



Mitchell E. Daniels, Jr.
Governor

Gregory N. Larkin, M.D., F.A.A.F.P.
State Health Commissioner

CHILDREN'S SPECIAL HEALTH CARE SERVICES
PROVIDER BULLETIN 0009

October 12, 2011

Dear Provider:

On March 11, 2011 the Children's Special Health Care Services program (CSHCS) mailed a bulletin to all active providers enrolled in our program, informing them that effective January 1, 2012 the CSHCS program will no longer send out a paper Explanation of Payment (EOP) to providers. The EOP gives information about how we processed a claim and also gives payment information. The CSHCS program has a web portal which is available via the internet that allows designated provider representatives to print their own EOP's and check participant enrollment and claim status.

Our records indicate that you have not yet signed up for access to the web portal. Please note that after January 1, 2012 paper EOP's for all claims processed by CSHCS will no longer be sent to providers in conjunction with the electronic fund transfers or checks that are sent in payment for services rendered to participants of the CSHCS program. This information will only be accessible through the CSHCS web portal.

Enclosed is a copy of our Web Portal Enrollment & Change form. **Please complete the form and mail it to the address shown as soon as possible to prevent delays in posting CSHCS payments to your accounts after January 1, 2012 (form must be mailed-no faxes or emails can be accepted at this time).** Another option is to contact our EDI team at (800) 475-1355, option 6, and then option 1 to inquire about receiving the 835 Electronic Remittance Advice in lieu of the EOP.

If you have any questions or concerns regarding this bulletin, please contact provider relations at (317) 233-1351 (local) or (800) 475-1355, option 6, and then option 3. Questions concerning completion of the enrollment form should be directed to our EDI team at (800) 475-1355, option 6, and then option 1. If you are not the appropriate person to receive this, please forward this information.

Sincerely,

Provider Relations
Children's Special Health Care Services