

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

BT2023133

OCTOBER 5, 2023

OMPP and DFR announce new mailbox for deviation requests

The Office of Medicaid Policy and Planning (OMPP) and the Division of Family Resources (DFR) have created a new email mailbox for nursing facilities and other providers to use to notify the DFR that a deviation request and documents have been mailed for timely processing.

A deviation allows medical expenses that are not covered by Medicaid to be entered as a countable expense to lower the liability amount a member is responsible to pay. Members approved for a MED 1 category that reside in a Medicaid-certified facility or are approved for a home- and community-based services (HCBS) waiver may receive a deviation request. Providers should email dfrdeviationrequests@fssa.in.gov to notify the DFR that a deviation has been requested.

Please do not send documentation via this email mailbox. Verification documents for the deviation request will still need to be mailed with the deviation request to the document center at:

FSSA Document Center
P.O. Box 1810
Marion, IN 46952

The DFR reminds providers that documentation (such as an explanation of benefits [EOB]) of the medical expense must include a provider-generated bill or a copy of such a bill, which includes the date of service and type of service, and clearly shows the amount that the member owes after any third-party payment. After the DFR receives and verifies the deviation request, the member and their authorized representative will receive notification of the deviation.

Providers will not receive a response to the email notification sent to dfrdeviationrequests@fssa.in.gov.



QUESTIONS?

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