"People helping people help themselves"

Mitchell E. Daniels, Jr., Governor
State of Indiana

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Anne Murphy, Secretary

February 11, 2009

This communication contains information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. This document will also be available on the First Steps Website, under the link "What's New?", with the heading "CRO Transition Information". Please direct all questions to: FirstStepsWeb@fssa.in.gov. The next update will be sent no later than February 13, 2009.

*** NOTICE: THE NEW CRO BILLING SYSTEM (PAM) WILL BE AVAILABLE BEGINNING MONDAY FEBRUARY 16, 2009 AT 9:00 AM EST.**

***Reminder: Web InterChange continues to be available as VIEW ONLY.**

***Reminder: The Matrix continues to be available for SEARCHING and VIEWING ONLY.**

• **Online Access Form for PAM:** Users will need to have a separate and distinct login for each payee, for example: Provider A will need a login ID as an Independent Provider, as well as a login for her employment under Agency X (either billing or non-billing).

Please print off and sign the Online Access Form. You only need to send in the first page with the signature; the other pages are just for your information. ***Each** provider along with the administrator **must** sign to have access to authorizations and claims.* This form must be received and processed by CSC by the February 16, 2009 live date. ***This form is not optional!***
To date, approximately 900 forms have been received by CSC Covansys.

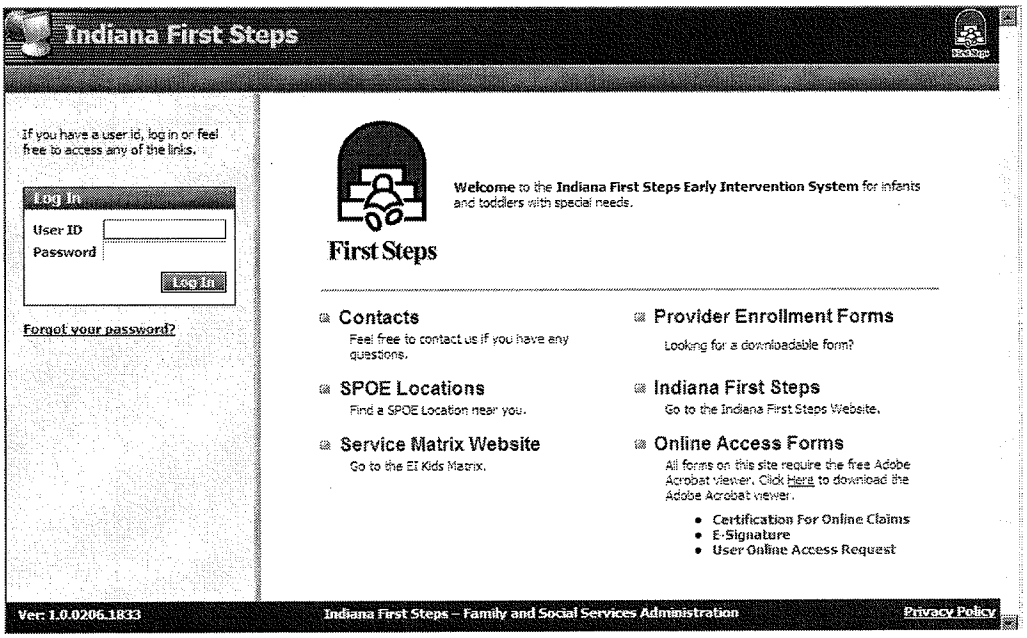
• **Online Access Forms and User Access:** Over the coming days, those that have completed and returned an Online Access Form will begin to receive automated email messages from CSC Covansys. This email will include instructions for registering your username as well as a temporary password for the initial login. Users will be able to register their username and login

for the first time on Monday February 16, 2009. The email will be sent to you from the CRO at FirstSteps@csc.com. **Please check your email system's SPAM or Junk Mail folders prior to contacting CSC if you do not receive the email.**

• **PAM Orientation:** The Quick Reference Guide to the Provider Account Management System (PAM) has been posted to the First Steps website under "What's New?" at: http://www.in.gov/fssa/ddrs/2821.htm.

• **PAM Website Address:** The PAM system will be available for providers to access effective Monday February 16, 2009 at the website address of: www.infirststeps.com. *Please be aware that until February 16th you will continue to see the Service Matrix main page at this site. As a function of the transition of the website from EDS to CSC Covansys, you may actually see the new page over the weekend prior to February 16 but if this occurs you will not be able to log in.*

As of February 16th, the new home page for this site will appear very similar to the following:



• **Authorization Issues:** Providers and or agencies should have received an email (or fax if no email was listed on their Matrix page) if authorization issues have been discovered during the CRO conversion. Providers may note that some of the authorizations on the lists sent to them are no longer active and therefore corrections will not be made-- *These authorizations will be available for viewing only in Web InterChange and will not show up in PAM.* For authorizations which extend into 2009, the SPOE will be entering a correct authorization for future billing.

Providers will need to provide all information listed on the cover letter sent in the email so that the SPOE can enter a new authorization that will then be available to bill on by February 17. *Please be advised that new authorizations that have to be entered during the shutdown period will be available on February 17. All other authorizations will be available on February 16. *If you are unable to locate an authorization after February 17, please notify your local SPOE office using their current procedures for missing or inaccurate authorizations.*

First Steps anticipates and expects that the CRO transition will run smoothly on February 16th and 17th, however a communication plan has been put in place that will ensure providers are notified of any concerns. The communications will be sent out via the SPOE's, as has been the procedure thus far, and posted as soon as possible on the First Steps Web and UTS Web. Providers may check any of the three locations for up to date information should any issues arise.