

IHCP's State of the Program



Roadmap

- *Past: Looking back at 2020*
- *Present: Current priorities and projects*
- *Future: Looking forward with the IHCP*



Public Health Emergency

- Telehealth Expansion
 - Behavioral Health, Home Health, Prescriptions
- Streamlined Prior Authorization Process
 - DME, Hospital Inpatient Admissions, Behavioral Health
- Provider Enrollment



Public Health Emergency

- New HCPCS Codes
 - COVID-19 Testing
 - COVID-19 Vaccinations
 - COVID-19 Treatments
 - Telehealth
 - Transportation



Public Health Emergency

- 59 Bulletins
- 16 Banners
- 5 Webinars for COVID-19 Updates
- Monthly webinars
- Phone Campaign with IDOH



Personnel Changes

- Sara Albertson -> OMPP Government Affairs
- Mackie Rios -> New Senior Provider Relations Manager
- Kaylee Koehlinger -> New Provider Services Coordinator



2020 Projects

- Naloxone
 - EMS providers now able to bill for the drug and its administration
 - 6 presentations and trainings



2020 Projects

- Enrolling new behavioral health practitioners
 - Licensed Clinical Social Workers
 - Licensed Marriage and Family Therapists
 - Licensed Clinical Addictions Counselors
 - Licensed Mental Health Counselors
 - Psychologists



New Projects

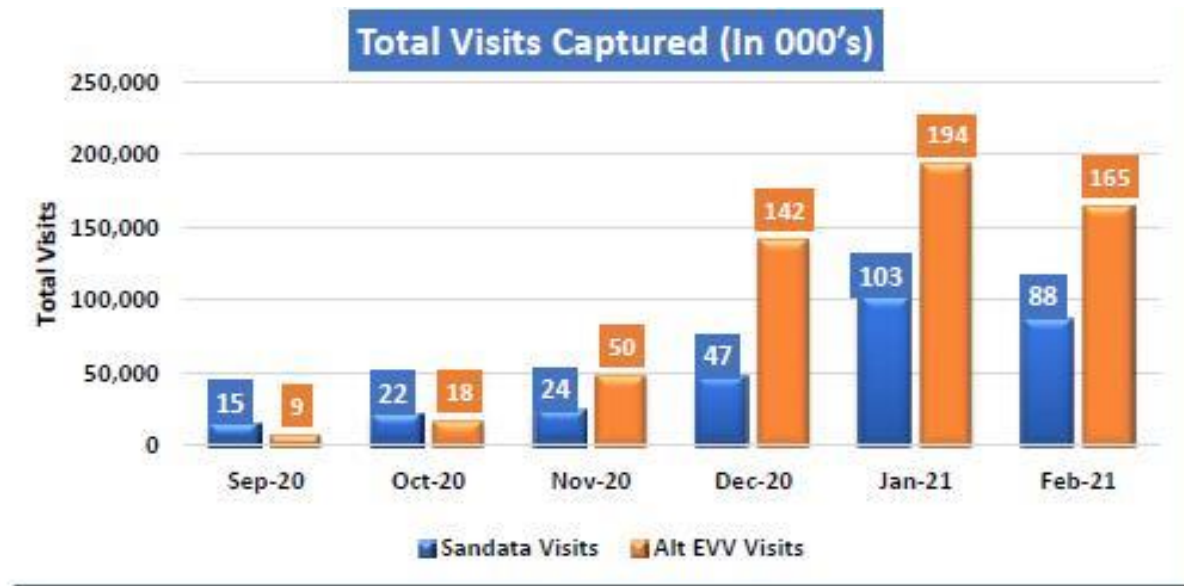
New Behavioral Health Enrollments from 11/1/20

1291	Unique Enrollees
1227	Rendering Providers
360	Unique Locations



2020 Projects

- Electronic Visit Verification (EVV)
 - Required as of January 1, 2021
 - 325 agencies with Sandata
 - 601 agencies using an alternate vendor



IHCP Outreach

- IHCP Roadshow
 - Formerly known as the Spring/Summer Workshops
 - 2020 was all virtual
- IHCP Works
 - Formerly known as IHCP Annual Seminar
 - 2020 was all virtual
 - 47 sessions
 - 3 days



Current IHCP Initiatives



2021 Projects

- APRN work group
- Hoosier Care Connect
- Administrative Review



APRN Work Group

- Enhance APRN functionality
- Review APRN reimbursement rules, ordering and supervising rights
- Recommend changes to IAC, State Plan, Indiana Medicaid policy, billing/system adjustments



Hoosier Care Connect

- Contracts began on April 1, 2021
- Three health plans chosen: Anthem, MHS and UnitedHealthcare
- Extensive onboarding (UHC) and readiness review (all health plans)



Administrative Review

- Prior to administrative review, resubmit corrected claims within timely filing limit
- Fixing incorrect claim information may prevent the need for an AR request
- Submit by portal or paper



Administrative Review

- Submit AR request within 60 calendar days
 - Confirmation of receipt in 10 business days
 - Final decision in 90 business days
- Include detailed description of reason for disagreement
- Include a properly completed claim form, attachments, a copy of the original claim and associated RAs/EOBs
- Mail paper copies to correct address



Administrative Review

- File an AR request when:
 - A claim paid at a rate different than the provider expected
 - A claim denies for no prior authorization, but you have your approved authorization on file
- Correct and resubmit a claim when:
 - The claim contains missing or incorrect information
 - For example, a denial due to a missing claim note



The Future of the IHCP



New Vision and Mission

- FSSA Vision: All Hoosiers live in fully engaged communities and reach their greatest emotional, mental and physical well-being.
- FSSA Mission: To compassionately serve our diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement.



FSSA Introduces Chief Health Equity Officer

- Breanca Merritt, PH.D.
- Title: Chief Health Equity and ADA Officer

"Most residents' interaction with government is not with elected officials, but on the front lines: child care subsidies, SNAP benefits, SSI, getting a driver's license. As government employees, we are the ones who not only ensure that the most vulnerable Hoosiers receive what they need to thrive, but to make them feel worthy of that support and part of our democracy."



End of the Public Health Emergency

- Federal PHE
- State PHE
- PHE policies impacted by:
 - FFCRA and CARES Act
 - State-level Executive Orders
- 30-day Notice when policies change



Future of Telehealth

- Provider community relied on telehealth in 2020.
- OMPP recognizes the reduced burden for providers and members by allowing services to be provided via telehealth.
- Public Law 85: Telehealth Matters
 - Effective July 1, 2021 - new policy will come after this date and after PHE ends.
 - Awaiting permanent policy change based on this law.



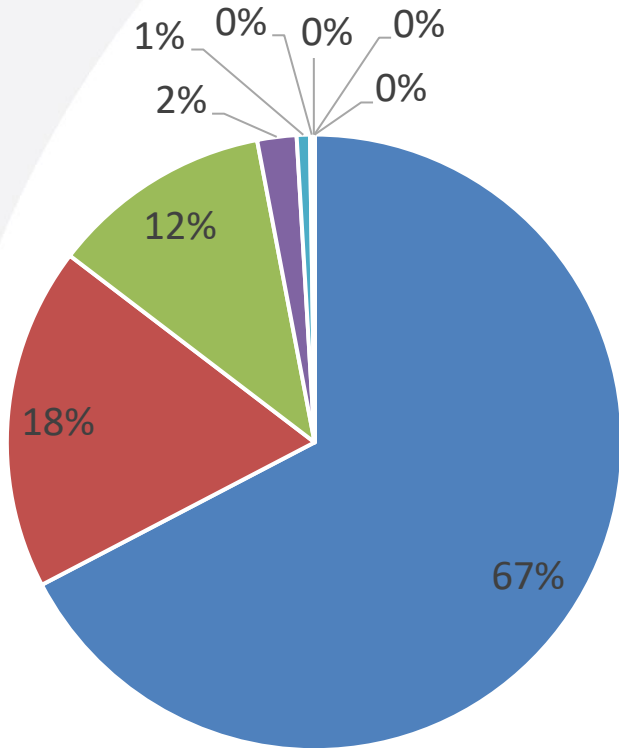
Summary of Statistics

	2019	2020
Total Number of Telehealth Claims	63,844	2,673,241
Total Paid in Reimbursement	\$4,871,436	\$151,189,713

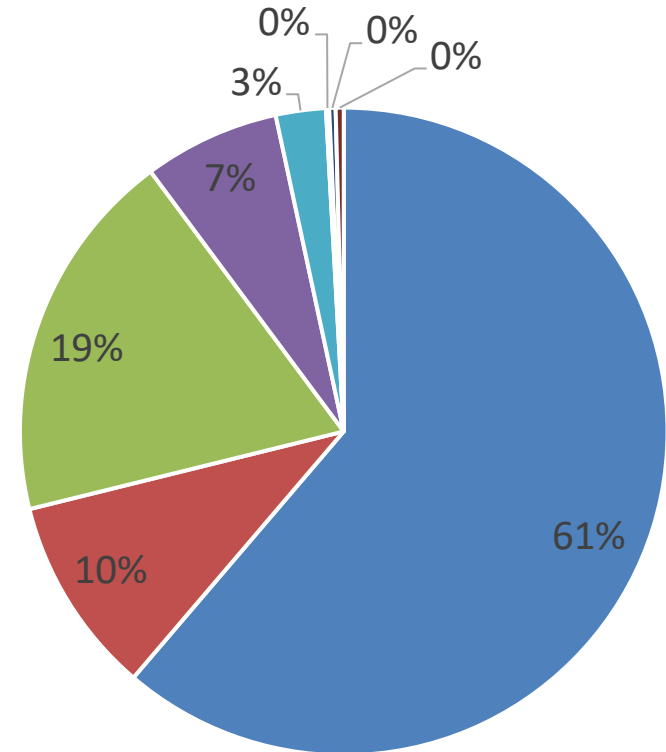


Telehealth Demographics

% of Telehealth Claims



% of Medicaid Members

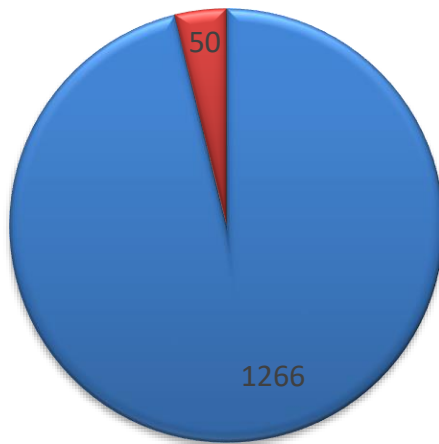


- CAUCASIAN
- NOT AVAILABLE
- BLACK
- HISPANIC
- ASIAN OR PACIFIC ISLANDER
- AMERICAN INDIAN OR ALASKAN NATIVE
- WHITE (NON-HISPANIC)
- NOT PROVIDED
- OTHER RACE OR ETHNICITY



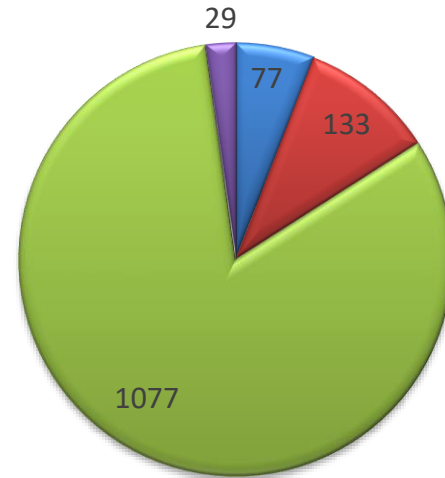
Telehealth Provider Survey

Do you currently conduct any visits via telehealth?



■ Yes ■ No

Do you use voice or video technology?



■ Voice Only ■ Video Only ■ Both ■ Neither

Open Response, Barriers to Telehealth

Social
Determinants
of Health/
Equity Issues

Tech
Data/Limitation
Issues

Internet Issues

Effectiveness of
Telehealth

Lack of
Telehealth
Assistance

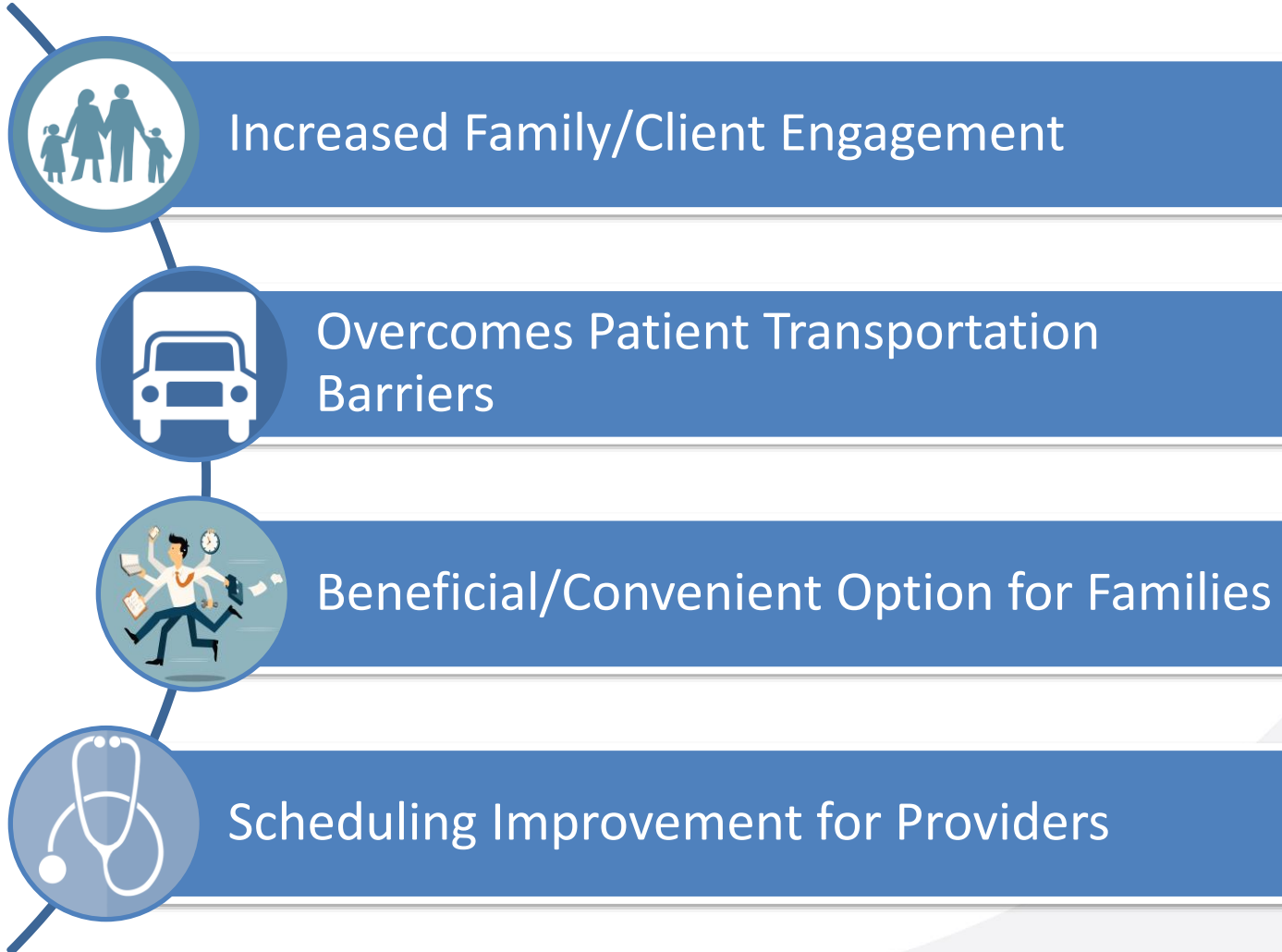
Client/Family
Preference

Communication/
Language
Barriers

Maintaining
Confidentiality/
Privacy



Open Response, Positives to Telehealth



IHCP Live Provider Education Series

- Shortly after PHE started, began webinars to summarize new policies
- July 2020: Started a monthly webinar to review Banners and Bulletins released in the previous month.
- March 2021: Started a mid-month special topic webinar



Upcoming IHCP Live Webinars

IHCP Live Monthly BR/BT Update

Webinar Date

4/28/2021

5/26/2021

6/30/2021

7/28/2021

8/25/2021

9/29/2021

10/27/2021

12/1/2021

12/29/2021

Monthly Special Topic Webinar

Webinar Date

Topic

4/14/2021

Intro to UHC

5/12/2021

Third Party Liability

6/16/2021

Prior Authorization

7/14/2021

DFR/OMPP Relationship

If you have topic suggestions, please email those to IHCPListens@fssa.in.gov.



Connect With Us

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Questions?

