

Scoop..here it is!

Indiana Health Coverage Programs
Gainwell Technologies
Roadshow – Spring 2021



Agenda

- Licensed Behavioral Health Professionals
- Health Management Systems (HMS)
- Benefits to Registering Rendering Providers on the Portal
- Helpful Tools
- Questions



Licensed Behavioral Health Professionals



BT2020108

Effective November 1, 2020, the following **Licensed** Behavioral Health Professionals were eligible to enroll in the Indiana Health Coverage Program (IHCP) as provider specialty type 11

- specialty 616 – Licensed Psychologist
- specialty 617 – Licensed Independent Practice School Psychologist
- specialty 618 – Licensed Clinical Social Worker (LCSW)
- specialty 619 – Licensed Marriage and Family Therapist (LMFT)
- specialty 620 – Licensed Mental Health Counselor (LMHC)
- specialty 621 – Licensed Clinical Addiction Counselor (LCAC)



BT201863

Enrollment – choose the correct *Provider Classification*

Rendering

- Has Individual NPI
- Linked to a group

Billing

- Has individual NPI
- Bills and renders services under one NPI
- Has no other providers in their practice

Group

- Has organizational NPI to receive payment
- Link rendering providers with individual NPI to provide service



Enrollment on the Portal



Provider Enrollment: Request Information

[Welcome](#)

Request Information

Specialties

Addresses

Provider Identification

Languages

EFT Information

Other Information

Disclosures

You are initiating a new Indiana Health Coverage Programs (IHCP) enrollment application. Complete the fields on each page and click **Continue** to move forward to each page. All required fields on a page must be completed before the **Finish Later** option can be selected.

* Indicates a required field.

Initial Enrollment Information



***Provider Classification**

***Provider Type**

***Requested Enrollment Effective Date**

To request a date prior to today's date, a written request with supporting documentation, must be submitted with application.

***Enrollment Request Type**

- Billing
- Group
- Rendering
- Ordering, Prescribing, Referring (OPR)

New Enrollment

Enrollment on the Portal

Choose the correct **Provider Specialty**

Provider Identification

Agreement

Acceptance

Summary

- You must also identify which specialty is primary by checking the **Primary** box on the specialty chosen. Only one primary specialty is allowed.
- Please select and add **ALL** specialties that apply to you.
- When adding a high risk specialty, you will be required to submit fingerprint background check information on all owners and individuals with controlling interest of 5% or more. If the business entity is not-for-profit, and high risk specialty, you will be required to submit fingerprint background check information on each member of the board of directors.

* Indicates a required field.
✔ Indicates a primary specialty.

Click "+" to view or update the details in a row. Click "-" to collapse the row. Click **Remove** to remove the entire row.

Specialty	Action
☐ Click to collapse.	
Provider Type 11 : Behavioral Health Provider	*Specialty <input type="text"/>
Primary <input checked="" type="checkbox"/>	
<input type="button" value="Add"/>	<input type="button" value="Reset"/>

- 114 : Health Service Provider in Psychology (HSPP)
- 115 : 1915(i) AMHH Service Provider
- 611 : 1915(i) CMHW Service Provider
- 615 : ABA Therapist
- 616 : Licensed Psychologist
- 617 : Licensed Independent Practice School Psychologist
- 618 : Licensed Clinical Social Worker
- 619 : Licensed Marriage and Family Therapist
- 620 : Licensed Mental Health Counselor
- 621 : Licensed Clinical Addiction Counselor

Billing

Licensed Behavioral Health Professionals

- Submit individual NPI as Rendering
 - Box 24J (or equivalent) on CMS1500 form
- Do **NOT** include mid-level modifiers
- Reimbursement is based on the Provider Specialty



Note: Licensed psychologists and licensed independent practice school psychologists are still required to have an eligible supervising practitioner.

Panel discussions for **Newly Enrolled Behavioral Health Providers** is **Thursday, April 29th at 10:00AM EST.**
Panel discussions for **Seasoned Behavioral Health Providers** is **Friday, April 30th at 1:00PM EST.**



Health Management Systems HMS



HMS

IHCP uses a private vendor, Health Management Services (HMS), to perform regular data matches between IHCP members and commercial insurance eligibility files. Data matches are performed with all major insurers, including Medicare, Anthem Blue Cross and Blue Shield, Aetna, Cigna, Prudential, United Healthcare, and many others.

HMS will notify providers of paid IHCP claims with primary insurance coverage

- Providers must bill the primary insurance according to instructions in the letter, or
- Notify HMS as to why the claims cannot be billed to the primary insurance
- Providers have up to 60 days from receipt of the report to bill the primary insurance, but should do so as soon as possible
 - After 60 days, the IHCP paid claims will automatically be adjusted.



HMS Portal

Health Management Services (HMS) Provider Portal is a secure web-based application that allows 24-hour access to claim listings. It provides access to the complete list of patients, claims, and primary insurance information necessary to file claims to other carriers when a patient has health insurance that is primary to Medicaid.

<https://hmsportal.hms.com/>

Benefits of the Provider Portal

- Accelerated Recoveries
- Increased Accuracy Rates
- Real-Time Review and Reporting
- Online communication with HMS about claim reviews via email and chat functions.
- Real-time ability to review, status, acknowledgement, report, and upload documentation
- An easy and efficient self-registration process
- A paperless system – Decreases PHI
- Submit questions to Provider Relations team



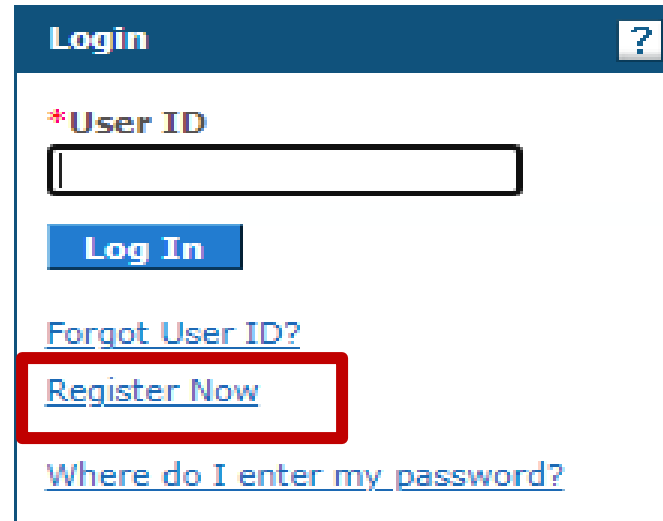
Rendering Providers and the IHCP Portal



Why register individual rendering providers on the Portal

Rendering providers can update

- Their own name changes
- Licensure
- Specialties and more



Login ?

*User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)



A Provider is an individual, state or local agency, corporate, or business entity that is enrolled in one or more of the Indiana Health Coverage Programs (IHCP) as a provider of services.



Helpful Tools



Helpful tools

Provider Relations Consultants



Region	Field Consultant	Email	Telephone	Counties Served
1	Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley
2	Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware, Fountain, Grant, Howard, Huntington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White
3	Crystal Woodson	INXIXRegion3@dxc.com	(317) 488-5324	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Amber Keegan & Emily Redman (interim)	INXIXRegion4@dxc.com	(317) 488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderburgh, Vermillion, Vigo, Warrick
5	Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Hancock, Harrison, Henry, Jackson, Jefferson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne



Helpful tools

IHCP website at in.gov/medicaid/:

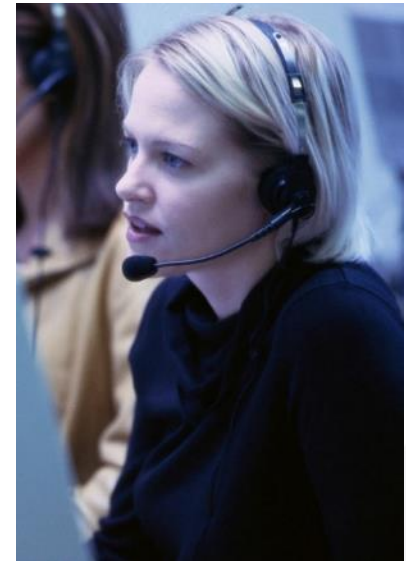
- *IHCP Provider Reference Modules*
- *Medical Policy Manual*
- Contact Us – Provider Relations Field Consultants

Customer Assistance available:

- Monday – Friday, 8 a.m. – 6 p.m. Eastern Time
- 1-800-457-4584

Secure Correspondence:

- Via the Provider Healthcare Portal
*(After logging in to the Portal, click the **Secure Correspondence** link to submit a request)*



Questions

