriott East directly at reservations@indymarriotteast.com should they have issues with guest room reservations. The special rate applies to reservations made on or before Sept. 19, 2022.

Free parking is available in the surface lot of the hotel but may be limited.

Note: Please do not call the hotel to register for seminar sessions.

The Indianapolis Marriott East Hotel is located on the near northeast side of Indianapolis on 21st Street, east of Shadeland Avenue, west of I-465, and south of I-70. The following maps show the location of the Indianapolis Marriott East Hotel. For more specific directions from your location, please use the Maps app on your cell phone or visit a map search website, such as maps.google.com.

Reminder to providers: Please do not bring protected health information (PHI) to the conference.

Indianapolis map showing location of Indianapolis Marriott East Hotel

Map of specific location of Indianapolis Marriott East Hotel

QUESTIONS?

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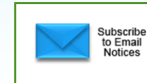
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2022 IHCP Works Annual Provider Seminar
Session Descriptions and Schedule

Session Descriptions

The presentations for all sessions will be available on the *2022 IHCP Works* page at in.gov/medicaid/providers beginning Sept. 23, 2022. Providers are advised to print paper copies of the presentations for reference, if desired. Copies will not be provided at the seminar.

Session Name	Description
Behavioral Health **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	These presentations give information on the claim submission process for behavioral health services. Topics will include common denial reasons and how to avoid them.
Enrollment **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	These presentations give information on the enrollment and revalidation processes with a focus on resolving common errors quickly and efficiently.
Institutional Claims (UB-04) **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	These presentations give information on the claim submission process using the online portals for institution-based services.
Prior Authorization 101 **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	Each partner will present the basics of prior authorization (PA), including requirements, submission methods and provider recourse when a PA is denied. Each presentation may vary slightly.
Prior Authorization 201 **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	These presentations look more closely at specific prior authorization situations, such as retro-authorizations and new births. A more detailed look at appeals and disputes is included.
Professional Claims (CMS-1500) **(Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare, Gainwell Technologies)**	These presentations give information on the claim submission process using the online portals for professional services.
Anthem – Integrated Care Model/Whole Person Care Approach	This presentation on Anthem's Integrated Care Model and Whole Person Care Approach focuses on what "whole health" is, how to recognize integrated behavioral health and who can benefit from this program.
CareSource – LGBTQ+ 101 and Our Healthcare Community	Presented by Indiana Youth Group, this presentation discusses the health disparities experienced by LGBTQ+ youth and how providers can create and support a diverse and inclusive environment.
MHS – Member Benefits and Care Management Programs	This presentation gives information on benefits that Managed Health Services (MHS) members can access and how MHS Care Coordination and Disease Management programs assist members and providers.
MDwise – Culturally and Linguistically Appropriate Services (CLAS)	MDwise presents an introduction to its Culturally and Linguistically Appropriate Services (CLAS), including how CLAS can be used in services to reduce health disparities.
UnitedHealthcare – Provider Portal/Community Care	This session presents an introduction to how the UnitedHealthcare Provider Portal allows providers to check member eligibility, claim status, prior authorization status and various other functions.
Gainwell – EVV Pitfalls and Prevention	This session focuses on key problems that providers face around electronic visit verification (EVV) implementation and how to avoid those mistakes.
Gainwell – Claim Research: Remittance Advice Versus Portal	This session provides a comparison between your Remittance Advice and your claims as seen on the provider portal. Presentation also includes a discussion on how to find information in both.

Session Name	Description
FSSA and Gainwell – EVV Policy Update	FSSA and Gainwell Technologies provide key updates for successful implementation of electronic visit verification (EVV) for both personal care and home health services.
FSSA – Keynote: Dr. Dan Rusyniak	Secretary of the Indiana Family and Social Services Administration (FSSA), Dr. Dan Rusyniak, gives a message of welcome to the IHCP Works seminar and provides highlights to the Indiana Medicaid programs.
FSSA – Reviewing Box 33a Requirements	FSSA will review professional claim requirements for Box 33a. This is one of the largest claim denial or rejection reasons for managed care claims.
FSSA Telehealth	This session presents a discussion about the evolution of telehealth services and the latest updates made to improve and increase access to the telehealth delivery system.
FSSA – mLTSS	FSSA will discuss upcoming managed long-term services and supports (mLTSS) changes including how day-to-day operations will change for Home- and Community-Based Services (HCBS) LTSS providers and how providers can best prepare and ready themselves for these changes.
FSSA – PHE Return to Normal	FSSA will provide information about the "Return to Normal" following the coronavirus disease 2019 (COVID-19) public health emergency with a focus on the upcoming changes to member eligibility and its impact on IHCP providers.
FSSA – SNF HIP Reimbursement Changes	FSSA's Reimbursement team will provide detailed information about Healthy Indiana Plan (HIP) reimbursement changes for skilled nursing facilities taking effect on Nov. 1, 2022.
FSSA – Medicaid Questions	Modeled after the internet game sensation, Medicaid Questions (MQ) provides a fun, exciting way to test your knowledge of Medicaid policies.

Session Schedules

The following color code key corresponds to tables in the session schedule for the entity presenting.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare

Session Schedule for Tuesday, October 11, 2022
(Professional)

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.	Professional Claims (CMS-1500) (Anthem) (8:30 a.m. - 9:30 a.m.)		Enrollment (Gainwell) (8:30 a.m. - 9:30 a.m.)	
8:45 a.m.				
9:00 a.m.				
9:15 a.m.	BREAK	Professional Claims (CMS-1500) (CareSource) (9:15 a.m. - 10:15 a.m.)	BREAK	Enrollment (UnitedHealthcare) (9:15 a.m. - 10:15 a.m.)
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Professional Claims (CMS-1500) (MDwise) (10 a.m. - 11 a.m.)		Keynote (FSSA) (10 a.m. - 11 a.m.)	
10:15 a.m.		BREAK		BREAK
10:30 a.m.				
10:45 a.m.		Professional Claims (CMS-1500) (MHS) (10:45 a.m. - 11:45 a.m.)		Enrollment (Anthem) (10:45 a.m. - 11:45 a.m.)
11:00 a.m.	LUNCH		BREAK	
11:15 a.m.				
11:30 a.m.			Reviewing Box 33a (FSSA) (11:30 a.m. – Noon)	
11:45 a.m.				LUNCH
Noon		LUNCH	LUNCH	
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Enrollment (CareSource) (1 p.m. - 2 p.m.)		Professional Claims (CMS-1500) (Gainwell) (1 p.m. - 2 p.m.)	
1:15 p.m.				
1:30 p.m.				
1:45 p.m.		Professional Claims (CMS-1500) (UnitedHealthcare) (1:45 p.m. - 2:45 p.m.)		Enrollment (MDwise) (1:45 p.m. - 2:45 p.m.)
2:00 p.m.	BREAK		BREAK	
2:15 p.m.				
2:30 p.m.	Enrollment (MHS) (2:30 p.m. - 3:30 p.m.)		Telehealth (FSSA) (2:30 p.m. - 3:30 p.m.)	
2:45 p.m.				BREAK
3:00 p.m.				
3:15 p.m.				Claim Research: RA Vs. Portal (Gainwell) (3:15 p.m. - 4:15 p.m.
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				
4:30 p.m.				
4:45 p.m.				
5:00 p.m.				

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare

Session Schedule for Wednesday, October 12, 2022
(Facility)

Time	Room 1	Room 2	Room 3	Room 4
8:30 a.m.	Institutional Claims (UB-04) (Anthem) (8:30 a.m. - 9:30 a.m.)		PA 101 (Gainwell) (8:30 a.m. - 9:30 a.m.)	
8:45 a.m.				
9:00 a.m.				
9:15 a.m.	BREAK	Institutional Claims (UB-04) (CareSource) (9:15 a.m. - 10:15 a.m.)	BREAK	PA 101 (UnitedHealthcare) (9:15 a.m. - 10:15 a.m.)
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Institutional Claims (UB-04) (MDwise) (10 a.m. - 11 a.m.)	BREAK	mLTSS (FSSA) (10 a.m. - 11 a.m.)	BREAK
10:15 a.m.				
10:30 a.m.				
10:45 a.m.		Institutional Claims (UB-04) (MHS) (10:45 a.m. - 11:45 a.m.)	BREAK	PA 101 (Anthem) (10:45 a.m. - 11:45 a.m.)
11:00 a.m.	LUNCH			
11:15 a.m.				
11:30 a.m.			PHE Return to Normal (FSSA) (11:30 a.m. - 12:30 p.m.)	
11:45 a.m.		LUNCH		
Noon				
12:15 p.m.				
12:30 p.m.			LUNCH	LUNCH
12:45 p.m.				
1:00 p.m.	PA 101 (CareSource) (1 p.m. - 2 p.m.)		Institutional Claims (UB-04) (Gainwell) (1 p.m. - 2 p.m.)	
1:15 p.m.				
1:30 p.m.				
1:45 p.m.		Institutional Claims (UB-04) (UnitedHealthcare) (1:45 p.m. - 2:45 p.m.)		PA 101 (MDwise) (1:45 p.m. - 2:45 p.m.)
2:00 p.m.	BREAK		BREAK	
2:15 p.m.				
2:30 p.m.	PA 101 (MHS) (2:30 p.m. - 3:30 p.m.)		SNF HIP Reimbursement Changes (FSSA) (2:30 p.m. - 3:30 p.m.)	
2:45 p.m.				
3:00 p.m.				
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				
4:30 p.m.				
4:45 p.m.				
5:00 p.m.				

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare

Session Schedule for Thursday, October 13, 2022
(Other)

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.	PA 201 (Anthem) (8:30 a.m. - 9:30 a.m.)		EVV Pitfalls and Prevention (Gainwell) (8:30 a.m. - 9:30 a.m.)	Behavioral Health (MHS) (8:30 a.m. - 9:30 a.m.)
8:45 a.m.				
9:00 a.m.				
9:15 a.m.		PA 201 (CareSource) (9:15 a.m. - 10:15 a.m.)		
9:30 a.m.	BREAK		BREAK	BREAK
9:45 a.m.			EVV Policy Update (FSSA) (9:45 a.m. – 10:45 a.m.)	Behavioral Health (UnitedHealthcare) (9:45 a.m. - 10:45 a.m.)
10:00 a.m.	PA 201 (MDwise) (10 a.m. - 11 a.m.)			
10:15 a.m.		BREAK		
10:30 a.m.				
10:45 a.m.		PA 201 (MHS) (10:45 a.m. - 11:45 a.m.)	BREAK	BREAK
11:00 a.m.	BREAK			Behavioral Health (Anthem) (11 a.m. - Noon)
11:15 a.m.			Medicaid Questions (FSSA) (11:15 a.m. – 11:45 a.m.)	
11:30 a.m.	PA 201 (Gainwell) (11:30 a.m. - 12:30 p.m.)			
11:45 a.m.		LUNCH		
Noon			LUNCH	LUNCH
12:15 p.m.				
12:30 p.m.	LUNCH			
12:45 p.m.				Behavioral Health (MDwise) (12:45 p.m. - 1:45 p.m.)
1:00 p.m.	LGBTQ+ 101 and Our Healthcare Community (CareSource) (1 p.m. - 2 p.m.)		Provider Portal/ Community Care (UnitedHealthcare) (1 p.m. - 2 p.m.)	
1:15 p.m.				
1:30 p.m.				
1:45 p.m.		Integrated Care Model/Whole Person Care Approach (Anthem) (1:45 p.m. - 2:45 p.m.)		BREAK
2:00 p.m.	BREAK		BREAK	Behavioral Health (CareSource) (2 p.m. – 3 p.m.)
2:15 p.m.				
2:30 p.m.	Culturally and Linguistically Appropriate Services (MDwise) (2:30 p.m. - 3:30 p.m.)		Member Benefits and Care Management Programs (MHS) (2:30 p.m. - 3:30 p.m.)	
2:45 p.m.		BREAK		
3:00 p.m.				BREAK
3:15 p.m.		PA 201 (UnitedHealthcare) (3:15 p.m. - 4:15 p.m.)		Behavioral Health (Gainwell) (3:15 p.m. - 4:15 p.m.)
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				
4:30 p.m.				
4:45 p.m.				
5:00 p.m.				

Note: Registration and booths are open from 7:30 a.m. until end of last session.