



Indiana Provider Enrollment and Credentialing
FSSA EnCred Project
IHCP Summer 2018 Workshop

Agenda

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1. FSSA EnCred Project
 2. Conduent and Medversant Teams
 3. Indiana Provider Enrollment and Credentialing Project Overview and Status
 4. Common FAQs
 5. Project Timeline
 6. Questions

FSSA EnCred Project

What's in it for me?

- Do you perform enrollment activities for IHCP?
- Do you perform credentialing activities for Medicaid?
- Do you call DXC's call center to ask enrollment related questions?

Conduent - Medversant

Conduent

- World's largest BPS company with over 93,000 employees
- Over 35 years of experience delivering provider services
- 500+ government agencies use our services

Medversant

- Provider management system: ProviderSource
- URAC (Utilization Review Accreditation Commission) accredited and certified by NCQA
- Conducts business for hundreds of healthcare organizations in all 50 states
- Manages data for millions of providers annually

Indiana Provider Enrollment and Credentialing Project Overview and Status

- Conduent awarded the provider enrollment and credentialing contract
- Create a centralized enrollment and credentialing solution
 - Single enrollment application to become a Medicaid Provider
 - Single credentialing decision for subsequent MCE contracting
- Develop communication processes and data interfaces with external stakeholders (DXC, MCEs, Optum RX, Southeastrans, and the State's EDW)
- Functions not changing:
 - MCE contracting process
 - DXC claims processing
 - DXC provider relations outreach/support

Indiana Provider Enrollment and Credentialing Project Overview and Status

- Requirements phase completed; Design/Development phase underway
- Ongoing planning/strategy sessions with DXC
 - Data interfaces/communication, including a single sign on capability
 - Operational transition and communication planning
- Monthly stakeholder sessions to provide status and answer questions
- Periodic provider association meetings to provide status and answer questions
- Operation facility buildout
 - Provider call center and helpdesk, 8:00am – 5:00pm EST
 - Phone, chat, secured correspondence, FAQs
 - Mailroom, administration, quality control, onsite visits, appeals

Common FAQs

Will ProviderSource be in the portal? When do we stop using the portal for changes?

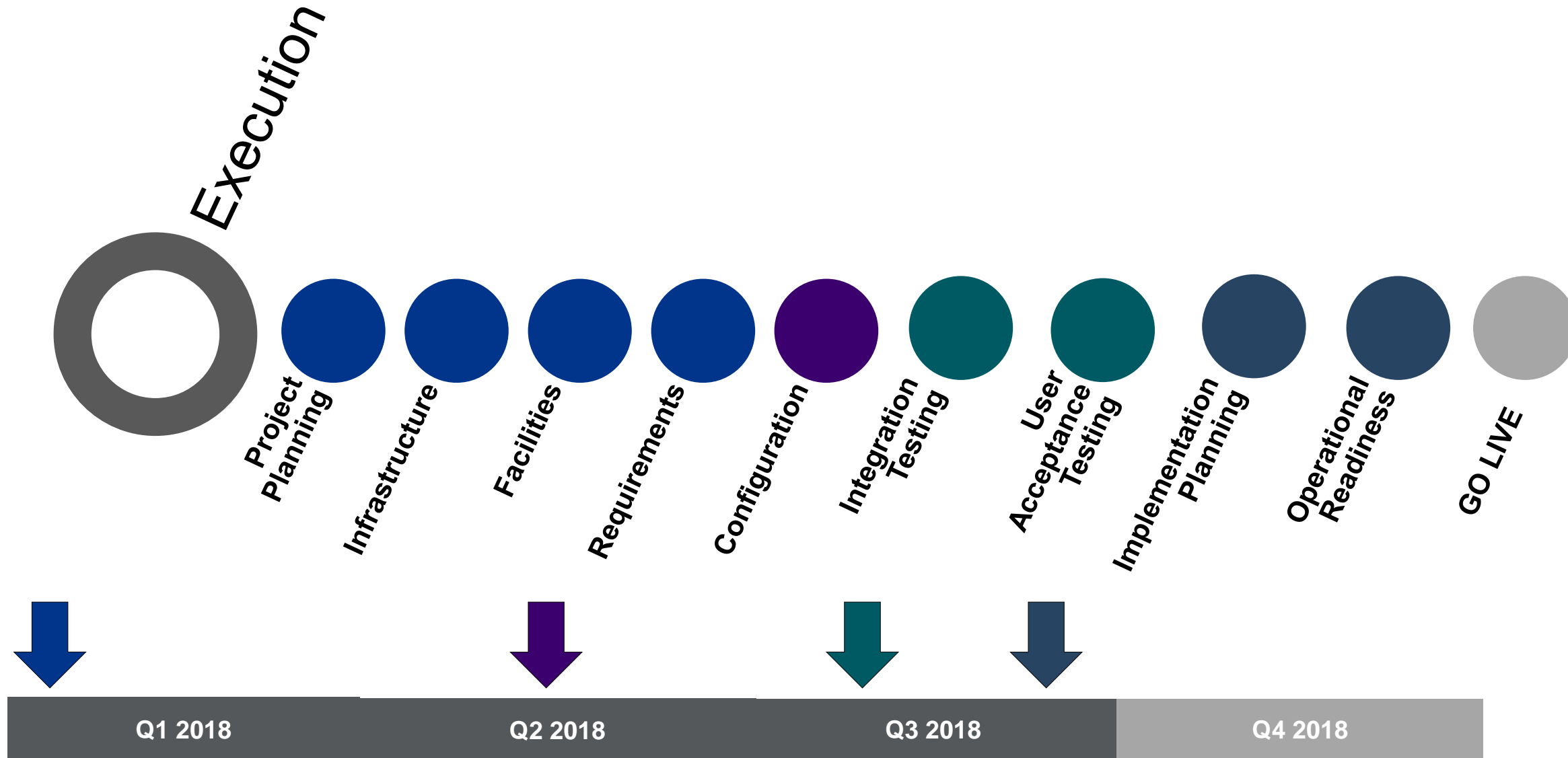
When will providers start using ProviderSource?

Will the MCEs accept the IHCP enrollment/credential date as the effective date?

Will Providers need to key all their information into the new system after the switch is made from DXC to Conduent?

Where will updates to provider profile be made?

Project Timeline



Questions?

CONDUENT

