

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023115 SEPTEMBER 12, 2023

2023 IHCP Works annual seminar scheduled for October 24-26 in Indianapolis

The Indiana Family and Social Services Administration (FSSA) and Gainwell Technologies invite Indiana Health Coverage Programs (IHCP) providers to attend the 2023 IHCP Works annual provider seminar. The in-person seminar begins Tuesday, Oct. 24, and continues through Thursday, Oct. 26. There is no cost for the seminar.

The seminar features three full days of valuable information. Topics include program overviews and specific program billing guidelines, as well as other important IHCP information. Sessions will be led by the FSSA, Anthem, CareSource, Managed Health Services (MHS), MDwise, UnitedHealthcare, Kepro and Gainwell Technologies. For information about the full seminar lineup and to pick “cannot-miss” sessions, see the attached [Session Descriptions and Schedule](#).

Seminar registration

Providers are requested to register for the seminar online by visiting the [IHCP Works Annual Seminar](#) page. Registration for this year’s seminar will occur using a new registration tool. Providers now have the option to request any *Americans with Disabilities Act* (ADA) accommodations they need to fully experience the seminar.

Registration for the IHCP Works annual provider seminar is a **two-step process**. During registration, providers must first register for the seminar.

After confirming registration, providers must then register for each session they would like to attend. When providers register, they receive a registration confirmation immediately.

Session descriptions and the daily schedule are attached to this bulletin for reference. A link to this information is also available on the [2023 IHCP Works](#) page at in.gov/medicaid/providers. All registration is on a first come, first-served basis, so sign up early.

Beginning Oct. 17, presentations for all sessions will be accessible via the [2023 IHCP Works](#) page at in.gov/medicaid/providers. Providers are advised to print paper copies of each presentation for reference, if desired. **Paper copies of the presentations will not be provided at the seminar.**

Walk-in registrations will be allowed; however, it is not recommended, as space is limited. The most popular sessions reach capacity well before the start of the seminar. Walk-in registrants will be allowed to attend sessions only if space is available.

Business casual attire is recommended for comfort. Consider layering to accommodate variations in room temperature. Beverage service will not be available; however, a restaurant, early morning coffee bar and snack shop are available at the facility where drinks, snacks and lunch can be purchased.



Provider roundtables

This year's seminar will include eight provider roundtables, which are a new session format. On Tuesday and Wednesday, FSSA staff will facilitate roundtable discussions between specific provider types and a representative from Gainwell Technologies and each managed care entity (MCE). These sessions provide an opportunity for providers and representatives to meet face to face, exchange contact information if necessary, and promote conversations and relationship building. Within each session, small groups of providers will have 20 minutes with a representative to discuss issues pertaining to their provider type. After 20 minutes, the representatives will rotate, while providers remain at their table, so that the group will have a new discussion with a different representative. This will continue until all groups have met with all representatives. These sessions are providers' time to ask questions that may not be related to subjects discussed in other seminar presentations or sessions. Please be aware of the surroundings, do not share protected health information (PHI), and keep the volume down to help with the overall noise level.

Registration for the roundtables will be the same as other seminar sessions. However, attendance may be more limited than other sessions due to the configuration of the room into "roundtables." Providers interested in the roundtable sessions are encouraged to sign up early.

The roundtables will include sessions for the following provider types:

- Federally qualified health center (FQHC)/ rural health clinic (RHC)
- Behavioral health
- Durable medical equipment (DME)/ home medical equipment (HME)
- General practitioner
- Facility
- Dentist
- Transportation
- Miscellaneous providers



The miscellaneous session is for any provider that would like to attend a roundtable but does not fit into the other roundtable session descriptions.

Seminar location and hotel reservation information

The seminar will be held at the following location:

Indianapolis Marriott East Hotel
7202 E. 21st St.
Indianapolis, IN 46219

Guest room reservations are available at the special rate of \$154 plus state and local taxes per night. Reservations at the Marriott may be made online (preferred) at the [seminar welcome page](#), or by telephone at 800-991-3346 referencing the group name "Gainwell Technologies Indiana Medicaid Conference." Rooms at the discounted rate are booked on a first-come, first-serve basis. The special rate applies to reservations made on or before Thursday, Oct. 5, 2023.

Free parking is available in the surface lot of the hotel but may be limited.

Note: Please do not call the hotel to register for seminar sessions.

The Indianapolis Marriott East Hotel is located on the near northeast side of Indianapolis on 21st Street, east of Shadeland Avenue, west of I-465, and south of I-70. The following maps show the location of the Indianapolis Marriott East Hotel. For directions from a specific location, please use the Maps app on a cell phone or visit a map search website, such as maps.google.com.

Reminder to providers: Please do not bring PHI to the seminar.

Indianapolis map showing location of Indianapolis Marriott East Hotel



Map of specific location of Indianapolis Marriott East Hotel



QUESTIONS?

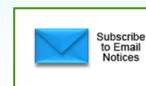
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2023 IHCP Works Annual Provider Seminar

Session Descriptions and Schedule

Session Descriptions

The presentations for all sessions will be available on the [2023 IHCP Works](https://www.in.gov/medicaid/providers) page at [in.gov/medicaid/providers](https://www.in.gov/medicaid/providers) beginning Oct. 17, 2023. Providers are advised to print paper copies of the presentations for reference, if desired. Copies will not be provided at the seminar.

Session Name and Presenter	Description
IHCP Resource Navigation (Presented by Gainwell)	Gainwell walks through accessing provider resources on the Indiana Health Coverage Programs (IHCP) Provider website as well as navigating the IHCP Provider Healthcare Portal (IHCP Portal).
Medicare Exhaust Billing on UB-04 Claim Form (Presented by Gainwell)	Gainwell discusses the differences between Medicare Exhaust and No Part A billing on the <i>UB-04</i> claim form. How and where these claims are submitted will also be explained.
Social Determinants of Health (Presented by MHS)	Managed Health Services (MHS) offers a perspective on nonmedical factors that often impact individuals' quality of life and health outcomes.
MProvider Connect (Presented by MDwise)	MDwise provides an overview and demonstration of its recently developed provider enrollment tool, MProvider Connect.
Quality Improvement and Engagement Strategies (Presented by MDwise)	MDwise offers insight on how providers can benefit from their quality programs and engagement strategies to improve scores and engagement at a member level.
Health Equity (Presented by MDwise)	MDwise reviews the principles of health equity and how it impacts providers and their member interactions. This presentation will also discuss what strategies MDwise is employing to close the gap in health equity.
Dental Health/Physical Health Integration (Presented by MDwise)	MDwise discusses the intersection of physical and oral health and the impact they can have on health outcomes and costs.
UnitedHealthcare Portal (Presented by UnitedHealthcare)	UnitedHealthcare highlights some of the features of its provider portal.
Enrollment and Credentialing (Presented by UnitedHealthcare)	UnitedHealthcare discusses the basics for credentialing and enrollment, updating information, and its Hoosier Care Connect plan operating with an open network.
FQHCs (Presented by UnitedHealthcare)	UnitedHealthcare discusses federally qualified health center (FQHC)-specific processes, including enrollment, covered services and its provider incentive program. These processes also apply to rural health clinics (RHCs).
Health Equity (Presented by CareSource)	CareSource discusses the importance of health equity and how CareSource and providers can make a difference.
Ally Training (Presented by The Trevor Project on behalf of Anthem)	The Trevor Project, an organization fighting to end suicide among LGBTQ youth, discusses allyship and its work to reduce suicide rates.
Blood Lead Screening Test (Presented by Anthem)	Anthem reviews the importance of blood lead screenings, most impacted populations and Medicaid coverage for screening tests.
Behavioral Health (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions discuss Medicaid policy, coverage, prior authorization and claim requirements for behavioral health services.

Session Name and Presenter	Description
Prior Authorization (Presented by Anthem, CareSource, MDwise, MHS and UnitedHealthcare)	These individual sessions look more closely at specific prior authorization situations. A more detailed look at appeals and disputes is included. <i>Note: Kepro, the nonpharmacy fee-for-service (FFS) prior authorization (PA) contractor, has two presentations and descriptions are listed separately.</i>
Claims: Professional and Institutional (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions give information on the claim submission process and proper payment tips and tricks. <i>Note: Anthem, CareSource, MDwise and UnitedHealthcare combine institutional and professional claim scenarios in one presentation. MHS offers separate sessions for each claim type. Gainwell Technologies offers a session for professional claims.</i>
Vision (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions provide information about vision benefits and specific issues impacting vision providers. <i>Note: Anthem and CareSource share the same vision benefit manager, Versant. There is one presentation for vision-related issues for both managed care entities (MCEs).</i>
Dental (Presented by Anthem, CareSource, MDwise, MHS, UnitedHealthcare and Gainwell Technologies)	These individual sessions provide information about dental benefits and specific issues impacting dental providers. <i>Note: Anthem and MDwise share the same dental benefit manager, DentaQuest. There is one presentation for dental-related issues for both MCEs.</i>
Prior Authorization (Presented by Kepro)	New, FFS prior authorization and utilization management contractor, Kepro, gives an overview of who Kepro is and how providers can navigate FFS prior authorization.
Prior Authorization: What Comes After Submission? (Presented by Kepro)	Kepro walks through what comes after PA submission. PA statuses, transfers, retroactive PA, third-party liability, administrative review and appeals, revision requests, and more will be covered.
FSSA Keynote (Presented by Dr. Dan Rusyniak)	Secretary of the Indiana Family and Social Services Administration (FSSA), Dr. Dan Rusyniak, gives a message of welcome to the IHCP Works seminar and provides highlights to the Indiana Health Coverage Programs.
FSSA Keynote (Presented by Cora Steinmetz)	Indiana's new Medicaid Director, Cora Steinmetz, gives an update on the IHCP and outlines her vision for the future of the Office of Medicaid Policy and Planning (OMPP) under her direction.
Program Integrity 101 (Presented by FSSA)	The OMPP Program Integrity team discusses provider audits and provides tips and tricks for surviving an audit.
Community Health Worker (Presented by FSSA, Department of Health and Human Services [HHS], Indiana Community Health Workers Association [INCHWA] and Indiana Primary Health Care Association [IPHCA])	This session focuses on the value of community health workers (CHWs) and billing guidelines according to the current IHCP coverage and reimbursement policies. The presentation also includes a CHW-led panel discussion with a local health department and IPHCA.
Healthy Indiana Plan (HIP) Equalization (Presented by FSSA)	OMPP Reimbursement leadership discusses upcoming reimbursement changes effective Jan. 1, 2024.
Electronic Visit Verification (EVV) (Presented by FSSA)	Learn about the current status of the IHCP's EVV implementation, including suggestions for addressing ongoing provider concerns.
Maternity Issues (Presented by FSSA)	The OMPP provides an overview of policy initiatives and billing guidance for maternity services.
Behavioral Health Initiatives (Presented by FSSA)	The OMPP dives into behavioral health updates including mobile crisis units, the opioid treatment program (OTP) weekly bundle, Certified Community Behavioral Health Clinics (CCBHCs), and more.

Session Schedules

The following color code key corresponds to tables in the session schedule for the entity presenting.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare
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Session Schedule for Tuesday, October 24, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.				
8:45 a.m.				
9:00 a.m.	FSSA Keynote (Dr. Dan Rusyniak) (9 a.m. – 10 a.m.)	FQHCs (9:30 a.m. – 10 a.m.)		Ally Training (9:30 a.m. – 11 a.m.)
9:15 a.m.				
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Behavioral Health (10 a.m. – 11 a.m.)	Behavioral Health (10 a.m. – 11 a.m.)	Prior Authorization (10 a.m. – 11 a.m.)	
10:15 a.m.				
10:30 a.m.				
10:45 a.m.	Behavioral Health (11 a.m. – noon)	Behavioral Health (11 a.m. – noon)	HIP Equalization (11 a.m. – noon)	Prior Authorization (11 a.m. – noon)
11:00 a.m.				
11:15 a.m.				
11:30 a.m.				
11:45 a.m.				
Noon	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.				
1:15 p.m.				
1:30 p.m.				
1:45 p.m.				
2:00 p.m.	BREAK	BREAK	BREAK	BREAK
2:15 p.m.	FQHC Roundtable (2:15 p.m. – 4:15 p.m.)	Behavioral Health Roundtable (2:15 p.m. – 4:15 p.m.)	DME/HME Roundtable (2:15 p.m. – 4:15 p.m.)	General Practitioner Roundtable (2:15 p.m. – 4:15 p.m.)
2:30 p.m.				
2:45 p.m.				
3:00 p.m.				
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.				

All vendors except Kepro will have representatives at each roundtable.

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare
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Session Schedule for Wednesday, October 25, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.				
8:45 a.m.				
9:00 a.m.	FSSA Keynote (Medicaid Director Cora Steinmetz (9 a.m. – 10 a.m.))		Medicare Exhaust Billing on UB-04 Claim Form (9 a.m. – 9:30 a.m.)	Claims: Professional and Institutional (9 a.m. – 10 a.m.)
9:15 a.m.				
9:30 a.m.				
9:45 a.m.				
10:00 a.m.	Claims: Professional and Institutional (10 a.m. – 11 a.m.)	Claims: Professional and Institutional (10 a.m. – 11 a.m.)	Dental (Envolve) (9:30 a.m. – 10:30 a.m.)	Dental (10 a.m. – 11 a.m.)
10:15 a.m.				
10:30 a.m.				
10:45 a.m.				
11:00 a.m.	Claims: Institutional (11 a.m. – noon)	Claims: Professional and Institutional (11 a.m. – noon)	Dental (DentaQuest) (11 a.m. – 11:30 a.m.)	Dental (11 a.m. – noon)
11:15 a.m.				
11:30 a.m.				
11:45 a.m.				
12:00 p.m.	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Health Equity (1 p.m. – 2 p.m.)	Program Integrity 101 (1 p.m. – 2 p.m.)	Claims: Professional (1 p.m. – 2 p.m.)	Claims: Professional (1 p.m. – 2 p.m.)
1:15 p.m.				
1:30 p.m.				
1:45 p.m.				
2:00 p.m.	BREAK	BREAK	BREAK	BREAK
2:15 p.m.	Facility Roundtable (2:15 p.m. – 4:15 p.m.)	Dental Roundtable (2:15 p.m. – 4:15 p.m.)	Transportation Roundtable (2:15 p.m. – 4:15 p.m.)	Miscellaneous Providers Roundtable (2:15 p.m. – 4:15 p.m.)
2:30 p.m.				
2:45 p.m.				
3:00 p.m.				
3:15 p.m.				
3:30 p.m.				
3:45 p.m.				
4:00 p.m.				
4:15 p.m.	All vendors except Kepro will have representatives at each roundtable.			

Note: Registration and booths are open from 7:30 a.m. until end of last session.

Color Code Key

Gainwell	Anthem	CareSource	MDwise	MHS	FSSA	UnitedHealthcare	Kepro
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Session Schedule for Thursday, October 26, 2023

	Room 1	Room 2	Room 3	Room 4
8:30 a.m.				
8:45 a.m.				
9:00 a.m.	Community Health Worker Session (9 a.m. – noon) CANCELLED	EVV (9 a.m. – 10 a.m.)	Health Equity (9 a.m. – 10 a.m.)	IHCP Resource Navigation (9 a.m. – 10 a.m.)
9:15 a.m.				
9:30 a.m.				
9:45 a.m.				
10:00 a.m.		MProvider Connect (10 a.m. – 10:30 a.m.)	Blood Lead Screening Test (10 a.m. – 10:30 a.m.)	Prior Authorization (10 a.m. – 10:30 a.m.)
10:15 a.m.				
10:30 a.m.		Maternity Issues (10:30 a.m. – 11 a.m.)	Social Determinants of Health (10:30 a.m. – 11 a.m.)	Prior Authorization (10:30 a.m. – 11 a.m.)
10:45 a.m.				
11:00 a.m.		Quality Improvement and Engagement (11 a.m. – 11:30 a.m.)	Vision (11 a.m. – 11:30 a.m.)	Prior Authorization (11 a.m. – noon)
11:15 a.m.				
11:30 a.m.	Enrollment and Credentialing (11:30 a.m. – noon)	Vision (11:30 a.m. – noon)		
11:45 a.m.				
Noon	LUNCH			
12:15 p.m.				
12:30 p.m.				
12:45 p.m.				
1:00 p.m.	Community Health Worker Session (1 p.m. – 2 p.m.) CANCELLED	Vision (1 p.m. – 1:30 p.m.)	Vision (Versant) (1 p.m. – 2 p.m.)	Prior Authorization: What Comes After Submission? (1 p.m. – 1:30 p.m.)
1:15 p.m.				
1:30 p.m.		UnitedHealthcare Portal (1:30 p.m. – 2 p.m.)		Vision (1:30 p.m. – 2 p.m.)
1:45 p.m.				
2:00 p.m.				

Note: Registration and booths are open from 7:30 a.m. until 1 p.m.