

Quick Reference Guide: Provider Healthcare Portal: Medicaid Rehabilitation Option (MRO)

Introduction

This Indiana Healthcare Programs (IHCP) quick reference guide identifies [IHCP Provider Healthcare Portal](#) (IHCP Portal) functions specific to the Medicaid Rehabilitation Option (MRO) program.

Topics Covered:

- ✓ Verifying Eligibility for MRO Services
- ✓ Checking the Status of a Prior Authorization (PA) Request for MRO Services

Verifying Eligibility for MRO Services

MRO-related coverage and PA data for a member is viewed from the IHCP Portal's Eligibility Verification Request page.

To access the Eligibility Verification Request page:

1. Log in to the IHCP Portal.
2. Click **Eligibility** on the menu bar (**Figure 1**).



Figure 1: Eligibility Page Navigation

The IHCP Portal provides three ways to search for a member (**Figure 2**).

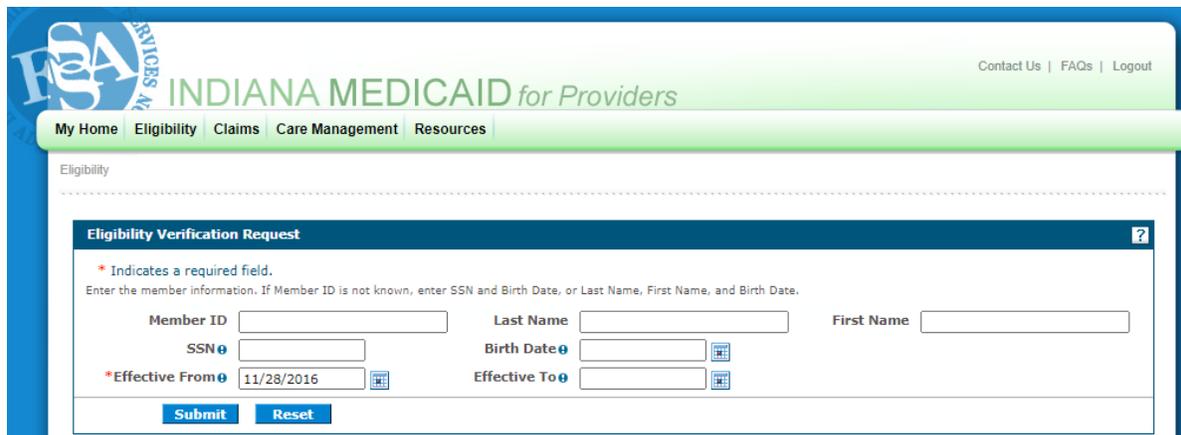
A screenshot of the 'Eligibility Verification Request' form. The form is titled 'Eligibility Verification Request' and includes a help icon. It contains the following fields: Member ID, SSN, Last Name, First Name, Birth Date, Effective From, and Effective To. There are 'Submit' and 'Reset' buttons at the bottom. A note indicates that an asterisk (*) denotes a required field. Instructions state: 'Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.'

Figure 2: Eligibility Verification Search

To perform a search:

1. Enter information for one of these three options:
 - Member ID
 - Social Security number (SSN) and birth date
 - Last name, first name and birth date
2. Enter the effective date or date range.
3. Click **Submit**.

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NOTES:

- The **Effective From** field is always required. If a date is not entered, the portal defaults this field to the current date. This field only accepts current and previous dates. You will see an error message if this field is not filled in correctly prior to submitting the request.
- The **Effective To** field is optional. If a date is entered, it must be on or after the Effective From date and must be within the same calendar month as the Effective From date. If a date is not entered, it defaults to the effective from date.

The search results (**Figure 3**) list the benefit plans that the member is eligible for within the date range used in the search. Each plan in the list has associated effective and end dates.

When the member has an MRO benefit plan, the plan is listed in the search results. The way the plan is displayed depends on the provider specialty associated with the IHCP Portal account used for the search:

- If the account is for a provider that has an allowable specialty for MRO services (such as specialty 111 – *Community Mental Health Center*), the plan name will be displayed as a hyperlink (**Figure 3**), which the provider or authorized delegate can click to view details about the coverage.
- If the account is for a provider that does **not** have an applicable specialty for MRO, the plan name will be listed as plain text, with no hyperlink for displaying additional coverage details.

The screenshot shows the 'Eligibility Verification Request' form with the following details:

- Member ID: 100100100100
- SSN: [Redacted]
- Birth Date: [Redacted]
- Effective From: 11/02/2017
- Effective To: 11/02/2017

Below the form, the 'Coverage Details for Jane X XXSmith from 11/02/2017 to 11/02/2017' are shown. The 'Benefit Details' table is as follows:

Coverage	Description	Effective Date	End Date
Medicaid Rehabilitation Option	Medicaid Rehabilitation Option services	11/02/2017	11/02/2017
Package A-Standard Plan	Package A-Standard Plan	11/02/2017	11/02/2017

The 'Copayments' table is as follows:

Coverage	Copayments	Amount
Package A-Standard Plan	Medically Related Transportation	\$2.00
Package A-Standard Plan	Hospital - Outpatient	\$3.00

Figure 3: MRO Benefit Plan Hyperlink for a Given Date Range



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IMPORTANT: The date of service must fall within a plan’s effective date range for a claim to be considered for payment.

The MRO benefit plan and description are listed at the top of the Coverage Details page (**Figure 4**). Details for the member’s MRO service authorizations are displayed in the Detail Information panel.

The screenshot shows the 'Coverage Details' page for Jane X XXSmith. The page header includes 'INDIANA MEDICAID for Providers' and navigation links like 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The main content area is titled 'Coverage Details for Jane X XXSmith from 11/02/2017 to 11/02/2017'. It contains two main sections: 'Benefit Details' and 'Detail Information'.

Benefit Details Table:

Coverage	Description
Medicaid Rehabilitation Option	Medicaid Rehabilitation Option services

Detail Information Table:

Authorization Number	Status	Provider	Code	Description	Service Dates	Units Authorized	Units Used	Amount Authorized	Amount Used
X100100100	APPROVED	PSYCHIATRIC CENTER	H0031 HW	MH HEALTH ASSESS BY NON-MD	08/10/2017 - 02/06/2018	1	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H0004 HW U1	ALCOHOL AND/OR DRUG SERVICES	08/10/2017 - 02/06/2018	48	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2035 HW	A/D TX PROGRAM, PER HOUR	08/10/2017 - 02/06/2018	32	-	-	-
X100100100	APPROVED	PSYCHIATRIC CENTER	H2017 HW	PSYSOC REHAB SVC, PER 15 MIN	08/10/2017 - 02/06/2018	1820	-	-	-

Figure 4: Coverage Details Page for MRO services



NOTES: The IHCP Portal also provides information about services authorized for 1915(i) Home- and Community-Based Services (HCBS) plans during eligibility verification, when the member has coverage under one of those plans and the portal account being used is associated with an applicable provider specialty for that plan.

Service package details for the MRO benefit plan are in the appendix of the [Medicaid Rehabilitation Option Services](#) provider reference module. Service package details for the 1915(i) HCBS plans are available in the following provider reference modules: [Division of Mental Health and Addiction: Adult Mental Health Habilitation Services](#), [Division of Mental Health and Addiction: Behavioral and Primary Healthcare Coordination Service](#), and [Division of Mental Health and Addiction: Child Mental Health Wraparound Services](#). All modules are accessible from the IHCP provider website at in.gov/medicaid/providers.



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Checking the Status of a Prior Authorization (PA) Request for MRO Services

The View Authorization Status page can be used to search for and view the status and details of MRO PA requests.

To access the View Authorization Status page:

1. Log in to the IHCP Portal.
2. Click **Care Management** on the menu bar.
3. Select **View Authorization Status** from the Care Management drop-down menu (**Figure 5**).



Figure 5: View Authorization Status Page Navigation

The IHCP Portal allows users to search for MRO PAs using the authorization number or other known member information.



NOTE: The View Authorization Status option can also be used to search for authorizations of 1915(c) waiver and 1915(i) HCBS plan services. However, for all other services, providers will need to use the tools provided by the contractor to which the authorization request was submitted.

To perform a search:

1. Enter the PA number or other member information.
2. Click **Search**.

Results of the search are displayed in the Search Results panel (**Figure 6**).



NOTE: When other member information is used instead of the PA number, the search results only display PAs for which the provider conducting the search is the requesting provider on the PA.

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The screenshot shows the 'View Authorization Status' page in the Indiana Medicaid for Providers portal. The page has a blue header with the FSA logo and navigation links: My Home, Eligibility, Claims, Care Management, Resources. The breadcrumb trail is 'Care Management > View Authorization Status' and the date is 'Monday 11/28/2016 05:08 PM'.

The main content area is titled 'View Authorization Status' and contains a search form. The search options are set to 'Prospective Authorizations'. The search criteria are:

- Authorization Number: B999999999
- Service Type: (dropdown menu)
- Day Range: Next 14 days (dropdown menu) OR Service Date: (calendar icon)

Member Information fields include:

- Member ID: (text box)
- Birth Date: (calendar icon)
- Last Name: (text box)
- First Name: (text box)

Provider Information fields include:

- Provider ID: (text box with magnifying glass icon)
- ID Type: (dropdown menu)

Buttons for 'Search' and 'Reset' are located below the search form.

The search results table is as follows:

Authorization Number	Service Date	Member Name	Member ID	Service Type	Requesting Provider	Rendering Provider
B999999999	10/14/2016 - 04/12/2017	JOHN XXSMITH	999999999999	MENTAL HEALTH	PSYCHIATRIC CENTER	

Figure 6: PA Search Results for PA Number

From the search results, click the hyperlinked number in the Authorization Number column to view the PA details on the View Authorization Response page (**Figure 7**).



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The screenshot shows the 'View Authorization Response' page for JOHN XXSMITH. The page is titled 'INDIANA MEDICAID for Providers' and includes a navigation menu with 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The breadcrumb trail indicates the path: 'Care Management > View Authorization Status > View Authorization Response'. A 'Print Preview' button is located at the top right of the main content area.

The main content area is titled 'View Authorization Response for JOHN XXSMITH' and includes a 'Back to View Authorization Status' link. The authorization number is 8599999999. Below this, there are sections for 'General Authorization Response Instructions', 'Requesting Provider Information', 'Member Information', 'Rendering Provider Information', 'Message Information', and 'Diagnosis Information'. Each section has a collapse/expand icon.

The 'Service Details' section is a table with the following columns: From Date, To Date, Code, Modifiers, Units, and Status. The table contains 10 rows of service details, all with a status of 'Certified In Total'.

From Date	To Date	Code	Modifiers	Units	Status
10/14/2016	04/12/2017	CPT/HCPCS H0031-MH HEALTH ASSESS BY NON-MD	HW	1	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW	32	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H0004-ALCOHOL AND/OR DRUG SERVICES	HW, U1	48	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H0034-MED TRNG & SUPPORT PER 15MIN	HW	60	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H2014-SKILLS TRAIN AND DEV, 15 MIN	HW	600	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS T1016-CASE MANAGEMENT	HW	152	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H0038-SELF-HELP/PEER SVC PER 15MIN	HW	104	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H2035-A/D TX PROGRAM, PER HOUR	HW	32	Certified In Total
10/14/2016	04/12/2017	CPT/HCPCS H2017-PSYSOC REHAB SVC, PER 15 MIN	HW	1820	Certified In Total

Below the table, there are sections for 'Attachment Information', 'Indiana Administrative Codes/ Descriptions', and 'Analyst Remarks', each with a collapse/expand icon. A 'Print Preview' button is located at the bottom right of the main content area, and a 'Go to Top' link is at the bottom right of the page.

Figure 7: Service Details for PA



IMPORTANT: The IHCP Portal can no longer be used to submit PA requests, including requests for updates to an MRO PA.

The IHCP fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor changed, effective July 1, 2023. Please submit all MRO PA update requests (including clinical documentation) – as well as any communication about existing PAs and PA administrative review requests – to the new FFS PA-UM contractor listed in the [IHCP Contact Information Quick Reference Guide](#).

