



# Children's Special Health Care Services Provider Manual



Indiana State  
Department of Health

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## **INTRODUCTION**

### **Children's Special Health Care Services (CSHCS)**

#### **Mission Statement**

The mission of the Children's Special Health Care Services (CSHCS) program is to provide financial assistance for medically necessary treatment of Children and Youth with Special Health Care Needs (CYSHCN), and Care Coordination to facilitate and promote family-centered, community-based, comprehensive, coordinated care that promotes successful systems of care for the CYSHCN and their families in Indiana.

#### **Vision Statement**

To promote the health and well-being of Children and Youth with Special Health Care Needs (CYSHCN).

The Statutory authority for the CSHCS program can be found in Indiana Code (IC) 16-35-2 and Indiana Administrative Code (IAC) 410 3.2. Visit:

[http://www.in.gov/legislative/iac/iac\\_title?iact=410&iaca=3.2](http://www.in.gov/legislative/iac/iac_title?iact=410&iaca=3.2)

Dear Provider:

Thank you for your interest in serving as a provider for the Children's Special Health Care Services (CSHCS) program. The CSHCS program provides medical coverage for financially eligible participants who have been diagnosed in any of 23 eligible medical conditions/categories; it does not cover all medical conditions. This manual provides information regarding the services supported by this program.

If you have questions about any of the topics in this manual, please call the CSHCS program at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana). These numbers will provide you the following list of options. Please press the option number that best addresses your questions or concerns:

- 1 = For Spanish callers (voice mail)
- 2 = Eligibility (new application or re-evaluations)
- 3 = Prior authorization (request for approval of medical services)
- 4 = Travel claims (reimbursement for mileage for trips greater than 50 miles)
- 5 = Claims (providers billing CSHCS for services rendered)
  - 1 = EDI (electronic claims)
  - 2 = Claim inquiries/problems
- 6 = Provider (New enrollment, provider changes & terminations)
  - 1 = EDI (electronic claims)
  - 2 = Provider agreement/direct deposit
  - 3 = National Provider Identifier/other inquiries
- 7 = Care coordination (resource referrals or parent support organization referrals)
- 0 = Attendant

The CSHCS program looks forward to working with you.

Sincerely,  
Children's Special Health Care Services  
Provider Relations

## **TERMS & DEFINITIONS**

BAA – Business Associate’s Agreement

Claims Unit – The team within CSHCS that tracks, manages and pays claims submitted by providers for services to eligible CSHCN.

CSHCN – Children with Special Health Care Needs

CSHCS – Children’s Special Health Care Services

CYSHCN – Children and Youth with Special Health Care Needs

EDI – Electronic Data Interchange

Eligibility Unit – The team within CSHCS that determines whether applicants or participants are eligible for the program.

Explanation of Payment (EOP) – A summary of claims processed by the CSHCS program for a particular provider.

HIPAA – Health Insurance Portability and Accountability Act of 1996

Linked Provider – The primary care, specialty care or basic/routine dental care provider from whom the participant receives care.

Medical Home – An approach to providing comprehensive primary care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate and culturally effective.

Primary Care Provider (PCP) – The primary doctor a participant sees for routine health care (e.g., colds, immunizations, etc.) This physician must be enrolled as a provider in the CSHCS program.

Primary Dental Provider (PDP) – The primary dentist a participant sees for routine dental care services. This dentist must be enrolled as a provider in the CSHCS program.

Prior Authorization Unit – The team within CSHCS that sets-up provider linkages and determines whether or not to authorize procedures for eligible CSHCN.

Provider – A health services provider with an agreement allowing them to bill CSHCS for authorized services provided to eligible participants.

Provider Relations Unit – The team within CSHCS that enrolls providers, maintains provider information and assists providers with questions, concerns or issues with CSHCS service provision.

Trading Partner – A CSHCS provider that conducts business with CSHCS via EDI.

Web Portal – A secure website where CSHCS participant eligibility, primary insurance/Medicaid coverage, claims status and payment information is displayed for authorized users.

## **MEDICAL HOME OVERVIEW**

Medical Home is a vision for how all individuals involved in the delivery of health care services can partner with patients and their families to help them achieve their maximum potential.

A medical home is not a building, house or hospital, but rather an approach to providing health care services in a high-quality and cost-effective manner. Children and their families who have a medical home receive the care they need from a pediatrician or physician (pediatric health care professional) whom they trust. The pediatric health care professionals and parents act as partners in a medical home to identify and access all the medical and non-medical services needed to help children and their families achieve their maximum potential.

The American Academy of Pediatrics believes that all children should have a medical home where care is:

### **Accessible**

- Care is provided in the child's or youth's community.
- All insurance, including Medicaid, is accepted and changes are accommodated.
- Families or youth are able to speak directly to the physician when needed.

### **Family-Centered**

- Recognizing the family as the principal caregiver and the center of strength and support for children.
- Unbiased and complete information is shared on an ongoing basis.
- The family is recognized as the expert in their child's care and youth are recognized as the experts in their own care.

### **Continuous**

- Same primary pediatric health care professionals are available from infancy through adolescence and young adulthood.
- Assistance with transitions, including those to other pediatric providers or into the adult health care systems, are planned and organized with the child and family.

### **Comprehensive**

- Health care is available 24 hours a day, seven days a week, 52 weeks a year.
- Preventive, primary and tertiary care needs are addressed.
- Information is made available about private insurance and public resources.

### **Coordinated**

- A plan of care is developed by the physician, child or youth, and family and is shared with other providers, agencies and organizations involved with the care of the patient.
- A central record containing all pertinent medical information, including hospitalizations and specialty care, is maintained at the practice.
- Families are linked to support, educational and community-based services.

### **Compassionate**

- Concern for well-being of child and family is expressed and demonstrated.
- Efforts are made to understand and empathize with the feelings and perspectives of the family as well as the child or youth.

## **Culturally Competent**

- Family's cultural background, including beliefs, rituals and customs are recognized, valued, respected and incorporated into the care plan.
- All efforts are made to ensure that the child or youth and family understand the results of the medical encounter and the care plan, including the provision of translators or interpreters as needed.

The CSHCS program values and encourages the efforts of our primary care physicians to provide a medical home for our participants. In a medical home, the child or youth, his or her family, primary care physician and other health professionals develop a trusting partnership based on mutual responsibility and respect for each other's expertise.

The National Center of Medical Home Initiatives for Children with Special Needs provides support to physicians, families and other medical and non-medical providers who care for children with special needs so that they have access to a medical home. Please visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org) to access training materials and to learn more about the seven components of a medical home.

On this website, under "Tools," you will find information about care notebooks, which are used as an organizing tool for families to keep track of important information. You can also find examples of care notebooks and Instruction/forms to enable you to create a care notebook. A major role of this notebook is to help parents and caregivers maintain an ongoing record of their child's care, services, providers and notes. This notebook is a tool to empower families to become the experts on their child's care. It is also a way to maintain lines of communication between the many providers and services that care for a child and his or her family. Health professionals recommend parents and caregivers bring this notebook to all medical appointments, therapies, care conferences, on vacations, etc. Health professionals can encourage the use of these notebooks by either having them available at the first office visit, upon discharge from the hospital or in the waiting room on a resource table. This notebook should be a team responsibility. Office staff should offer families assistance in filling out the various forms. Medical offices can copy visits, checkups, immunization records, specialist reports or clinical pathways and give them to families to insert into the notebook.

For more information regarding Medical Home, contact:

Shirley Payne, MPH  
Integrated Community Services Program  
Children's Special Health Care Services  
Indiana State Department of Health  
317-233-7046  
[spayne@isdh.in.gov](mailto:spayne@isdh.in.gov)

# PROVIDER ENROLLMENT REQUIREMENTS

## General Information

- The Children's Special Health Care Services Program (CSHCS) is a supplemental program that helps enrolled participants with serious chronic medical conditions pay for treatment related to their condition. CSHCS is the payer of last resort for authorized services to eligible participants. This means that the participant's primary insurance or Hoosier Healthwise/Medicaid must always be billed prior to billing the CSHCS program. CSHCS is not a Medicaid program and CSHCS is a separate program administered under the Indiana State Department of Health (ISDH) Although CSHCS is not a Medicaid program, it reimburses claims at the Medicaid rate and uses Medicaid coding and claim forms. CSHCS can never pay medical providers more than the maximum allowable Medicaid rate. Any balances for approved services cannot be billed to the family.

## Provider Agreement

- Before CSHCS can process any medical bills, the provider must be enrolled and sign a provider agreement through the CSHCS Provider Relations section. A primary component of the provider's agreement is the provider's commitment to accept payment from the CSHCS program as final and complete payment for any approved claim. Providers may also sign up to submit claims via Electronic Data Interchange (EDI), and real-time pharmacy claims submission. A provider agreement packet can be obtained by calling 317-233-1351 (local or out of state providers), or 1-800-475-1355 or by visiting the Provider Relations page on the CSHCS website at <http://www.in.gov/isdh/19620.htm>.
- All providers submitting claims for payment to the Indiana CSHCS program must agree to be reimbursed by electronic funds transfer (EFT).
- Vendor and EFT information is provided to the State Auditor's Office to allow processing of payment. The CSHCS Provider Relations section is available to assist with coordination with the Auditor's Office.

## Assigning Participant to Providers (Provider Linkages)

- Every participant in the CSHCS program is linked to a primary care provider (PCP), a dental care provider (DCP) and based on need, a specialty care provider (SCP). A linkage will cover every routine service provided in the office. Surgery, supply items, orthodontia and therapy are examples of non-routine services that would require a specific prior authorization. This linkage remains in place until the participant requests a change leaves the CSHCS program or the provider ZLWKGUDZV from the program. When the PCP also provides the necessary specialty care, a separate 6&3 QHG not be assigned.
- All specialty care must have prior authorization or be performed in the office of a linked provider.
- The DCP is a dentist or clinic that provides routine dental care to keep the participant's teeth and gums healthy. CSHCS has a specific list of covered routine dental codes. The program may also authorize specialty dental care to treat a participant's eligible medical condition, such as cleft lip and palate.

## **Reporting Updates to Provider Information**

Provider must give notice to CSHCS 60 days before the effective date of the change for any of the following:

- Name (legal name)
- DBA (doing business as)
- Address (service, legal, mail to, pay to, bill to)
- Federal tax ID number(s)
- National Provider Identifier (NPI)
- Change or addition of Taxonomy Code; or
- Banking information for EFT

## **CSHCS Web Portal**

- The CSHCS program provides access to program information via an Internet web portal. The CSHCS web portal allows providers to check participant enrollment status, claims status and history, warrant information and also enables providers to print an explanation of payment (EOP) for all denied/approved completed claims. Please note you will not be able to view EOP/EFT information for one to two business days after a deposit is made to an account.
- Providers must enroll in the CSHCS web portal to access all claim processing/warrant inquiry information as this information is not provided over the telephone. Billing companies/clearing-houses may also obtain access if requested by the provider. If you have not already done so, please visit the Provider Relations page on the CSHCS website at <http://www.in.gov/isdh/19620.htm> to obtain a copy of the CSHCS Web Portal Enrollment and Change Request form.

## **CSHCS Provider Relations Section Contact Information**

317-233-1351 (local or out of state)  
1-800-475-1355 (Indiana), select provider relations option 6  
Fax: 1-317-233-1342

Indiana State Department of Health  
CSHCS Provider Relations  
2 North Meridian Street, Section 7B  
Indianapolis, IN 46204

## REIMBURSEMENT CONSIDERATIONS

### Calculation of Payments

CSHCS will pay based on the lesser of these three calculations:

- Charge amount (usual and customary), less other insurance payment,
- Program allowed amount, less other insurance payment or
- Co-payment amount billed.

### Coordination with Other Insurance

- CSHCS may ask a participant to appeal a denial by an insurance company, HMO, PPO or Medicaid for services which the participant, provider and CSHCS consider necessary and allowed. Providers must cooperate with a participant's request for information necessary to aid the participant in the appeal process.
- The CSHCS program is structured like a supplemental medical insurance plan and only pays after other insurance (private and/or Hoosier Healthwise/Medicaid) has been billed. The participant must follow the rules of their other insurance coverage/Medicaid. Providers are responsible for obtaining prior authorization from other insurance/Medicaid when necessary.
- CSHCS will not override the rules of the participant's insurance. CSHCS will not approve payment for a service the insurance company has denied because the participant did not follow the rules, or because the participant sought services outside their primary network.
- CSHCS may cover all or part of the participant's insurance deductibles, co-insurance and/or co-payments; however, the total paid for services cannot exceed the Indiana Medicaid rate. This may result in no payment by CSHCS for an approved claim if the insurance has paid more than the Medicaid rate. If this occurs, the provider may not bill the participant for the unpaid balance, deductible or co-payment.

### Billing Participants

- Providers may not bill the participant for any service covered by the CSHCS program.
- If CSHCS approves the billing for any medical services, the provider must accept the Indiana Medicaid allowed rate paid by any primary payers and/or the CSHCS program as payment-in-full. CSHCS participants may not be billed for any balance on a claim approved by CSHCS.
- If you have any questions about a participant's information related to the eligible diagnosis or covered services, please call the CSHCS program at 317-233-1351 (local or out of state providers) or 1-800-475-1355 (Indiana) and select the Prior Authorization option 3.

# CLAIMS SUBMISSION

## Forms and Coding

- CSHCS utilizes the same billing forms and coding classifications used by Indiana Medicaid. Claim forms accepted are as follows:
  1. UB04 form
  2. CMS 1500 Form, version 8-05
  3. 2006 ADA Dental Form, version 2006
  4. Indiana Medicaid Drug Claim Form, version 1-1-12
  5. Indiana Medicaid Compound Prescription Claim Form, version 1-1-12
- CSHCS utilizes national code sets, including HCPCs for medical or supply claims, revenue codes for inpatient, outpatient or home health claims, National Drug Codes (NDC) for pharmacy claims and ICD-9-CM for diagnoses. Providers must utilize the most appropriate code when billing. Documentation in the medical records maintained by providers must substantiate the medical necessity and coding for the billed service.

## Adjustments

- Providers may request adjustments of previously denied or incorrectly paid claims within one year of the claim processing date. Providers may submit a copy of the Explanation of Payment (EOP) which is available on the CSHCS web portal, denoting the claim in question and the reason for the adjustment. The request may be mailed or faxed to 317-233-1342. If you have questions, please call the CSHCS program at 317-233-1351 (local and out of state providers) or 1-800-475-1355 (Indiana), and select the Claims option 5.

## CSHCS Processing/Response to Claims

- Access to claims status, claim payment and Explanation of Payment (EOP) information is only available on the CSHCS web portal at <https://gateway.isdh.in.gov/CSHCS/index.html>. The EOP details processing information such as provider name, participant name, claim number, warrant number, amount paid, reason for denial and other processing details.
- If you do not already have access to the CSHCS web portal, please visit the Provider Relations page on the CSHCS website at <http://www.in.gov/isdh/19620.htm> to obtain a copy of the CSHCS Web Portal Enrollment and Change Request form.

## Code Updates

- The CSHCS program makes every effort to enter code and pricing changes into the claims processing system as quickly as possible. However, there may be occasions when a provider bills for a service for which the new or revised code has not yet been loaded into the CSHCS claim processing system. This might result in a claim denial for an “invalid code.” Additionally, the claim payment amount could be affected if a pricing update applicable to the claim’s date of service has not been entered into the CSHCS claim processing system by the time the claim is processed. Should either of these situations arise, providers should contact the CSHCS program at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), and select the Claim option 5, to request reconsideration of the claim.
- In the area of pharmaceutical services, revisions in pricing and coding are based upon information from a drug pricing vendor, currently Medispan. The CSHCS program receives an electronic update near the first of every month that provides changes to National Drug Codes (NDC) and/or pricing that occurred during the previous month. When the CSHCS program receives a pharmacy claim for an NDC that is not found in our system, the claim’s final adjudication is delayed. The CSHCS program manually checks information to determine whether or not the drug code is valid and

processes the claim accordingly. Updates in NDC pricing that were not applied to a claim, due to the delay in system updating, will not be identified by CSHCS. Therefore, it is the provider's responsibility to submit an adjustment request for any claims he/she believes are not priced accurately. For pharmacy pricing adjustment requests, providers should also submit verification from Medicaid that their allowance is different. This request can be mailed to our billing address or faxed to us at 317-233-1342.

### **Filing Limit and Waivers**

- Claims for services must be submitted within one year of the date of service. Any requests for exceptions to this policy must be submitted in writing to CSHCS and attached to the claim. The request should include an explanation of why a waiver of the filing limit is being requested and if applicable, a copy of any supporting documentation.

### **Electronic Billing**

- The CSHCS program is committed to conducting its business transactions with the health care provider community as efficiently as possible. Therefore, CSHCS invites all participating providers to utilize electronic data interchange (EDI) to submit claims electronically, as appropriate and practical.
- All providers wishing to begin submitting claims electronically must complete a trading partner agreement, profile and test with our EDI staff before submitting live transactions. Providers may contact our EDI office at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select EDI option 6 then option 1 to schedule testing or inquire further about electronic filing. Please visit our website at <http://www.in.gov/isdh/19617.htm>.

### **Pharmacy/Real-time Claims**

- The CSHCS program offers real-time pharmacy claims processing in the NCPDP D.0 format. This allows providers to verify patient eligibility and to receive prompt and accurate claims payments. If a claim is rejected due to improper submission, providers will receive immediate feedback to allow them to correct and resubmit the claim.
- The CSHCS program requires that the provider service address and/or pay-to-address used for billing match the service address and/or pay-to-address that was submitted on the CSHCS Provider Agreement. The payee provider NPI submitted on the claim must also match the payee NPI submitted on the Provider Agreement.

# ELECTRONIC DATA INTERCHANGE AND TRADING PARTNERS

## Trading Partner Agreement

- To assist providers who wish to bill electronically, an EDI Trading Partner Agreement form and EDI Trading Partner Profile form are available on the EDI page of the CSHCS website at <http://www.in.gov/isdh/19617.htm>.
- Please review, complete and return the form to ISDH. If appropriate, please have your billing service or clearinghouse complete and return these forms on your behalf.
- Only providers who wish to exchange data electronically directly with ISDH are required to become an Indiana State Department of Health (ISDH) trading partner. Please read the following descriptions to determine the scenario that best fits your situation.

## Providers who ARE required to become an ISDH Trading Partner<

- Billing providers who have purchased software to electronically bill ISDH must become an ISDH trading partner by completing the following two steps:
  1. Complete an EDI Trading Partner Profile.
  2. Complete a Trading Partner Agreement.
- Providers creating their own software to send or receive electronic transactions must follow the same testing and approval process as a software vendor. An EDI Trading Partner Profile and Agreement must be completed prior to testing.

## Providers who are NOT required to become an ISDH Trading Partner<

- Billing providers who exchange electronic data via a billing service or clearinghouse do NOT need to submit a trading partner agreement. The billing service or clearinghouse is the trading partner and will need to submit the EDI Trading Partner Profile and Agreement. However, if a provider wants to receive an outbound transaction via a billing service or clearinghouse, for example, the 835-Remittance Advice, it is the provider's responsibility to send the EDI Trading Partner Profile form to ISDH as authorization for ISDH to release the provider's data to the billing service or clearinghouse.

## Completing the EDI Trading Partner Profile

- ISDH requires all providers exchanging electronic data directly or through an intermediary with ISDH to complete and submit the EDI Trading Partner Profile. The EDI Trading Partner Profile is the tool the provider or its intermediary must use to notify ISDH about the types of transactions they will exchange and the protocols they will use. After the initial setup, the EDI Trading Partner Profile Form will be used to inform ISDH of any changes to their vendor software, billing service or clearinghouse selection.

## Completing the Trading Partner Agreement

- The Trading Partner Agreement is a contract between parties who have chosen to become electronic business partners. The Trading Partner Agreement stipulates the general terms and conditions under which the partners agree to exchange information electronically. If billing providers send multiple transaction types electronically, only one signed trading partner agreement is required.
- If a billing provider is submitting transactions through a clearinghouse or billing service, the clearinghouse or billing service is the trading partner and a trading partner agreement is not required from the individual provider. Please forward the EDI Trading Partner Profile – Software Vendor/ Clearinghouse form and EDI Trading Partner Agreement to your intermediary for them to complete and return to ISDH.

- The Trading Partner Profile and/or Trading Partner Agreement forms must be signed and mailed to the following address or faxed to the number below:

Office of HIPAA Compliance  
Indiana State Department of Health  
2 North Meridian Street, Section 3K  
Indianapolis, IN 46204-3010  
Fax: 317-233-1342

- Upon receiving the signed EDI Trading Partner Profile form and the signed Trading Partner Agreement, the billing provider's system and procedures will be evaluated for exchanging production data. The trading partner will receive written notification of approval. The written approval contains the trading partner ID, login ID, password and other communication information.

## CSHCS PROGRAM INFORMATION

### Eligibility Information

- Children under the age of 21 who are in need of special medical care or persons of any age who have cystic fibrosis may be enrolled in the CSHCS program. Eligibility is based upon both financial and medical criteria and is determined at the time of application and reviewed annually thereafter.

### Financial Criteria

- A family with an income at a program specified percentage of the federal poverty level may be eligible for the program.

### Medical Criteria

- Qualified applicants must have a medical condition that has lasted or is expected to last at least two years if not treated and the physical condition necessitates more health care services than is usually required for a child of that age. The physical condition also produces or will produce disability, disfigurement, limitation of function, need for a special diet or dependence on an assistive device; or without intervention will, within one year, lead to a chronic disabling physical condition.
- Physicians assist with the application and annual re-evaluation process by providing a physician's statement as to the diagnosis or health status of the child to the family for submission to the CSHCS program.
- If assistance with payment of diagnostics is needed, please see the section on Authorization of Services (p. 16).

### Applying for Services

- To apply for services, a parent, legal guardian or emancipated child shall complete a written application. The following persons may apply for a child to receive health care services through the CSHCS program:
  1. A child's parent (regardless of parent's age).
  2. A child's legal guardian.
  3. An emancipated child.
  4. A county department, if a child is a ward of the county.
  5. A licensed child placement agency, if a child has been placed in their legal guardianship.
- All participants of the CSHCS program are issued a participant's manual and a complete enrollment packet with pertinent participant and program information.
- If you have any questions about eligibility, please call the CSHCS program at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select Eligibility option 2.
- Note that the CSHCS program serves as the payer of last resort for all approved services for CSHCS participants.

## Re-evaluations

- CSHCS re-evaluates participants/families annually to maintain enrolled status. During re-evaluation, participants must update income status, insurance information, household members and notify us of any other changes that have occurred since the initial application or most recent re-evaluation. Primary Care Providers (PCPs) are also required to complete a Physician's Health Summary form to document that the participant's condition still exists and update or add any new conditions that exist.
- If a provider has any questions as to the enrollment status of a patient, he/she should visit the CSHCS web portal at <https://gateway.isdh.in.gov/cshcs/index.html> and access the Eligibility page or call the CSHCS program at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select Eligibility option 2.

## CARE COORDINATION

Children who have special health care needs often require more health care services than typically healthy children. Getting the necessary services to maintain your child's health can involve dealing with many different health care providers, state agencies and local community resources. Managing the health care system can sometimes be confusing and overwhelming for parents who are trying to cope with their child's complex medical issues.

That is why Indiana's Children's Special Health Care Services (CSHCS) offers care coordination services to help guide Indiana's families through these systems of care. CSHCS care coordinators are nurses and social workers who work with the child's family and doctors to identify needs and the resources available to meet these health care needs.

### **Services include:**

- Assistance in identifying financial resources
- Assisting families in identifying specialty care and community resources
- Educating families on the various medical waiver programs
- Assistance with locating peer support groups and community support services in their area
- Educating families on adolescent transition to adult health care and services
- Assistance with special education issues

### **Who might need our services?**

- Families of children who may be facing a new diagnosis
- Families with a child/youth facing a major transition in service
- Families with limited financial resources
- Families who have recently moved to Indiana
- Families with a newly adopted child with special health care needs.

### **How can I access a Care Coordinator?**

- Call 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select Care Coordination option 7 or via email at [CSHCSCARECOORDINATION@isdh.in.gov](mailto:CSHCSCARECOORDINATION@isdh.in.gov).

## AUTHORIZATION OF SERVICES

### Prior Authorization

- All services, except pharmacy (legend drugs only), lab and x-ray, must be approved by either a prior authorization (PA) or by a linkage of the provider to the participant for services related to the participant's eligible medical condition. A PA confirms medical necessity and the relationship of the service to an eligible medical diagnosis. Most services provided by a linked provider in their office do not require PA.
- Providers are responsible for obtaining PA from CSHCS for covered services when necessary. Providers should contact the prior authorization section and fax a copy of the Prior Authorization Request Form (available on the CSHCS website at <http://www.in.gov/isdh/24857.htm>) along with their evaluation or consultant records from the patient's medical chart.
- The fax number for the CSHCS program is 317-233-1342.
- The telephone number for the CSHCS program is 317-233-1351 (local or out of state providers) or 1-800-475-1355 (Indiana), select PA option 3.
- If a service covered by CSHCS requires PA and authorization is not obtained before the service is rendered, the participant/family may not be billed unless the family consents to receiving the service before the PA decision is made. However, if the service is denied by PA or is not a covered service, the provider may bill the participant/family if the family decides to receive the service anyway.
- If a provider is unable to obtain a PA and the participant/family insists on having the unauthorized procedure/services, providers should consider having the participant/family sign a waiver stating they understand they are responsible for the cost of these services.
- Covered services include routine primary care, routine dental care and specialty services as described in 410 IAC 3.2.-7-2 (basic services included in the health care service package) and 410 IAC 3.2-7-3 (limited health care services included in the health care service package). Specialty services must be for treatment of an eligible medical condition. Providers may bill families for specialty services provided to a participant for a non-covered medical condition.
- Below is a list of services that require either PA or an additional provider linkage to allow payment by CSHCS; however, this list is not all-inclusive.
  1. Inpatient services (hospitalizations)
  2. Equipment and supplies
  3. Surgery
  4. Specialized dental care/orthodontia
  5. Therapy (occupational, physical, speech, ABA)
  6. Home health care
  7. Emergency room services for covered conditions
  8. Specialized medical care for covered conditions
  9. Over-the-counter nutritional formulas or vitamins
- PA requests will be reviewed, and, if approved, a PA number will be given over the phone. A letter stating whether or not the request is approved in whole, in part or denied is faxed to the provider and mailed to both the provider and the participant or their family. If additional medical information is needed to determine the PA decision, it is requested from the provider and must be reviewed before a decision can be rendered.

### **Assistance with Payment of Diagnostic Tests**

- Diagnostic examinations may be arranged upon establishing the possible existence of a program-covered medical condition and determining that the family is financially eligible for the program. Diagnostic examinations to establish the presence of a CSHCS covered condition will be reimbursed for children who have applied for the CSHCS program who meet CSHCS financial criteria. Diagnostic examinations may also be reimbursed for a suspected but undiagnosed covered illness or condition of a patient already enrolled in the CSHCS program.
- PA is not a guarantee of payment. Although the PA does confirm coverage of the service, the patient must be eligible on the date of service for the charges to be reimbursed. Additionally, the provider would need to submit a claim for the service on the appropriate claim form or electronically. All claims are subject to third party payment provisions as described in the Reimbursement Considerations section of this manual (p. 8).
- CSHCS will consider payment for over-the-counter (OTC) vitamins, nutritional supplements and formula for treatment of an eligible diagnosis. These items require PA and must not be available through other programs, for example, the Special Supplemental Food Program for Women, Infants and Children (WIC).

### **Authorization for Emergency Services**

- The provider must notify the CSHCS program of emergency care and unscheduled hospitalizations within five working days of the emergency care (does not include Saturdays, Sundays or legal holidays). **Emergency means an unexpected or sudden event or occurrence that requires immediate attention, intervention and medical care to prevent serious harm or loss of life.** An authorization for payment may be written only after the PA section receives the Request for Prior Authorization form and the discharge summary or medical notes from the emergency room visit or other emergency care. Providers are responsible for mailing or faxing these documents to the program. Only services related to the eligible medical condition(s) will be authorized for reimbursement by the CSHCS program.

### **Coverage Exclusions**

- There are some services, supplies, equipment and medications that CSHCS will not cover at all. These exclusions are listed below. This list is not all-inclusive. You may confirm that a specific item or service is covered by calling 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select Prior Authorization option 3.
- Over-the-counter drugs (e.g., Tylenol, cough syrup, etc.) even with a doctor's prescription
- Over-the-counter supplies (diapers, non-sterile gloves, alcohol, tape, bleach, Band-Aids, etc)
- Services for mental health conditions, counseling, testing and substance abuse treatment
- Emergency room visits for reasons not related to the participant's eligible diagnosis (e.g., if the eligible diagnosis is Asthma, the CSHCS program will not cover an emergency room visit for a broken arm)
- Hospitalization for reason not related to the eligible diagnosis
- Organ transplant surgery
- Eyeglasses, if not related to the eligible diagnosis
- Earplugs
- Supplies such as egg crate mattress covers, etc.

***If you are in doubt about whether or not a service is covered, please call the CSHCS program at 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), select PA option 3.***

### **Request for Review of Denied Prior Authorizations**

- Although providers may not appeal, in consultation with the family, they may request reconsideration of prior authorization decisions with which they disagree. Additionally, if providers have information that may not have been considered with the original request, they may submit this additional information to CSHCS for review and reconsideration. Requests for reconsideration should be submitted in writing to the CSHCS Prior Authorization Section and should include the reason they believe the service should be covered. This information will be reviewed by the medical review committee comprised of medical professionals and program managers. Providers and families will receive a written response to their request for reconsideration.

### **Request for Review of Denied Claims**

- A provider may request a reconsideration of a claim which is denied by the CSHCS program. Informal reviews may be requested by calling 317-233-1351 (local or out of state) or 1-800-475-1355 (Indiana), and selecting Claims option 5. Providers may also request reconsideration of a denied claim by sending a copy of the EOP, marking the claim in question and indicating why the provider disagrees with the denial. Providers should also indicate a contact number where they can be reached, if necessary, to discuss the request. If the claim is approved, the provider will receive payment. If the denial is upheld, the provider will be notified.

### **Appeals**

- Participants/families may appeal either eligibility or prior authorization decisions with which they disagree. Appeal requests should be submitted in writing to the following address:

Court Administrator  
Office of Legal Affairs  
Indiana State Department of Health  
2 N. Meridian Street, Section 3H  
Indianapolis, IN 46204

- Participants/families may either appeal immediately if they disagree with an eligibility or prior authorization decision and/or may request an informal review of the action. It should be noted, however, that all appeals must be filed within 18 days of the decision which is being appealed, whether or not an information review is requested by the family or the physician.