Maintaining Waiver Certification

2025 IHCP Works Annual Seminar

Agenda

- Acronyms
- OMPP Certification Process
- Updating Information on the OMPP Certification Portal
- Required Document Definitions Resource
- Where Do Certification Requirements Come From?
- Common Document and Application Errors
- Communicating with the OMPP Certification Team
- Additional Provider Relations Contacts
- Resources
- Questions

Acronyms

Common Acronyms

- A&D: Aged & Disabled waiver
- AAA: Area Agencies on Aging
- ATN: Application Tracking Number
- BDS: Bureau of Disabilities Services
- CIH: Community Integration and Habilitation waiver
- DBA: Doing Business As
- DA: Division of Aging
- DDARS: Division of Disability, Aging and Rehabilitative Services
- FFS: Fee-for-Service
- FSW: Family Supports waiver

- HCBS: Home- and Community-Based Services
- H&W: Health and Wellness waiver
- IHCP: Indiana Health Coverage Programs
- MCE: Managed Care Entity
- OMPP: Office of Medicaid Policy and Planning
- PAN: Provider Application Number
- PSA: Personal Services Agency
- SOS: Secretary of State
- TB: Tuberculosis
- TBI: Traumatic Brain Injury waiver

PAN vs ATN

- PAN: an application submitted on the [OMPP Certification Portal](#)
  - Example: PAN-XX-XXXX
- ATN: an enrollment application submitted on the [IHCP Provider Healthcare Portal](#)
  - Example: 123456

OMPP Certification Process

Selecting the Appropriate Certifying Agency

- Indiana PathWays for Aging (PathWays), H&W, and/or TBI waiver services
  - [OMPP Certification Portal](#)
- FSW and CIH waiver services
  - Contact BDS at BDSProviderServices@fssa.in.gov

Three Steps to Participate: Step 1

1. Become certified by OMPP to provide HCBS waiver services
    - Receive an OMPP Waiver Certification Letter

Step Description	Your Action
1. Become certified by OMPP to provide HCBS waiver services	This step is complete! Your agency is certified to provide the services listed in the following pages of this certification letter.

Three Steps to Participate: Step 2

2. Enroll with the IHCP

2. Enroll with the Indiana Health Coverage Programs (IHCP)	Your agency needs to enroll as an HCBS waiver provider through the IHCP (also known as Indiana Medicaid). To complete this enrollment, you need to access the online application through the IHCP Provider Healthcare Portal. You can also access paper applications through the Waiver Provider webpage. If you need assistance with your application, you can contact the IHCP at (800) 457-4584. Please include a copy of your certification when you submit your IHCP enrollment application.

Three Steps to Participate: Step 3

3. Finish waiver program enrollment

- PathWays: work with the MCEs to contract (Anthem, Humana, and UnitedHealthcare)

- H&W and TBI: reach out to BDS to be added to the picklist via email at BDSProviderServices@fssa.in.gov

3. Finish your waiver program enrollment	If your agency will be serving individuals aged 60 and older (enrolled in the Indiana PathWays for Aging program), you need to enroll and contract with each of the managed care entities (MCEs) who administer this program. You must be IHCP enrolled to begin this process. To begin this process, please refer to the links below:
	
	    a. [Anthem](#)
	
	    b. [Humana](#)
	
	    c. [UnitedHealthcare](#)
	
	If your agency will be serving individuals under the age of 60 who qualify for the Health & Wellness Waiver (or individuals on the TBI Waiver), your agency will be added to the applicable waiver's pick list with the Division of Disability and Rehabilitative Services (DDRS) upon successful enrollment with the IHCP. You should notify DDRS by contacting BDSProviderServices@fssa.in.gov

Updating Information on the OMPP Certification Portal

Address Changes: Returning Providers

- For providers who have completed an application on the OMPP Certification Portal

  - Submit an **inquiry** on the [OMPP Certification Portal](#)

Address Changes: New Accounts

- For providers who have NOT completed an application on the OMPP Certification Portal
  - Submit a **new application** on the [OMPP Certification Portal](#)

Important Notes Regarding Address Changes

- Providers **MUST** receive an updated waiver certification letter **PRIOR** to updating their provider profile information with Gainwell Technologies

- If provider's try to update their address with Gainwell before receiving an updated letter via the [OMPP Certification Portal](#), your ATN with Gainwell will be **denied**

Adding Services or Counties: Returning Providers

- For providers who HAVE completed an application with OMPP
    - Submit an add services or counties application on the [OMPP Certification Portal](#)

Adding Services or Counties: New Users

- For providers who have NOT completed an application with OMPP
  - Submit a new application and select all previously certified counties and services in addition to any you would like to add on the OMPP Certification Portal

Required Document Definitions Resource

What is the Required Document Definitions Resource?

- The [Required Document Definitions Resource](#) can:
  - Guide providers on what is required for certain policies
    - Requirements set forth by the Aging Rule and HCBS Waiver Manuals
  - Give guidelines on acceptable timeframes for documents such as background checks and TB test results
- Providers are **highly encouraged** to review this resource prior to completing any type of application

Where Do Certification Requirements Come From?
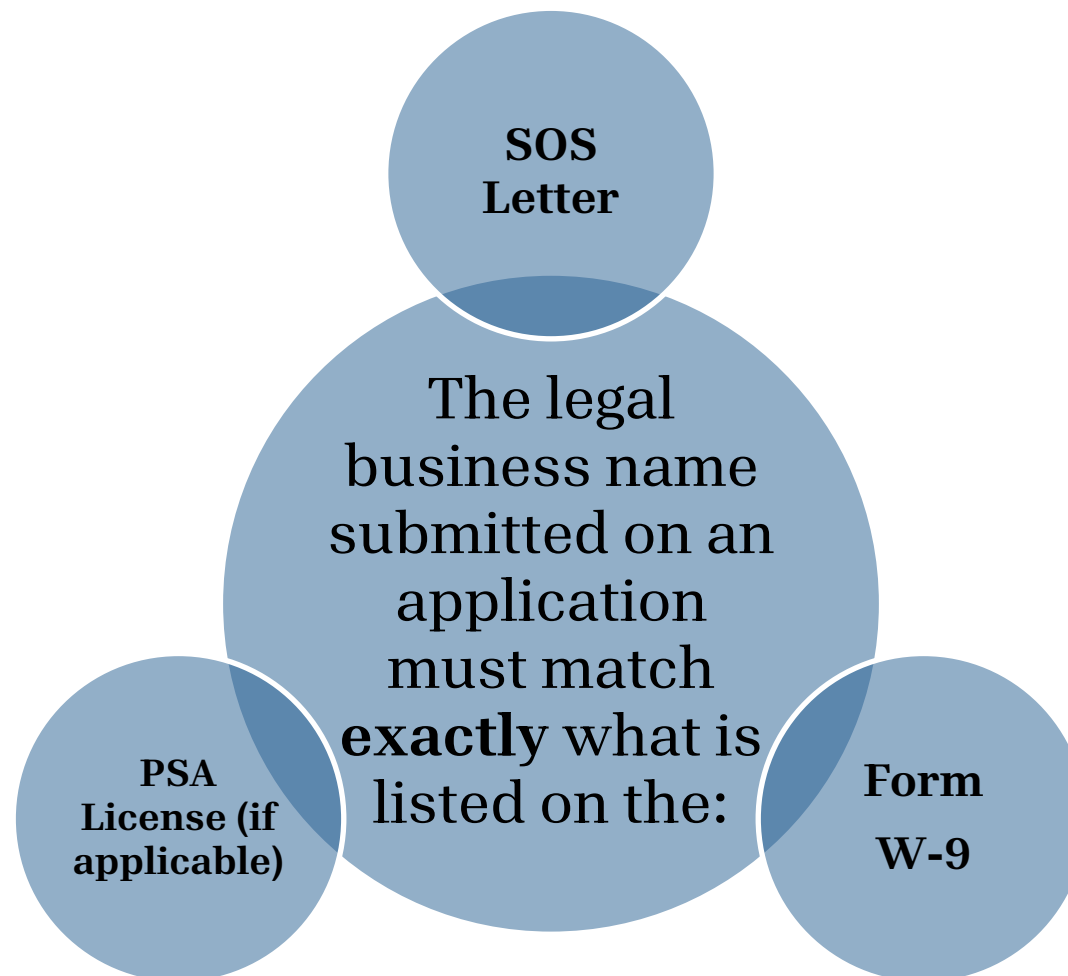
Certification Requirements

- Aging Rule
  - [Indiana Administrative Code](#)
- IHCP Provider Reference Modules
  - [Division of Disability and Rehabilitative Services Home- and Community-Based Services Waivers](#)
  - [Office of Medicaid Policy and Planning Home- and Community-Based Services Waiver: Indiana PathWays for Aging](#)

Common Document and Application Errors

Legal Business Name

SOS Letter

The legal business name submitted on an application must match **exactly** what is listed on the:

PSA License (if applicable)

Form W-9

Form W-9: General Reminders

- Must use current W-9 Form: [Form W-9 (Rev. March 2024)](#)
- Must have all applicable information filled in along with a signature and date
- Make sure only one box is checked for line 3a
- Make sure the zip code +4 is added on line 6

Form W-9: Line 1 and 2

Form W-9
(Rev. March 2024)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer
Identification Number and Certification

Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)

2 Business name/disregarded entity name, if different from above.

- Line 1: Provider's must enter legal business name
- Line 2: Provider's must enter a DBA, if applicable

Form W-9: Line 3a

3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor ☐ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate

☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . ____

Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) _____

- Please only select **ONE** box for line 3a

Form W-9: Line 5 and 6

5	Address (number, street, and apt. or suite no.). See instructions.
6	City, state, and ZIP code

- Line 5: Legal address of the entity

- Line 6: Ensure zip code +4 is added here to avoid claim denials

Job Descriptions/Organizational Charts

- Ensure all positions are listed on the organizational chart
- All positions required if adding services
  - Positions for previously certified services must be included
- All position titles must be identical on both policies
- Make sure job description is appropriate for service

Example of Acceptable Organizational Chart

Owner
John Doe

Manager
Suzy Queue

Attendants
Micky Mouse

Attendants
Minnie Mouse

Attendants
Donald Duck
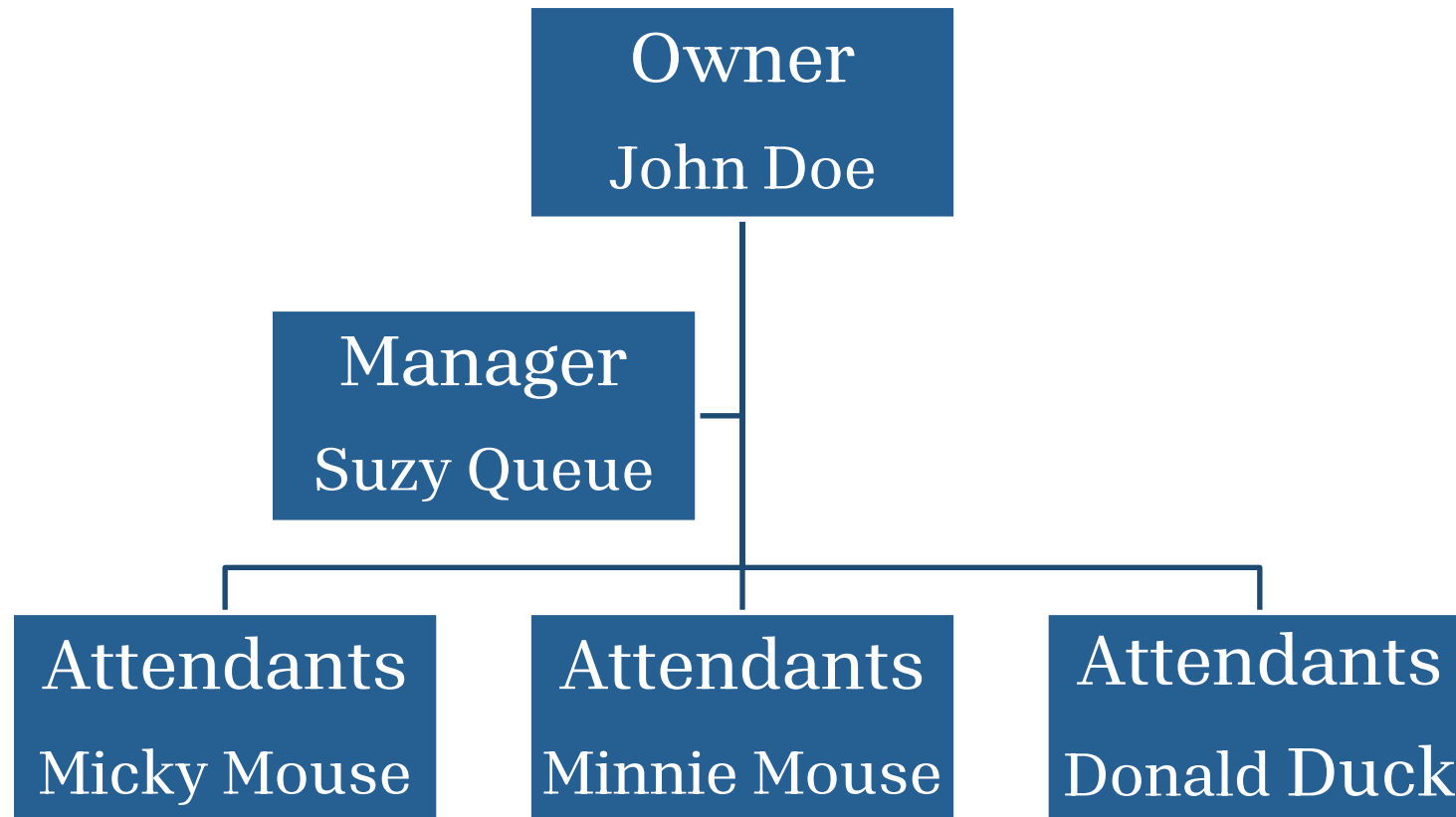
TB Test Results

- TB test results must include:
  - Name of the individual
  - Date the test was completed
  - Organization who completed the test
  - Result of the test
- TB test must be completed upon hire for agency

Expired Documents

- Expired documents that will lead to an expiration of an application:
  - Expired certifications
  - Expired licenses
  - Expired background checks
  - Expired insurance policies
- **All documents must be current and valid**

Using Documents and/or Policies from Other Agencies

- Increased instances of this occurring
- All policies must have the correct agency name
- Not acceptable and application will immediately be expired

Required Policies and Documents

- Ensure all policies required are uploaded to the OMPP Certification Portal
    - Submission of blank documents is an incomplete application
        - Application will be set to expire, and a new application will be required
- Ensure all documents match the policies required by OMPP
    - Full operational manuals will not be accepted
    - Incorrect policies uploaded will lead to an expiration of the application

Licenses and Insurance Quotes

- Licenses/Certifications not obtained by application date
  - Application will be expired, new application will be required

- Quotes uploaded for insurance
  - Not accepted, will lead to an expiration of application

Communicating with the OMPP Certification Team

Inquiries

- Inquiries can be submitted to the OMPP Certification team on the OMPP Certification Portal
- Inquiries are responded to within 3 business days

Why Submit an Inquiry?

- Inquiries can be submitted for:
    - PAN application status
    - General questions regarding the OMPP certification process
    - OMPP Certification Portal issues
    - Address changes

Chatter Feature

- The chatter feature can be located on the [OMPP Certification Portal](#)
- Providers will need to @ mention their assigned analyst
  - For example, @EdwinRamirez
- Chatters are responded to within 2 business days

Expectations for Using the Chatter Feature

- The chatter feature should only be utilized when providers have:
  - An active application
  - An application that has been assigned to an OMPP Certification Specialist
- If the status of an application changes to expired, certification complete, or denied
  - Submit an inquiry to receive a prompt response

Email

- The OMPP Certification team can be reached via email for:
  - OMPP Certification Portal access issues
  - If providers are in the process of creating an OMPP Certification Portal account
  - Responding to emails from the OMPP Certification team
- OMPPWaiverCertification@fssa.in.gov

Additional Provider Relations Contacts

IHCP Provider Relations Consultants

- How [IHCP Provider Relations Consultants](#) can help providers:
  - 1:1 in person or virtual onsite meetings
  - [IHCP Provider Healthcare Portal](#) training and assistance
  - Claims training and assistance
  - Provider enrollment and revalidation assistance

How to Contact Your Designated IHCP Provider Relations Consultant

- Region 1: Michelle Walls
  - INXIXRegion1@gainwelltechnologies.com
- Region 2: Jill Harris
  - INXIXRegion2@gainwelltechnologies.com
- Region 3: Gabrielle Anderson
  - INXIXRegion3@gainwelltechnologies.com
- Region 4: Kassandra Johnson
  - INXIXRegion4@gainwelltechnologies.com
- Region 5: Jeannette Moore
  - INXIXRegion5@gainwelltechnologies.com
- Region 6: Emily Redman
  - INXIXRegion6@gainwelltechnologies.com
- Region 7: Tami Lott
  - INXIXRegion7@gainwelltechnologies.com

MCE Provider Relations Teams

- Provider's can find contact information for the MCE Provider Relations teams on the [IHCP Quick Reference Guide](#)

- This is a great resource to help get in direct contact with each individual MCE regarding any questions

IHCP Quick Reference Guide – Contact Information

OMPP Provider Relations Team

- The OMPP Provider Relations team can be reached via email if a provider needs additional assistance after working directly with the OMPP Certification Team, Gainwell, or an MCE
  - OMPPProviderRelations@fssa.in.gov

Resources

Helpful Certification Resources

- Medicaid HCBS Certification Webpage
  - Outlines the certification process from start to finish
- Required Document Definitions
  - Includes all requirements for any document or policy that will need to be submitted
- YouTube Video Demonstrations
  - Demonstration for continuing an application
  - Demonstration for updating a returned application
- Quick Reference Guide for HCBS Provider Enrollment

Important Certification IHCP Bulletins

- Helpful Bulletins
  - [BT202577](#) IHCP reminds providers of certification and enrollment guidelines
  - [BT202460](#) IHCP addresses frequently asked questions regarding the OMPP HCBS certification process
  - [BT202456](#) IHCP provides instructions for OMPP HCBS Certification Portal

IHCP Bulletins: Sign Up

- Providers can receive important news and updates by [signing up](#)!

Questions?

Please scan the QR code and complete the session evaluation!