



# INDIANA HEALTH COVERAGE PROGRAMS

## PROVIDER REFERENCE MODULE

# 590 Program

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8.0	Policies and procedures as of Feb. 1, 2025 Published: May 29, 2025	Scheduled review <ul style="list-style-type: none"> <li>• Edited text as needed for clarity</li> <li>• Added PathWays references</li> <li>• Updated Gainwell mailing addresses</li> <li>• Updated three fax numbers in <a href="#"><i>Table 1 – 590 Program Facilities</i></a></li> <li>• Updated the <a href="#"><i>Prior Authorization for 590 Program Services</i></a> section</li> <li>• Updated the <a href="#"><i>Member Eligibility and Enrollment</i></a> section and the <a href="#"><i>Managed Care</i></a> subsection</li> <li>• Updated <a href="#"><i>Figure 1 – FSSA OMPP Agreement Between 590 Program Facilities and OMPP</i></a></li> </ul>	FSSA and Gainwell



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# 590 Program

*Note: For updates to the information in this module, see [IHCP Bulletins](https://www.in.gov/medicaid/providers) at [in.gov/medicaid/providers](https://www.in.gov/medicaid/providers).*

## Introduction

The 590 Program provides coverage for certain healthcare services provided to members ages 21 through 64 who are residents of Indiana state-owned facilities. These facilities operate under the direction of the Family and Social Services Administration (FSSA), the Division of Mental Health and Addiction (DMHA), or the Indiana Department of Health (IDOH). Individuals who are incarcerated or on probation are not eligible for the 590 Program.

The 590 Program exists because a federal mandate prohibits federal financial participation (FFP) for individuals ages 21 through 64, in accordance with *Code of Federal Regulations 42 CFR 435.1009*. This unique program ensures that these members receive appropriate care and providers are reimbursed, as appropriate, for the services they render to these members. Provider participation in the program is voluntary. However, providers must be enrolled as a 590 Program provider if they wish to be reimbursed for services they provide to this specific member population.

The 590 Program's member data is entered and maintained solely in the Core Medicaid Management Information System (*CoreMMIS*) rather than in the Indiana Eligibility Determination and Services System (IEDSS). The 590 Program eligibility process is outlined in the [Member Eligibility and Enrollment](#) section of this module. Members enrolled in the 590 Program are eligible for the full array of benefits covered by the Indiana Health Coverage Programs (IHCP) with the exception of transportation services. Transportation services are provided by the 590 Program facility in which the member resides.

The following sections detail information regarding important contacts, provider enrollment, claim submission, member eligibility and transition planning for members exiting the facility.

## 590 Program Facilities

Individuals in 590 Program facilities are considered residents of the facility. Residents eat meals, are educated and receive mail at the facility. Most facilities provide on-site medical care. Table 1 lists the Indiana facilities currently enrolled in the IHCP as 590 Program facilities.

Table 1 – 590 Program Facilities

Facility Name	Address	Phone	Fax
Evansville State Hospital	3400 Lincoln Ave. Evansville, IN 47714	812-469-6800	812-469-6847
Madison State Hospital	711 Green Rd. Madison, IN 47250	812-265-2611	812-265-7227
Logansport State Hospital	1098 S. State Road 25 Logansport, IN 46947	574-722-4141	574-737-3921
Richmond State Hospital	498 NW 18th St. Richmond, IN 47374	765-966-0511	765-966-4593
Indiana Veterans' Home	3851 N. River Rd. West Lafayette, IN 47906	765-463-1502	765-497-8004
NeuroDiagnostic Institute	5435 16th St. Indianapolis, IN 46218	317-941-4000	317-941-4378

## Facility and Provider Enrollment Information

Both the 590 Program facility and providers that render services to 590 Program members must be enrolled in the IHCP as described in the following sections. Out-of-state facilities and providers are not eligible to enroll in the 590 Program.

### ***590 Program Facility Enrollment***

Facilities that wish to become 590 Program facilities must be Indiana state-owned facilities under the direction of the FSSA, DMHA or IDOH. Facilities are required to complete the *FSSA Office of Medicaid Policy and Planning (OMPP) Agreement Between 590 Program Facilities and OMPP* ([Figure 1](#)), available on the [Forms](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

Enrolled 590 Program facilities are assigned an IHCP Provider ID to be used for verifying eligibility of residents.

### ***590 Program Provider Enrollment***

To receive reimbursement, any provider rendering services to 590 Program members must be enrolled in the IHCP as a 590 Program provider. When medical care outside the 590 Program facility is performed by a group entity, both the group and rendering provider must be enrolled in the 590 Program.

During the initial enrollment process, providers can indicate their interest in participating in the 590 Program as follows:

- If enrolling online through the [IHCP Provider Healthcare Portal](#) (IHCP Portal), accessible from the homepage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers), select **Yes** to the question, “Participate in the 590 Program?” in the *Other IHCP Program Participation* section of the application.
- If enrolling by mail, complete the appropriate *Indiana Health Coverage Programs Provider Enrollment and Profile Maintenance Packet* (IHCP provider packet) and check **Yes** in the Participate in the 590 Program box in the *Other IHCP Program Participation* section in Schedule B of the packet. Provider packets are available on the [Complete an IHCP Provider Enrollment Application](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers). Mail the completed packet and all attachments to the following address:

**IHCP Provider Enrollment  
PO Box 50443  
Indianapolis, IN 46250-0418**

Enrolling providers are required to have obtained a National Provider Identifier (NPI) from the National Plan and Provider Enumeration System (NPPES) before completing the application. Enrolled 590 Program providers are assigned an IHCP Provider ID.

Existing IHCP providers can update their enrollment information to include 590 Program participation – either via the IHCP Portal (under **Provider Maintenance > Other Information**) or by submitting the appropriate IHCP provider packet with **Yes** selected for 590 Program participation and with all sections of the form required for an update completed (see instructions on the form).

See the [Provider Enrollment](#) module for general information about enrolling as a provider in the IHCP and updating provider information on file.



## 590 Program Contractors and Resources

The FSSA is the state agency responsible for administration of the IHCP, which requires coordination with a number of entities. In addition, the FSSA performs medical policy functions. FSSA policies are announced in IHCP bulletins and published in provider reference modules, accessible from the [Bulletins, Banner Pages and Reference Modules](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

The FSSA contracts with Gainwell Technologies, a fiscal agent of the state, as well as other entities to perform the day-to-day program functions associated with administration of the IHCP. Current contractors and their responsibilities relevant to the 590 Program include the following:

- Gainwell
  - Claim processing and related services for fee-for-service (FFS), nonpharmacy claims
  - Customer service
  - Provider enrollment and provider relations
  - Third-party liability
- Acentra Health
  - Prior authorization and utilization management (PA-UM) for FFS, nonpharmacy services
- Optum Rx
  - Claim processing and related services for FFS pharmacy claims
  - Prior authorization for FFS prescribed drugs
  - Pharmacy rate setting
  - Drug rebate services

Contact information for the FSSA and its contractors is available in the [IHCP Quick Reference Guide](#) at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

For a list of resources for providers with questions about claims or programs, or in need of clarification on a specific topic, see the [Introduction to the IHCP](#) module.

## 590 Program Coverage and Billing

The following sections include important information about 590 Program coverage, billing and reimbursement. Providers, including rendering providers, must be enrolled in the program as a 590 Program provider for reimbursement to occur; see the [590 Program Provider Enrollment](#) section for details.

### ***Covered Services***

The 590 Program covers only services rendered outside the 590 Program facilities, and only when the billed amount is over \$150. Any claim with a total billed amount less than \$150 must be billed to the 590 Program facility in which the member resides. Any service that is \$500 or more requires prior authorization (PA). See the [Prior Authorization for 590 Program Services](#) section.

All services covered under Traditional Medicaid (the FFS program with full Indiana Medicaid State Plan benefits) are 590 Program-covered services, with the exception of transportation. Transportation is not a covered service under the 590 Program. Transportation must be provided by the facility in which the member resides.

## Eligibility Verification

The facility in which the 590 Program member resides is responsible for contacting outside providers to schedule appointments for medical services. It is necessary for all facilities to verify the IHCP eligibility of individuals within the facility before transporting the individuals to an outside provider for medical care. In addition, all providers must verify the eligibility and residency of 590 Program members before rendering services.

### Verifying Residency in the 590 Program Facility

A 590 Program member should be accompanied to any off-site services. The facility social worker or other appropriate staff person should accompany a member. In the event the member is on leave, a family member of the member enrolled in the 590 Program or a representative of the 590 Program facility must accompany the member to any provider rendering services outside the 590 Program facility. In the event the member enrolled in the 590 Program is unattended, it is imperative that the rendering provider determine if the member resides in an Indiana state-owned facility. The provider must then contact the facility (contact information for 590 Program facilities is included in [Table 1](#)) to verify residency. Claims billed for services rendered to 590 Program members who no longer reside in a 590 Program facility are subject to repayment to the IHCP.

*Note: Occasionally, a resident is discharged from a facility, and 590 Program enrollment is inadvertently not terminated. If the member is no longer in the facility, the member is no longer eligible for payment of services under the 590 Program and could be considered for other IHCP programs. The 590 Program facility provider must contact the 590 Program eligibility analyst to report that the member has been discharged from the facility.*

The *Provider Authorization (590 Program Membership Information for Outside the 590 Program Facility) – State Form 15899 (R5/10-18)/OMPP 2021* ([Figure 3](#)) is a form that can also accompany the member enrolled in the 590 Program to each off-site medical visit. Although not mandatory, the use of this form is recommended, because it provides billing information necessary for the rendering provider. This form is available on the [Forms](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

### Verifying 590 Program Enrollment

Providers are always responsible for verifying member eligibility prior to rendering services. 590 Program members do not receive a Hoosier Health Card at the time of admission into a 590 Program facility. Providers can verify enrollment in the 590 Program by using one of the following eligibility verification methods:

- [IHCP Provider Healthcare Portal](#), accessible from the homepage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers)
- Virtual assistant (GABBY) at 800-457-4584, Option 2
- 270/271 Eligibility Benefit Inquiry and Response electronic transactions using approved vendor software

Using these systems, providers can verify member eligibility 24 hours a day, seven days a week. All these verification methods also provide benefit limit information.

See the [Member Eligibility and Benefit Coverage](#) module for more information about eligibility verification.

## ***Coverage While the Member Is Away From the 590 Program Facility***

The only situation in which a member can obtain services under the 590 Program without prior arrangements from the 590 Program facility is when the member is on leave for a short period, such as for a weekend or holiday. In these situations, before the member leaves the facility, the facility must instruct the family on how to use the 590 Program. The *Provider Authorization (590 Program Membership Information for Outside the 590 Program Facility) – State Form 15899 (R5/10-18)/OMPP 2021* ([Figure 3](#)), available from the [Forms](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers), should be completed by the facility and given to the family for use if needed. The family should present the completed form to any provider outside the 590 Program facility if medical services are required while the member is on leave. (Use of this form is not mandatory; however, the IHCP recommends its use.)

*Note: If the member is away from the facility more than 72 hours and a family member does not call to extend the leave, the facility must terminate the member's 590 Program enrollment.*

In the following situations, a member is **not eligible** for 590 Program coverage of services outside the facility:

- *The member goes on extended leave (defined as more than 30 days).* Members are not eligible for coverage of the 590 Program during an extended leave. The facility must terminate the member's enrollment in the 590 Program and reenroll the member when the member returns from leave.
- *The member goes on short-term (therapeutic) leave to determine whether the member can function within the community.* Members are not eligible for coverage of the 590 Program during a short-term leave. The facility must terminate the member's 590 Program enrollment when the member starts short-term leave. After the member's 590 Program enrollment is terminated, the member can reenroll in the IHCP if eligibility criteria are met.
- *The member goes to jail.* Members who leave the facility due to incarceration are not eligible for coverage under the 590 Program.

## ***Prior Authorization for 590 Program Services***

PA requirements for members of the 590 Program differ from Traditional Medicaid PA requirements. The following PA requirements apply for the 590 Program:

- PA is required for any service that the provider estimates is \$500 or more, regardless of whether the service requires PA in the Traditional Medicaid program.
- PA is not required for any service that the provider estimates is less than \$500, regardless of whether the service requires PA in the Traditional Medicaid program.
- Transportation is **not** a covered service; therefore, PA cannot be granted for 590 Program transportation requests.

590 Program providers must submit PA requests as follows:

- For nonpharmacy expenses, PA requests must be directed to the IHCP FFS PA-UM contractor, Acentra Health, via their provider portal, 278 electronic transaction, telephone, fax or mail, following the procedures described in the [Prior Authorization](#) module.
- For pharmacy expenses, PA requests must be directed to the IHCP FFS pharmacy benefit manager, Optum Rx, according to the procedures described in the [Pharmacy Services](#) module.

See the [IHCP Quick Reference Guide](#) at [in.gov/medicaid/providers](http://in.gov/medicaid/providers) for contact information for the IHCP FFS PA-UM contractor and FFS pharmacy benefit manager.

Services for 590 Program members may be prior authorized retroactively.

## ***Claim Submission and Payment***

A separate claim for covered services must be submitted for each service instance. Claims cannot report span dates, and multiple dates of service cannot be lumped together on one claim form.

The 590 Program facilities are responsible for paying claims when the total billed amount for a single date of service is less than \$150. Claims for services totaling less than \$150 must be submitted to the facility in which the member resides. Claims with a billed amount totaling \$150 or more must be submitted to Gainwell (for nonpharmacy claims) or Optum Rx (for pharmacy claims) for processing. Claims submitted with a billed amount of \$500 or more will not be reimbursed unless PA has been obtained, as described in the [Prior Authorization for 590 Program Services](#) section.

Claims can be submitted electronically or on paper. Services must be billed on the appropriate claim type (professional, institutional, dental or pharmacy) based on the services performed. All claims require the NPI of the billing provider.

Paper claims for services totaling \$150 or more should be mailed to Gainwell (nonpharmacy) or Optum Rx (pharmacy) at the appropriate claim address for the claim type. See the [IHCP Quick Reference Guide](#) for the claim addresses.

*Note: Except as outlined in this module, 590 Program claims are subject to the same billing and reimbursement criteria as other claims. See the [Claim Submission and Processing](#) module for billing instructions for professional, institutional and dental claims. See the [Pharmacy Services](#) module for billing instructions for pharmacy claims.*

Claims for the 590 Program are subject to a filing limit of 180 days from the date of service. Claims filed more than 180 days after the date of service cannot be paid without proper supporting documentation. In addition, all other claim-submission guidelines must be met. See the [Claim Submission and Processing](#) module for information about claim filing limits and exceptions. See the [Claim Adjustments](#) module for information about claim adjustment filing limits.

590 Program claims are subject to the same criteria (including filing limits) as other claims, with the following exceptions:

- Only providers enrolled as 590 Program providers can render services to 590 Program members. When medical care outside the 590 Program facilities is performed by a group entity, the group *and* rendering provider must be enrolled in the 590 Program.
- Claims totaling less than \$150 must be submitted to the facility in which the member resides. These claims will not be reimbursed by the IHCP.
- Claims totaling \$150 or more must be submitted to Gainwell (for nonpharmacy services) or Optum Rx (for pharmacy services).
- Claims cannot report span dates, and multiple dates of service cannot be lumped together on one claim form to exceed \$150.
- PA is required for any procedure totaling \$500 or more for members receiving coverage through the 590 Program. See the [Prior Authorization for 590 Program Services](#) section.
- The 590 Program covers only services rendered outside the 590 Program facilities.
- Transportation is not a covered service for 590 Program members. Transportation must be provided by the facility in which the member resides.
- Providers must file the appropriate claim type for the services rendered.

## ***Third-Party Liability and Medicare***

If a member in the 590 Program has other insurance, including private insurance, TRICARE or Medicare, the other insurance carrier is considered the primary payer and must be billed before billing the IHCP.

When a member is enrolled in the 590 Program, the 590 Program eligibility analyst checks the Enrollment/Discharge/Transfer (EDT) form (submitted by the admitting facility, as described in the [Member Eligibility and Enrollment](#) section) for third-party liability (TPL) and Medicare coverage. The eligibility analyst enters any TPL and Medicare coverage in CoreMMIS.

If an existing 590 Program member becomes eligible for Medicare or other insurance after enrollment, the 590 Program facility must notify the Third-Party Liability Unit of the member's Medicare eligibility and other insurance status. Notification may be made via the [IHCP Provider Healthcare Portal](#) or by U.S. mail, phone, fax or email, using the following contact information:

**IHCP Third-Party Liability**  
**PO Box 50441**  
**Indianapolis, IN 46250-0418**  
**Toll-Free Telephone: 800-457-4584**  
**Fax: 866-667-6579**  
**Email: [INXIXTPLRequests@gainwelltechnologies.com](mailto:INXIXTPLRequests@gainwelltechnologies.com)**

See the [Third-Party Liability](#) module for more information.

## **Member Eligibility and Enrollment**

If an individual is expected to be a resident of a 590 Program facility for **30 days or less** and is a current IHCP member, the member should **not** be enrolled in the 590 Program and should keep the current IHCP coverage. If the individual does not currently have IHCP coverage, the facility should work with its Division of Family Resources (DFR) liaison to ensure that the individual becomes enrolled in the IHCP under the appropriate enrollment category, if eligible. This process ensures continuity of care after the individual is released from the facility.

If an individual is expected to be (or has a reasonable chance of being) a resident of a 590 Program facility for **more than 30 days** and is between age 21 through 64, the individual may be placed in the 590 Program, as described in the following subsections.

Any facility that is placing a member in the 590 Program must complete an *Enrollment/Discharge/Transfer (EDT) State Hospitals and 590 Program – State Form 32696 (R3/2-16)/OMPP 0747* ([Figure 2](#)), also known as the EDT form. This form is available on the [Forms](#) webpage at [in.gov/medicaid/providers](http://in.gov/medicaid/providers). The completed form must be submitted to the 590 Program eligibility analyst for processing. The completed form may be submitted to Gainwell at the following mailing address, fax number or email address:

**590 Program**  
**PO Box 50441**  
**Indianapolis, IN 46250-0418**  
**Fax: 866-667-6580**  
**Email: [INXIXCarePrograms@gainwelltechnologies.com](mailto:INXIXCarePrograms@gainwelltechnologies.com)**

Any EDT form that is faxed to Gainwell is confirmed by return fax to the facility. If sending the form via email, encryption must be used.

The 590 Program eligibility analyst activates the member's eligibility for the program. The eligibility analyst also enters a start date in *CoreMMIS*. The start date must be a date following the date the member's previous eligibility was end-dated (or the date the member entered the facility, if the member did not have prior IHCP coverage).

When the start date and eligibility have been updated in *CoreMMIS*, the eligibility analyst records the Member ID (also known as RID), the 590 Program start date, and the request completion date on the EDT form and informs the facility via email that this has been completed. The eligibility analyst provides a contact tracking number (CTN) that can be used to track the status in future inquiries. The eligibility analyst files the EDT form in the facility's individual folder.

*Note: When a member is enrolled in the 590 Program, Gainwell must be informed of all TPL coverage, including private insurance, TRICARE and Medicare. Providers **must** bill liable third parties before billing the IHCP. See the [Third-Party Liability and Medicare](#) section for more information.*

## ***New Admissions Without Existing IHCP Enrollment***

Upon an individual's admission into a 590 Program facility, the facility should verify eligibility to determine whether there is any current coverage through the IHCP.

If the individual entering the facility has **no current IHCP coverage**, and the anticipated length of stay is over 30 days, the procedures depend on the individual's age:

- *If the individual is between ages 21 through 64* – The facility must submit an Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) to Gainwell. An eligibility analyst then verifies the individual's information in the IEDSS manually, adds the member in *CoreMMIS* and associates the member with the requesting facility. When a member's enrollment in the 590 Program is completed in *CoreMMIS*, the Member ID is forwarded to the facility for its records. A Hoosier Health Card is **not** issued to a 590 Program member. The 590 Program eligibility analyst answers provider questions about the 590 Program and interacts with FSSA staff related to 590 Program issues.
- *If the individual is under the age of 21 or is age 65 or older* – The facility will work with its respective DFR liaison to determine eligibility for Traditional Medicaid. If the application is accepted, the individual will receive benefits associated with Traditional Medicaid. The individual will not be enrolled into the 590 Program.

*Note: Individuals without IHCP coverage but who do have **other** health insurance (or TPL) can be enrolled in the 590 Program as long as the other insurance information is provided on the EDT form.*

## ***Currently Enrolled IHCP Members***

As with all new admissions, the facility should first verify eligibility. If the individual entering the facility has current IHCP coverage, the facility then contacts its respective DFR liaison to notify the DFR of the member's admittance into the 590 Program facility, which may result in a change to the member's eligibility status. Additional steps are outlined in the following sections, dependent on the member's program enrollment and age at the time of entry into the facility.



## Managed Care

An individual, regardless of age, may not be a resident of a 590 Program facility and participate in managed care.

If a member is enrolled in the Hoosier Healthwise, Hoosier Care Connect or Indiana PathWays for Aging [PathWays]) managed care program, and the anticipated length of stay is over 30 days, the facility must email the Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) to the enrollment broker, Maximus, at [MedicaidSelect@maximus.com](mailto:MedicaidSelect@maximus.com) as soon as possible to remove that individual from the managed care plan. The facility must also contact its DFR liaison so that the DFR can suspend the member's current Medicaid eligibility category and managed care plan assignment. For applicable ages, the facility then submits the EDT form to Gainwell to have the member enrolled in the 590 Program:

- *If the member is between ages 21 through 64* – After the facility has submitted the EDT form to Maximus and alerted the DFR to suspend the member's managed care enrollment, the facility must then submit the EDT form to Gainwell. The Gainwell 590 Program eligibility analyst will process the individual's eligibility for the 590 Program after the DFR suspends the managed care coverage.
- *If the member is under the age of 21 or is age 65 or older* – After the facility has submitted the EDT form to Maximus to remove the member from managed care, the facility then works with the DFR to place the member in the appropriate eligibility category for Traditional Medicaid. The member will not be placed in the 590 Program.

Healthy Indiana Plan (HIP) members should be directed to an alternative psychiatric treatment facility, if possible. In the event a HIP member *does* enter a 590 Program facility, the member's enrollment with the HIP MCE must be end-dated if the anticipated length of stay will exceed 30 days. The facility should follow the same procedures as with other managed care members, with the exception that Maximus does not handle removals for the HIP program. The facility must fax or email the EDT form to Gainwell as soon as possible to remove that individual from the managed care plan. Members age 21 through 64 should be placed in the 590 Program, while those under age 21 or age 65 or older will be transferred to Traditional Medicaid.

## Traditional Medicaid

The Traditional Medicaid program provides full Indiana Medicaid State Plan benefits delivered on a fee-for-service basis. Traditional Medicaid coverage is identified in the IHCP Portal, phone-based virtual assistant (GABBY) or 271 electronic transaction as either *Full Medicaid* or *Package A – Standard Plan* with **no** managed care assignment. On the IHCP Portal, two separate panels must be examined to determine whether a member is enrolled under Traditional Medicaid:

- In the *Benefit Details* panel, the Coverage column will list one of the following benefit plans: **Full Medicaid** or **Package A – Standard Plan**.
- In the *Managed Care Assignment Details* panel, instead of listing HIP, Hoosier Care Connect, Hoosier Healthwise or PathWays under Managed Care Program, the system indicates **Fee for Service + NEMT** (for fee-for-service coverage plus brokered nonemergency medical transportation).

For Traditional Medicaid members entering a 590 Program facility, with an anticipated length of stay over 30 days, the following applies:

- *For Traditional Medicaid members ages 21 through 64* – The facility will contact its DFR liaison to suspend the member's current eligibility and submit the Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) to Gainwell so the member will be placed in the 590 Program.
- *For Traditional Medicaid members under the age of 21, or age 65 or older* – The member may continue to stay on Traditional Medicaid and will not be enrolled in the 590 Program.

*Note: In accordance with Indiana Administrative Code 405 IAC 5-20-1(b), members residing in a 590 Program facility may remain on Traditional Medicaid until their 22nd birthday if they began receiving inpatient psychiatric services immediately before their 21st birthday.*

## Right Choices Program

If the member is enrolled in the Right Choices Program (RCP), after completing the procedures described in the previous section (either for managed care or Traditional Medicaid), the 590 Program facility must contact the member's RCP Administrator to report that the member is now in a 590 Program facility. See the *Care Management – Right Choices Program (RCP)* section of the [IHCP Quick Reference Guide](#) for RCP Administrator contact information for HIP, Hoosier Care Connect, Hoosier Healthwise, PathWays and Traditional Medicaid.

When the 590 Program facility reports that the member is now in a 590 Program facility, the member's Right Choices Program will be ended while the member remains a resident at the 590 Program facility. When the member is discharged from the 590 Program facility, the facility again contacts the same RCP Administrator to advise that the member is being discharged from the 590 Program facility.

## Transfers

The 590 Program facility uses the Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) to submit transfers. When a patient is being transferred between facilities, the facilities must coordinate care. The originating facility is responsible for completing an EDT form for the member enrolled in the 590 Program and submitting it to Gainwell. A copy of the form must be sent with the patient to the new facility for informational purposes. The 590 Program eligibility analyst returns a copy of the completed EDT form to both facilities to confirm that the form was processed. The new facility must return the same form to Gainwell with updated information. This process ensures proper tracking of the member's residency.

The eligibility analyst enters the updates indicated on the EDT form in CoreMMIS. After the information is entered in CoreMMIS, the eligibility analyst writes on the EDT form that the transfer is recorded and faxes a copy to the originating facility and the admitting facility. If the facility does not have a fax, the eligibility analyst sends a copy to the facility via secure email.

## Discharges and Deaths of 590 Program Members

For planned discharges of 590 Program members who are Medicaid-eligible, the facility's social worker coordinates with the assigned DFR liaison and the member's family to submit the proper IHCP application 90 days before the planned discharge. This process allows the member to have IHCP coverage upon discharge. It is imperative that the facility social worker and the DFR liaison coordinate the 590 Program end date with the new IHCP eligibility start date to ensure that there is no lapse in coverage. In these instances, the facility social worker must take the appropriate measures to ensure that Gainwell receives the Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) – with the planned discharge date – one week before the DFR caseworker finalizes Medicaid eligibility. Medicaid eligibility cannot overlap dates that the member has active 590 Program coverage.

Coverage by the 590 Program must end the calendar day before the start date of Medicaid coverage. If Medicaid coverage is given retroactively to the beginning of the month, the facility social worker requests that the 590 Program end date be the last day of the month before the Medicaid coverage start date. Any questions about coordination of dates can be addressed with a 590 Program eligibility analyst at [INXIXCarePrograms@gainwelltechnologies.com](mailto:INXIXCarePrograms@gainwelltechnologies.com).



If the member leaves the facility on a date other than the planned discharge date, the facility notifies Gainwell of the actual date of discharge and a 590 Program eligibility analyst adjusts the end date as appropriate.

If the discharge is unplanned, or in the case of a member's death, the facility remains responsible for submitting a completed EDT form to Gainwell on the day of discharge. The 590 Program facilities use the EDT form to submit discharges and notifications of a member's death. Because the 590 Program eligibility analyst returns a copy of the EDT form to the facility, the facility should return the same form to Gainwell with updated information.

The 590 Program eligibility analyst enters the appropriate updates indicated on the EDT form into *CoreMMIS*. After entering the information in *CoreMMIS*, the eligibility analyst writes the completion date on the EDT form and faxes a copy to the facility. If the facility does not have a fax, the eligibility analyst sends a copy of the EDT form to the facility by secure mail.

### ***Name Changes and Corrections for 590 Program Members***

The 590 Program facility uses the Enrollment/Discharge/Transfer (EDT) form ([Figure 2](#)) to submit name changes to Gainwell. The 590 Program eligibility analyst returns a copy of the EDT form to the facility after updating the information in *CoreMMIS*. The facility should return the same form to Gainwell with updated information. If a member has a legal name change while in a 590 Program facility, the facility must send Gainwell the correction on the EDT form along with a copy of legal name change documentation, such as a marriage certificate, birth certificate, adoption papers and so forth. Common-law marriages are **not** acknowledged by the 590 Program.

## **590-Related Forms**

The following three forms are used for the 590 Program as described in this module.

Figure 1 – FSSA OMPP Agreement Between 590 Program Facilities and OMPP

**FAMILY AND SOCIAL SERVICES ADMINISTRATION (FSSA)  
OFFICE OF MEDICAID POLICY AND PLANNING (OMPP)**

**AGREEMENT**

**BETWEEN 590 PROGRAM FACILITIES AND OMPP**

Based on the execution of this agreement, the undersigned entity (state facility) is assigned an Indiana Health Coverage Programs (IHCP) Provider ID for the exclusive purpose of obtaining 590 Program eligibility information. Eligibility information is available using the phone-based virtual assistant (GABBY), IHCP Provider Healthcare Portal or 270/271 Eligibility Benefit Inquiry and Response electronic transactions using approved vendor software – collectively referred to as the Eligibility Verification System (EVS). The EVS allows providers to verify member eligibility for members residing in state-operated facilities under the authority of the Indiana Department of Health (IDOH) and the Division of Mental Health and Addiction (DMHA). As a condition to the assignment of an IHCP Provider ID, the facility agrees to the following requirements:

- To safeguard information about 590 Program members obtained through the EVS, including but not limited to:
  - Any information received about a member's 590 Program eligibility
  - Any information received to verify a member's amount of medical assistance payments and/or benefit limitation
  - Any information received about third-party liability
  - Any information received about prior authorization for medical services for a member provided under the 590 Program
- Information about 590 Program members should be released only to the Indiana FSSA, an agent of the intended provider of service, and only when in connection with the following:
  - Providing services for members
  - Conducting or assisting an investigation prosecution, or civil or criminal proceeding related to the provision of 590 Program-covered services

THE UNDERSIGNED, HAVING READ THIS AGREEMENT AND UNDERSTANDING IT IN ITS ENTIRETY, DOES HEREBY AGREE TO ABIDE BY AND COMPLY WITH ALL THE STIPULATIONS, CONDITIONS, AND TERMS SET FORTH ABOVE.

\_\_\_\_\_  
Facility Name

\_\_\_\_\_  
Name of Authorized Representative – Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Facility Address

\_\_\_\_\_  
Phone Number

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Figure 2 – State Form 32696 – Enrollment/Discharge/Transfer (EDT) State Hospitals and 590 Program



 <b>ENROLLMENT / DISCHARGE / TRANSFER (EDT) STATE HOSPITALS AND 590 PROGRAM</b> State Form 32696 (R3 / 2-16) / OMPP 0747 FAMILY AND SOCIAL SERVICES ADMINISTRATION			
Sections I, II, and III are to be completed by the institutional facility.			
Please check one: <input type="checkbox"/> New enrollment <input type="checkbox"/> Update		Is the individual currently on Medicaid? <input type="checkbox"/> Yes <input type="checkbox"/> No	
		If Yes, enter RID number	
<b>I. NEW ENROLLMENT INFORMATION (Only for first-time enrollments; updates should be entered in section III below.)</b>			
1. Entrance date (month, day, year)	2. Last name	3. First name	4. Middle initial
5. Name of institutional facility			
6. Address (number and street)			
7. City	8. State	9. ZIP code	10. Date of birth (month, day, year)
11. Race <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> American Indian <input type="checkbox"/> Multiracial <input type="checkbox"/> Other: _____			12. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female
13. DOC or DMH / DDARS number	14. Social Security number (required)	15. Medicare number	16. Medicare effective date (month, day, year)
<b>II. OTHER HEALTH INSURANCE</b>			
17. Name of policy holder		18. Relationship	
19. Name of policy	20. Policy number	21. Type of insurance	22. Start date (month, day, year)
23. Stop date (month, day, year)			
19. Name of policy	20. Policy number	21. Type of insurance	22. Start date (month, day, year)
23. Stop date (month, day, year)			
<b>III. ENROLLMENT UPDATE INFORMATION</b>			
24. Date of death (month, day, year)	25. Date of release (month, day, year)	26. Date of parole (month, day, year)	27. (Intentionally left blank for future use.)
28. Date of transfer (month, day, year)	29. Name of institution being transferred from		29. Name of institution being transferred to
<b>TO BE COMPLETED BY INDIANA MEDICAID.</b>			
Original enrollment	RID number	Start date (month, day, year)	Stop date (month, day, year)
Update	RID number	Start date (month, day, year)	Stop date (month, day, year)

Figure 3 – State Form 15899 – Provider Authorization (590 Program Membership Information for Outside the 590 Program Facility)

 <b>PROVIDER AUTHORIZATION</b> State Form 15899 (R5 / 10-18) / OMPP 2021 FAMILY AND SOCIAL SERVICES ADMINISTRATION		
Name of provider		Date (month, day, year)
<b>FACILITY INFORMATION</b>		
Name of facility		
Department / division		
Address of facility (number and street, city, state, and ZIP code)		
Telephone number (     )	Fax number (     )	TDD number (     )
<b>PATIENT INFORMATION</b>		
Name of patient		Date of birth (month, day, year)
Type of commitment	Health care representative / guardian <input type="checkbox"/> Yes <input type="checkbox"/> No	Other
Insurance number	Medicare number	Medicaid number
590 identification number (do not use if patient has a Medicaid number)		
<b>AUTHORIZATION</b>		
Name of authorized person		Title of authorized person
<p>As an authorized person at the above named facility, I authorize the staff of your facility to provide medical services for the patient named above and referred to your care for services not available in our hospital, according to IC12-27-5-1 and IC 12-27-5-2.</p> <p>If the charge is less than \$150, will assume responsibility for charges incurred by the patient after all Medicare, Medicaid, insurance, etc., have been applied. When services are complete, please submit your statement in duplicate so your payment can be processed.</p> <p>If the charge is \$150 or more, the 590 Program, administered by the Office of Medicaid Policy and Planning (OMPP) should be billed after all Medicare, insurance, etc., have been supplied. Prior approval by the 590 Program is required if charges are \$500 or over. Emergencies do not require prior authorization; however, if the patient has not been enrolled in the 590 Program, the hospital will apply for an identification number.</p> <p>Questions regarding claims submitted to the 590 Program should be directed to the 590 Program Eligibility Analyst, IHCP Member and Provider Relations Unit, PO Box 50443, Indianapolis, IN 46250-0418, telephone 1-800-457-4584.</p>		
Signature of authorized person		Date (month, day, year)
<b>INFORMATION REGARDING REFUSAL OF TREATMENT</b>		
<p>The Indiana Code addresses the process used for a patient's refusal of treatment as follows:</p> <p><b>IC 12-27-5-1    Voluntary patients; right to refuse treatment</b>          Sec. 1. An adult voluntary patient who is not adjudicated mentally incompetent may refuse to submit to treatment or a habilitation program.  <i>As added by P.L. 2-1992, SEC. 21.</i></p> <p><b>IC- 12-27-5-2    Involuntary patients, petition to refuse treatment</b>          Sec. 2. (a) An involuntary patient who wants to refuse to submit to treatment or a habilitation program may petition the committing court or hearing officer for consideration of the treatment or program.          (b) In the absence of a petition made under subsection (a), the service provider may proceed with the proposed treatment or habilitation program.  <i>As added by P.L. 2-1992, SEC. 21.</i></p>		