Knowledge Is Key

Indiana Health Coverage Programs
Gainwell Technologies
IHCP Roadshow – May 2022

Agenda

- Indiana Medicaid website

- Asking for help

- Did you know?

- Revalidation

- Helpful tools

- Questions

Indiana Medicaid website

Indiana Medicaid website

in.gov/medicaid/providers

Indiana Medicaid website

What's New?

Find out about recent news items, provider publications, and other website or program updates.

Read the Latest IHCP Update Email

IHCP News Items

03-23-2022   IHCP will host webinar to discuss provider notices published during March

Click Here To View More News

Bulletins

Banner Pages

Provider Healthcare Portal

Enroll as an IHCP provider, check member eligibility, submit and adjust claims, view payments, update provider profiles, send secure correspondence, and more.

Portal Log-In

Portal Training

Fee Schedules

Search for coverage and pricing information for IHCP-covered professional and outpatient procedures.

Professional Fee Schedule

Outpatient Fee Schedule

Helpful Resources

Indiana Medicaid website

Stay Informed!!!
Sign up for emails

Get Important News & Updates

Sign up for email and/or text notices of Medicaid and other FSSA news, reminders, and other important information. When registering your email, check the category on the drop-down list to receive notices of Medicaid updates; check other areas of interest on the drop-down list to receive notices for other types of FSSA updates.

Enter your email address **Sign Up**

Indiana Medicaid website

Indiana Medicaid website

Provider References

INDIANA MEDICAID / INDIANA MEDICAID FOR PROVIDERS / PROVIDER REFERENCES

Find policy and other guidance in Indiana Health Coverage Programs (IHCP) provider news announcements, publications, and primary reference documents.

- News, Bulletins and Banner Pages
  - Current IHCP News
  - Bulletins
  - Banner Pages
- IHCP Email Notifications
- Provider Reference Materials
  - IHCP Provider Reference Modules
  - IHCP Companion Guides
- Forms
- IHCP Provider Locator
- OPR Provider Verification
- FAQs - Top 10 Questions
- Hoosier Healthwise Social Media Toolkit

Indiana Medicaid website

General Information Modules

Introduction to the IHCP

Interactive Voice Response System

Prior Authorization

Provider and Member Utilization Review

Provider Enrollment

Provider Healthcare Portal

Eligibility and Benefits Modules

Member Eligibility and Benefit Coverage

Presumptive Eligibility

Right Choices Program

Claims and Billing Procedures Modules

Claim Submission and Processing

Claim Adjustments

Service- and Provider-Specific Modules

Anesthesia Services

Behavioral Health Services

Chiropractic Services

Clinical Trials

Dental Services

Diabetes Self-Management Training Services

Durable and Home Medical Equipment and Supplies

Early and Periodic Screening, Diagnostic and Treatment (EPSDT)/HealthWatch Services

Emergency Services

Evaluation and Management Services

Asking for help

What information is needed to assist providers?

- **Required:**
  - National Provider Identifier (NPI) and/or IHCP Provider ID
  - Provider contact name and phone number
  - The Member ID (also known as RID)
  - Specific date of service / Claim ID Specific details regarding the information being requested should be included.

- **Not Required:**
  - Taxpayer identification number (TIN)
  - Member's date of birth (*seldom required*)

Remember:
- All protected health information (PHI) **must** be secure via secured or encrypted email
- Voice mails are confidential; therefore, PHI may be left for review prior to the Provider Relations consultant returning the call or email.
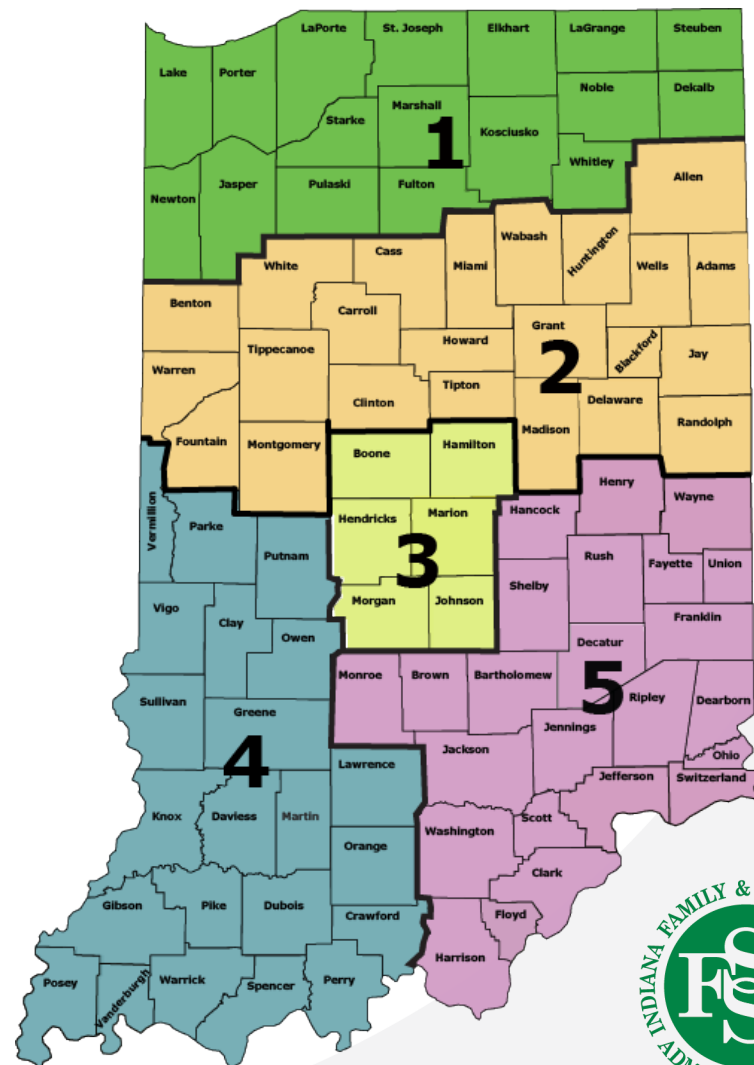
Did you know?

Did you know?

- The IHCP Provider Relations team is divided into five regions
  - Field consultant
  - Internal consultant

Out-of-state providers also have a dedicated IHCP Provider Relations Field Consultant!

Did you know?

How to contact the Provider Relations team

Region	Consultant	Email	Telephone	Counties Served
1	Jean Downs (F) Katie Grause (I)	INXIXRegion1@gainwelltechnologies.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 (F) Gretchen Schaller-Golob (I)	INXIXRegion2@gainwelltechnologies.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 (F) Jeannette Curtis (I)	INXIXRegion3@gainwelltechnologies.com	317-488-5324	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Jenny Roberts (F) Emily Redman (I)	INXIXRegion4@gainwelltechnologies.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	Tami Foster (F)	INXIXRegion5@gainwelltechnologies.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

Did you know?

Contacts for Bordering Areas and Out-of-State Providers

State	Cities	Consultant	Email	Telephone
Illinois	Chicago/Watseka	Jean Downs	INXIXRegion1@gainwelltechnologies.com	317-488-5071
Illinois	Danville	Shari Galbreath	INXIXRegion2@gainwelltechnologies.com	317-488-5080
Kentucky	Louisville	Tami Foster	INXIXRegion5@gainwelltechnologies.com	317-488-5186
Kentucky	Owensboro	Jenny Roberts	INXIXRegion4@gainwelltechnologies.com	317-488-5153
Michigan	Sturgis	Jean Downs	INXIXRegion1@gainwelltechnologies.com	317-488-5071
Ohio	Cincinnati/Harrison	Tami Foster	INXIXRegion5@gainwelltechnologies.com	317-488-5186
Ohio	Hamilton/Oxford	Tami Foster	INXIXRegion5@gainwelltechnologies.com	317-488-5186
All out-of-state providers except those in the previously listed cities		Judy Green		317-488-5026

Did you know?

What the Provider Relations team can do for you

Coordinate the resolution of complex issues affecting IHCP providers.

Liaison between the provider community and the FSSA (Family and Social Services Administration).

Provide education to providers as well as assist them in responding to questions, billing issues and IHCP Provider Healthcare Portal (Portal) individualized training.

Organize, schedule and conduct provider education roadshows, mini workshops and an annual provider seminar.

Did you know?

Frequently Asked Questions

Can the Provider Relations team submit a claim on our behalf?	• The Provider Relations team cannot submit or forward a claim to be reprocessed on your behalf. ➢ However, there may be exceptions when a claim is requested from a provider for special processing.
I submitted the wrong code. Can you tell me what code I should be using instead?	• The Provider Relations team can provide links to the code set tables, fee schedules and modules but we cannot tell you how to code the claim.

Did you know?

Frequently Asked Questions

If I submit my claims through a vendor, receive the EOB from a vendor, and verify eligibility through a vendor, do I ever need to log in to the Portal?

- Providers should log in to the Portal for important updates – including revalidation information.
- Providers should review the remits on the Portal to verify all the information is on the explanation of benefits (EOB) from the vendor.

When a managed care entity (MCE) recoups a claim, will attaching the recoupment EOB to the claim on the Portal be enough to make the claim pay?

- No, it will not resolve the claim – reach out to the Provider Relations field consultant for your region for assistance.

Did you know?

Frequently Asked Questions

A claim denied for TPL. Can you update the member's profile if I tell you they don't have a primary insurance?

- Third-party liability (TPL) updates are done by providers through Secure Correspondence by using the TPL update function.
- The TPL Unit will verify information and update the member's profile.

My enrollment application was rejected for a date. Can I provide you the date and you update it for me on my attestation form?

- Corrections to enrollment must be done by the provider through the Portal and corrected documents attached to the application.

Did you know?

Frequently Asked Questions

The member was supposed to be eligible on 1/1/2022, but the Portal says they are not active until 2/1/2022. Can you update the member eligibility?

- No, Provider Relations consultants cannot update a member's eligibility. The Division of Family Resources determines member eligibility.

Did you know?

Frequently Asked Questions

What type of services can be provided by, for example, LCSW, Dental Assistant/Hygienist, Nurse Practitioner, etc?

- Providers must practice within the scope of their license. Provider Relations consultants can assist providers with information on who can enroll using the *IHCP Provider Enrollment Type and Specialty Matrix* and *Provider Enrollment* provider reference module. They can provide links to program-specific modules but cannot tell providers whether a service can or cannot be performed.

Revalidation

Revalidation
DON'T IGNORE THE

Providers and Delegates with the Provider Maintenance function will see the Warning Triangle

Revalidation

Notification letters are sent to the provider's **mail-to** address listed on the provider profile 90 days and 60 days before the revalidation due date.

➤ Keep **ALL** addresses up to date via the Provider Healthcare Portal.
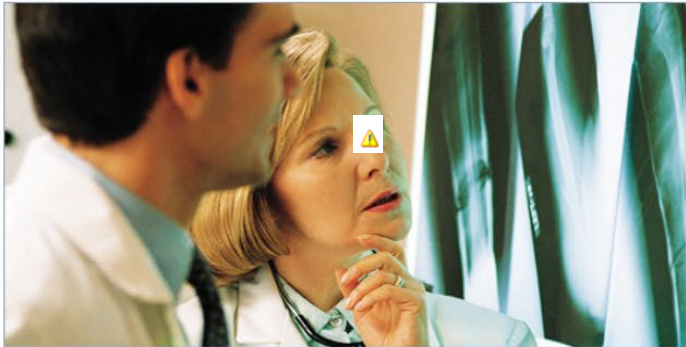
See Provider Enrollment Revalidation Due Dates Through June 2022 for a list of providers with upcoming revalidation due dates.

BE PREPARED – Know the requirements for your specialty

IHCP Provider Enrollment Matrix

Revalidation

Sometimes I get an error message when trying to complete the revalidation?

Revalidations with a large volume of rendering providers may need to be submitted on paper – consult Provider Enrollment or your Provider Relations field consultant for assistance.

Revalidation

I submitted the rendering attestation – it got rejected– why?

- The attestation must be signed by an authorized individual listed in the Provider Profile as an owner or managing individual.
- The Social Security number of the individual rendering the service must be listed.
- Document must be dated by both within the last 90 days.

What attachments are required for revalidation?

- W-9 signed in the last 90 days
- IHCP Rendering Provider Attestation for each rendering provider – signed in last 90 days
- Other documents as required

Helpful tools

Helpful tools

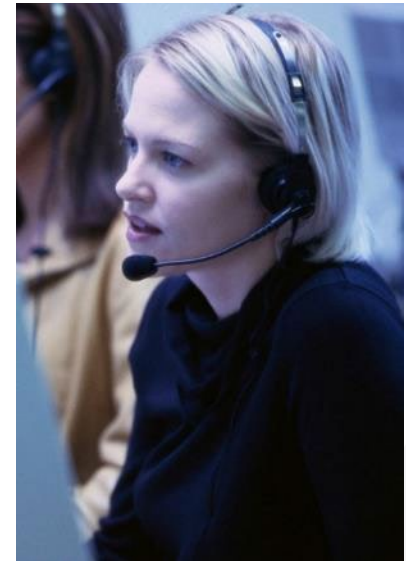**Indiana Medicaid website at in.gov/medicaid:**

- *IHCP Provider Reference Modules*

- Contact Us – Provider Relations Consultants

Customer Assistance available:

- Monday – Friday, 8 a.m. – 6 p.m. Eastern Time

- 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