



2023 IHCP Works Seminar

Behavioral Health (BH)

Presented By: Amanda Deaton

Providing health coverage to Indiana families since 1994

About MDwise

Our Mission

MDwise provides high-quality, affordable health care services and improves the well-being of our members by bringing together exceptional employees, community leaders and health care professionals.

- MDwise is local and Indiana's only non-profit, provider-sponsored health plan.
- Owned by McLaren Health Care Corporation, a provider-owned, not-for-profit integrated health system with multi-state experience committed to better serving Hoosier families.
- MDwise administers Medicaid and Medicare programs throughout Indiana to ensure all families receive high-quality and affordable health care.
- MDwise has a large network of doctors, specialists, and hospitals throughout Indiana.

Agenda

- Commonly Used Acronyms
- Behavioral Health Provider Enrollment
 - MProvider Connect
- Behavioral Health Covered Services
 - Outpatient Behavioral Health - Professional and Facility
 - Psychotherapy Services
 - Intensive Outpatient Treatment (IOT)
 - Partial Hospitalization Program (PHP)
 - Crisis Intervention
 - Inpatient Behavioral Health Services
 - Substance Use Disorder (SUD)
 - Opioid Treatment Program (OTP)
- MDwise Care Management
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 - Right Choices Program
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 - IHCP Banners and Bulletins
 - CMHC Meetings
 - MDwise Resources
 - Provider Relations Team



Commonly Used Acronyms

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Commonly Used Acronyms

ABA	Applied Behavioral Analysis
ASAM	American Society of Addiction Medicine
BH	Behavioral Health
CMHC	Community Mental Health Center
CPT	Current Procedural Terminology
DOS	Date[s] of Service
DMHA	Division of Mental Health and Addiction
FSSA	Family and Social Services Administration
HCPCS	Healthcare Common Procedure Coding System
HSP	Health Service Provider in Psychology
IHCP	Indiana Health Coverage Programs
IOT	Intensive Outpatient Treatment
LCAC	Licensed Clinical Addiction Counselor
LCSW	Licensed Clinical Social Worker

LMFT	Licensed Marriage and Family Therapist
LMHC	Licensed Mental Health Counselor
LOC	Level of Care
MCE	Managed Care Entity
OMPP	Office of Medicaid Policy and Planning
OTP	Opioid Treatment Program
OTS	Opioid Treatment Services
ODU	Opioid Use Disorder
PA	Prior Authorization
PCSU	Provider Customer Service Unit
PR	Provider Relations
PHP	Partial Hospitalization Program
PMP	Primary Medical Provider
SUD	Substance Use Disorder



Behavioral Health Provider Enrollment

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Who can enroll as a Behavioral Health provider?

- The MDwise provider network is made up of a variety of provider types that deliver behavioral health and substance use disorder services.
- A comprehensive list of behavioral health provider types and specialties can be found through the IHCP modules below.
 - [IHCP Behavioral Health Services Module](#)
 - [IHCP Provider Enrollment Module](#)

Behavioral Health Provider Enrollment

- Providers must complete an [IHCP MCE Enrollment Form](#) and submit for new or updated enrollments.
- [Step by Step Instructions](#) are outlined on our website under the [Become an MDwise Provider](#) section.

For Providers	
Become an MDwise Provider	+
Step by Step Instructions	
Credentialing Requirements	
Effective Date Policy	
PMP Network Participation Requirements	

Step by Step Instructions

MDwise utilizes the IHCP MCE Practitioner Enrollment Form and IHCP MCE Hospital/Ancillary Provider Enrollment Form to enroll providers.

Step 1: Select the applicable form based on your provider type and specialty. Detailed instructions are provided to assist you with completing the forms.

- [IHCP MCE Practitioner Enrollment Form](#)
- [IHCP MCE Hospital/Ancillary Provider Enrollment Form](#)

MProvider Connect

- To access MProvider Connect, go to MDwise.org | [For Providers](#) and then select [Become an MDwise Provider](#).
- Select [MProvider Connect](#) to access the login screen.

The image shows two overlapping screenshots from the MDwise website. The background screenshot is the 'Become an MDwise Provider' page, which features a navigation menu with links for 'For Members', 'For Providers', 'Events', and 'Careers'. The main heading is 'BECOME AN MDWISE PROVIDER'. A sidebar on the left lists 'For Providers' options, with 'Become an MDwise Provider' highlighted. The main content area includes instructions on how to enroll in the MDwise network, mentioning 'IHCP MCE Enrollment forms' and the 'MProvider Connect' tool. Contact information for enrollment is provided: Email: prenrollment@mdwise.org and Fax: 317-822-7310.

The foreground screenshot is the 'MProvider Connect' login screen. It features the 'MProvider Connect' logo at the top, a 'Create an Account' button, and a login form with fields for 'Username' and 'Password'. A 'Log in' button is positioned below the form, and a link for 'Forgot your password?' is located at the bottom of the form.

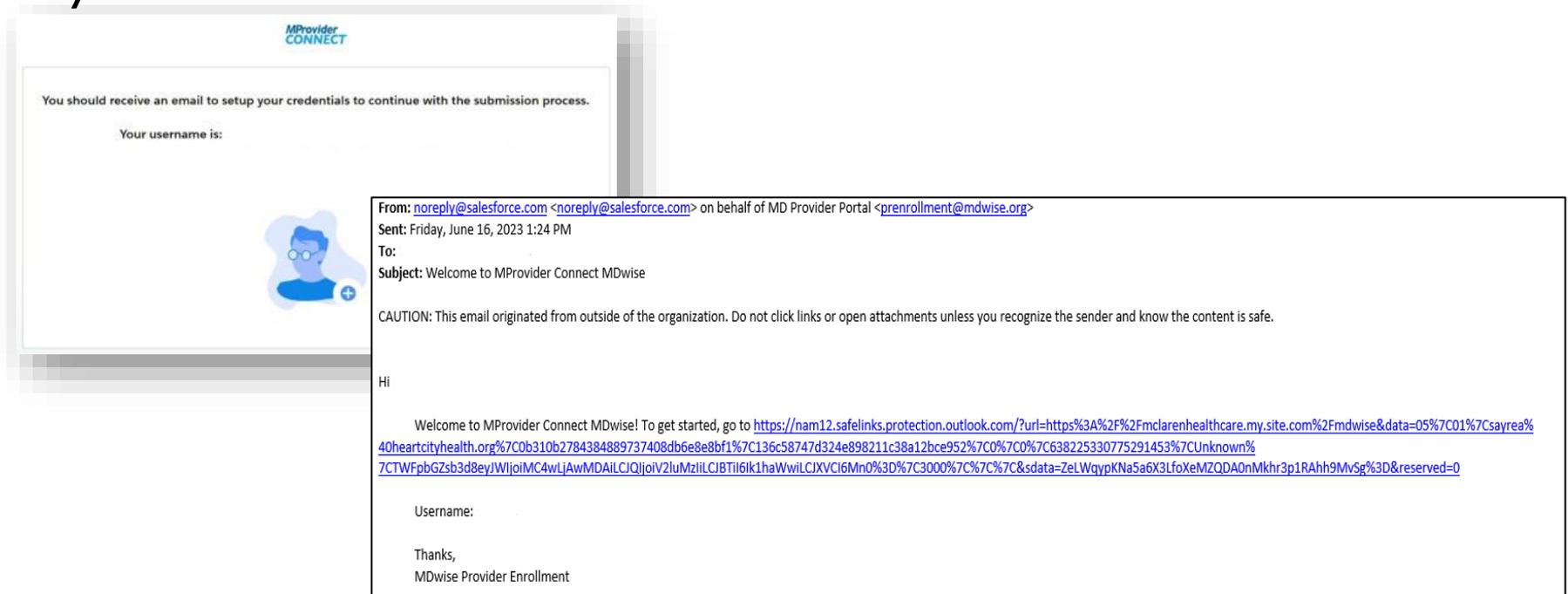
MProvider Connect Registration

- MProvider Connect registration is available for groups with an existing MDwise Agreement or groups requesting a contract.
- If Tax ID is not found in the TIN search field on the contact information screen, email prregistration@mdwise.org requesting to add a new account to MProvider Connect.

The screenshot shows a web form for MProvider Connect registration. At the top, the logo 'MProvider CONNECT' is displayed. Below it, the title 'Contact Information' is centered, followed by the instruction 'Please fill out all of the following fields'. The form contains several input fields: '* First Name', '* Last Name', '* Title', and '* Email' on the left side; 'Phone' and '* TIN' on the right side. The '* TIN' field has two buttons, 'EIN' and 'SSN', next to it. A 'Group Name' field is located below the '* TIN' field. At the bottom of the form, there is a 'Find Group' button. Below the form, there is a note: 'If you can't find your Group Name, please email MDwise directly at prregistration@mdwise.org to be added before continuing. If this is for a disregarded entity, please indicate so in the email along with the Group's Name, TIN and other applicable information.'

MProvider Connect Registration

- Once you submit the registration, you will receive a confirmation that contains your username.
- You will also receive a welcome email that contains a link to verify your account.



The image shows a screenshot of the MProvider Connect registration process. On the left, a web page displays the MProvider CONNECT logo and a message: "You should receive an email to setup your credentials to continue with the submission process." Below this, it says "Your username is:" followed by a blurred area. To the right, an email preview is shown with the following details:

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of MD Provider Portal <prenrollment@mdwise.org>
Sent: Friday, June 16, 2023 1:24 PM
To: [Redacted]
Subject: Welcome to MProvider Connect MDwise

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Welcome to MProvider Connect MDwise! To get started, go to <https://nam12.safelinks.protection.outlook.com?url=https%3A%2F%2Fmclarenhealthcare.my.site.com%2Fmdwise&data=05%7C01%7Csayrea%40heartcityhealth.org%7C0b310b2784384889737408db6e8e8bf1%7C136c58747d324e898211c38a12bce952%7C0%7C0%7C638225330775291453%7CUnknown%7CTWFpbGZsb3d8eyJWJoiMC4wLjAwMDAilCQjoiV2luMzIiLCJBTiI6Iik1haWwILCjVXCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZeLWqypKNa5a6X3LfoXeMZQDA0nMkhr3p1RAhh9MvSg%3D&reserved=0>

Username: [Redacted]

Thanks,
MDwise Provider Enrollment



Behavioral Health Covered Services

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Behavioral Health Covered Services

- MDwise provides coverage for outpatient and inpatient behavioral health services, in accordance with IHCP guidelines. These services include both mental health and addiction treatment services.
- Examples of **outpatient behavioral health (BH)** services include, but are not limited to;
 - Crisis Intervention
 - Intensive Outpatient Treatment (IOT)
 - Opioid Treatment Program (OTP)
 - Psychotherapy Services
 - Applied Behavioral Analysis (ABA)
- Examples of **inpatient behavioral health (BH)** services include, but are not limited to;
 - Partial Hospitalization Program (PHP)
 - Residential Substance Use Disorder (SUD) Treatment

Prior Authorizations

- MDwise members can self-refer for behavioral health (BH) services.
- Some services have prior authorization requirements.
- Providers can submit prior authorization requests through the [MDwise Prior Authorization Portal](#).
- Additional [Prior Authorization Resources](#) can be found on MDwise.org.
 - [Prior Authorization Reference Guide](#)
 - [Universal Prior Authorization Form](#)
 - [Behavioral Health Services that Require Prior Authorizations - Hoosier Healthwise and HIP](#)
 - [Prior Authorization Portal Instructions](#)



Outpatient Behavioral Health Professional and Facility

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Outpatient Behavioral Health – Professional Services

- For services rendered on an outpatient basis, providers must identify and itemize the services rendered on the professional claim form (*CMS-1500/837P*).
- Providers are to follow IHCP billing guidelines, found in the [IHCP Claim Submission and Processing Module](#).
- Providers may bill directly for services rendered, using an individual NPI as the rendering provider on the claim.
- For more information on covered services, refer to the [IHCP Behavioral Health Services Module](#) and [IHCP Provider Code Tables](#).

Outpatient Behavioral Health – Facility Services

- For services rendered in a facility setting, providers must bill the appropriate clinic or treatment room revenue code on an institutional claim form (*UB-04/837I*).
- Providers are to follow IHCP billing guidelines, found in the [IHCP Claim Submission and Processing Module](#).
 - For additional clarification on the billing requirements for outpatient services in a facility, please refer to [BR201944](#) - *IHCP clarifies billing requirements for mental health therapy services in outpatient facilities*
- For more information on covered services, refer to the [IHCP Behavioral Health Services Module](#) and [IHCP Provider Code Tables](#).

Outpatient Behavioral Health – Facility Services

- Some common examples of revenue codes billed for Behavioral Health Treatments/Services include:

Code	Behavioral Health Treatments/Services
900	General
907	Community Behavioral Health Program (Day Treatment)
914	Individual Therapy
915	Group Therapy
916	Family Therapy
918	Testing

- For additional details, please refer to [BR201807](#) - *IHCP adds coverage to 900 series behavioral health revenue codes.*



Psychotherapy Services

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Psychotherapy Services

- Psychiatric evaluations include diagnosis of mental illnesses and evaluation of treatment plans.
- Psychiatric services are billed using covered codes within the CPT code range **90785–90899**.
- Certain psychiatric HCPCS have limits:
 - **90791** – Psychiatric diagnostic evaluation
 - **90792** – Psychiatric diagnostic evaluation with medical services
 - These services are limited to two (2) outpatient units per member, per provider, per rolling 12 months without prior authorization.
- Covered mental health and addiction services codes can be found on the [IHCP Behavioral Health Services Codes Table](#).

Psychotherapy With Evaluation and Management (E/M)

- Members can receive a medical evaluation and management (E/M) service on the same day as a psychotherapy service, by the same physician or another qualified health care professional.
- When psychotherapy is provided in addition to medical management, an appropriate add-on psychotherapy code with E/M should be used.

Code	Procedure Code Description
90833	Psychotherapy with patient with E/M, 30 minutes
90836	Psychotherapy with patient with E/M, 45 minutes
90838	Psychotherapy with patient with E/M, 60 minutes

- For additional details, please refer to [BT2020122](#) - *IHCP announces procedure codes for newly enrolled behavioral health professionals.*



Intensive Outpatient Treatment (IOT)

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Intensive Outpatient Treatment (IOT)

- Intensive Outpatient Therapy (IOT) is a treatment program that is planned and organized with mental and behavioral health professionals.
- IOT is available to members of all ages.
 - Must be provided in an age-appropriate setting for members under 21 years of age.
- IOT services do require [prior authorization](#).
- IOT programs must operate at least;
 - three (3) days per week
 - three (3) consecutive hours per day
 - At least 120 minutes of therapeutic interventions are required, per every three (3) hour session.

Intensive Outpatient Treatment (IOT)

- IOT provides multiple treatment components for the rehabilitation of alcohol, drug abuse and/or psychiatric care in a group setting. Some examples of these treatment components include;
 - medication training and support
 - individual/group therapies
 - skills training
 - peer recovery services
 - care coordination
- IOT services can include behavioral health and substance use disorder (SUD) treatment components.

IOT Billing Guidelines - Professional

- Providers that are billing IOT services on a professional claim form or *CMS-1500/837P*, should continue to bill as follows:
 - **S9480 Psychiatric IOT** - reimbursed one (1) fee per three (3) hours per day
 - **H0015 Drug and/or Alcohol IOT** - reimbursed one (1) fee per three (3) hours per day
 - Revenue codes should not be billed on professional claims.

IOT Billing Guidelines - Facility

- IOT facility providers should bill one (1) of the following revenue codes, based on the type of service rendered on *UB-04/837I*.
 - **905** – Behavioral Health Treatments/Services - Intensive Outpatient Services - **Psychiatric**
 - **906** – Behavioral Health Treatments/Services - Intensive Outpatient Services - **Chemical Dependency**
 - Procedure codes should not be billed in conjunction with the 905 and 906 revenue codes.

IOT Billing Guidelines - Telehealth

- Intensive Outpatient Therapy (IOT) can be reimbursed via telehealth.
 - [BT202332](#) - IHCP expands procedure code Q3014 to additional providers
 - [BT202239](#) - IHCP announces final 2022 telehealth and virtual services code set

Effective April 25, 2023, and retroactive to dates of services (DOS) on or after July 21, 2022, the following specialties under provider type 11 – Behavioral Health Provider will be able to receive reimbursement for procedure code Q3014 when their offices or facilities are acting as an originating telehealth site for members:

Provider Specialty (under type 11 – Behavioral Health Provider)	Provider Specialty Code
Licensed Psychologist	616
Licensed Independent Practice School Psychologist	617
Licensed Clinical Social Worker	618
Licensed Marriage and Family Therapist	619
Licensed Mental Health Counselor	620
Licensed Clinical Addiction Counselor	621

IOT Limitations

- Members are limited to procedure codes **H0015** and **S9480** in a professional setting.
- One (1) unit of the appropriate IOT code is equal to three (3) or more hours and only one (1) unit is reimbursable per date of service.
- Members are **not** allowed to receive any combination of procedure codes/revenue codes on the same date of service.
- For more information, please refer to the [Behavioral Health Services Provider Module](#).
- IOT can be reimbursed via telehealth.
 - For additional details, please refer to [BT202239](#) - *IHCP announces final 2022 telehealth and virtual services code set.*



Partial Hospitalization Program (PHP)

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Partial Hospitalization Program (PHP)

- Partial Hospitalization Program (PHP) provide a transition from inpatient behavioral health hospitalization to community-based care or, in some cases, may substitute for an inpatient admission.
- To qualify, members must have received a mental health diagnosis and be experiencing at least one (1) of the following conditions:
 - Short-term deficit in daily functioning
 - High probability of serious deterioration of the member's medical or mental health
 - Demonstrate the ability to reliably maintain safety, when outside of the facility

Partial Hospitalization Program (PHP)

- PHP has a high degree of structure and scheduling and must be ordered and authorized by a psychiatrist.
- A face-to-face evaluation and assignment of a mental health diagnosis must take place **within 24 hours following admission** to the program.
- The program must include four to six (4-6) hours of active treatment per day and be provided at least four (4) days per week.
- PHP patients **CANNOT** be combined with patients from other outpatient programs.

Partial Hospitalization Program (PHP)

- Services for partial hospitalization in a professional setting should be submitted on a *CMS-1500/837P*, with the following code
 - **H0035** – Mental health, partial hospitalization, treatment, less than 24 hours.
- Facility providers must submit a *UB-04/837I* with one of the following revenue codes
 - **912** – Behavioral Health Treatments/Services - Extension of 090X – Partial Hospitalization – **Less Intensive**
 - **913** – Behavioral Health Treatments/Services - Extension of 090X – Partial Hospitalization – **Intensive**



Crisis Intervention

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Crisis Intervention

What is Crisis Intervention?

- Crisis intervention is a short-term behavioral health service that is available 24 hours per day, seven (7) days per week.
- The goal of crisis intervention is to resolve the crisis, stabilize the patient, and transition to routine care.

Crisis Intervention

- Crisis intervention services do not require prior authorization.
- Crisis intervention includes, but is not limited to:
 - When clinically appropriate, intervention at the site of the crisis.
 - Assessment, planning and counseling related to the crisis
 - Pre-hospital assessments
- Crisis intervention services should be billed using procedure code **H2011** – Crisis intervention service, per 15 minutes.

Crisis Intervention - Professional

The following IHCP-enrolled behavioral health providers may be reimbursed for Crisis Intervention services on the professional claim:

Provider Specialty <i>(under type 11 – Behavioral Health Provider)</i>	Provider Specialty Code
Outpatient Mental Health Clinic	110
Community Mental Health Center	111
Health Service Provider in Psychology (HSP)	114
Licensed Psychologist	616
Licensed Independent Practice School Psychologist	617
Licensed Clinical Social Worker	618
Licensed Marriage and Family Therapist	619
Licensed Mental Health Counselor	620
Licensed Clinical Addiction Counselor	621

Crisis Intervention – Institutional Outpatient

The following IHCP-enrolled behavioral health facilities may be reimbursed for Crisis Intervention services when billing on the institutional outpatient claim:

Provider Specialty <i>(under type 01 – Hospital)</i>	Provider Specialty Code
Acute Care	010
Psychiatric Facility	011

Crisis Intervention – Mobile Units

- Effective July 1, 2023, IHCP added coverage for crisis intervention services by designated mobile crisis teams.
- The mobile units are designated by the [Department of Mental Health and Addiction \(DMHA\)](#).
 - For additional information and updates about these initiatives, please visit [Suicide & Crisis Lifeline](#) and [988Indiana.org](#).
- For additional information and billing code details, please refer to [BT202364](#) - *IHCP adding coverage for mobile crisis intervention services*.



If you or someone you know is currently experiencing thoughts of suicide or a mental health, or substance use crisis, please **CALL** or **TEXT 988** to reach the Suicide & Crisis Lifeline and speak with a trained crisis specialist. 988 is a way forward and is nonjudgmental support you need when you need it.



Inpatient Behavioral Health Services

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Inpatient Behavioral Health Services

- Inpatient care is provided in a freestanding psychiatric hospital or the psychiatric unit of an acute care hospital when the need for admission has been certified.
- A psychiatric hospital must meet the following conditions to render services:
 - Enrolled as an [IHCP provider](#) for inpatient BH services
 - Provide services under the direction of a licensed physician
 - Meet federal certification standards for psychiatric hospitals
 - Obtain required [prior authorizations](#) for services

Inpatient Behavioral Health Services

- Hospital inpatient claims consist of the following reimbursement methodologies:
 - A diagnosis-related group (DRG) system that reimburses a per-case rate according to diagnoses, procedures, age, gender and discharge status
 - A level-of-care (LOC) system that reimburses psychiatric services
- MDwise requires prior authorization for all psychiatric and SUD inpatient stays.



Substance Use Disorder (SUD)

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Substance Use Disorder (SUD)

- SUD treatment provides short-term, low-intensity and high-intensity treatment for opioid use disorder (OUD) and other substance use disorders (SUDs).
- Facilities must be enrolled as a **Substance Use Disorder (SUD) Residential Addiction Treatment Facility** (Provider Specialty Code - 836).
- Treatment is based on the following American Society of Addiction Medicine (ASAM) Patient Placement Criteria:
 - **ASAM Level 3.1** – Clinically Managed Low-Intensity Residential Services
 - **ASAM Level 3.5** – Clinically Managed High-Intensity Residential Services

Substance Use Disorder (SUD)

- Residential addiction treatment facilities (**provider type 11, specialty 836**) are limited to billing the following procedure codes:
 - **H2034** – Low-intensity residential treatment
 - **H0010** – High-intensity residential treatment
- Providers are required to include the following modifiers, based on the member's age;
 - **U1** – Member is an adult (**age 19 years and older**)
 - **U2** – Member is a child (**age 0 through 18 years old**)
- All claims must be submitted on a *CMS-1500* and **Place of Service (POS) 55** must be billed on the claim.
- Claims must be billed as one (1) date of service per line.
- SUD residential providers must use their **group NPI** for the rendering provider in **Field 24J**.

Substance Use Disorder (SUD)

- SUD residential stays **DO** require prior authorization.
- SUD forms can be found under [Behavioral Health Forms](#) on MDwise.org:
 - [Residential/Inpatient Substance Use Disorder Treatment Prior Authorization Request Form](#)
 - [Initial Assessment Form for Substance Use Disorder Treatment Admission](#)
 - [Reassessment Form for Continued Substance Use Disorder Treatment](#)
- For additional information about coverage for SUD, please refer to [BT202104](#) - *IHCP clarifies coverage for substance use treatment* and [BT201801](#) - *IHCP enhances coverage for substance use treatment*.



Opioid Treatment Program (OTP)

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Opioid Treatment Program (OTP)

- Opioid Treatment Program (OTP) is defined as a weekly bundled service used to treat Opioid Use Disorder.
 - For more details, please refer to [BT202357](#) - *IHCP adopts weekly reimbursement bundles for OTP services.*
- The weekly bundled rate for OTP includes reimbursement for the following services:
 - U.S. Food & Drug Administration (FDA) approved opioid medication-assisted treatment (MAT) medications.
 - Including dispensing and administering MAT medications, if applicable
 - Substance use counseling
 - Individual & group therapy
 - Toxicology testing
 - Intake activities

Opioid Treatment Program (OTP)

OTP services are available to eligible MDwise members who meet medical necessity criteria, based on the age of the member.

Members **eighteen (18) years of age and older:**

- Must be addicted to an opioid drug
- Meets criteria for the opioid treatment services (OTS) level of care
- Must have been addicted for at least one (1) year before admission to the OTP

Members **under eighteen (18) years of age:**

- Must be addicted to an opioid drug
- Meets the criteria for the opioid treatment services (OTS) level of care
- Have two (2) unsuccessful attempts at short-term withdrawal management or drug-free addiction treatment within twelve (12) months preceding admission.

Opioid Treatment Program (OTP)

- Prior authorizations are **NOT** required for **MDwise-contracted providers**.
- Prior authorizations are **required for out-of-network providers**.
- Additional therapy codes are allowed outside of the bundled rates when a relapse occurs.
- Copays may apply to OTP services, depending on the member's plan.
- For dates of service on or after May 20, 2022, members will be allowed to receive intensive outpatient treatment (IOT) services while undergoing methadone medication-assisted treatment as part of an opioid treatment program (OTP).
 - For additional information about same-day billing for IOT and OTP services, please refer to [BR202216](#) - *IHCP removes same-day billing restriction for IOT and OTP services*.

OTP Billing Requirements

- Members must meet the defined medical necessity criteria.
- Providers must maintain documentation demonstrating medical necessity and that the coverage criteria have been met, as well as indicating the individual's length of treatment.
- Providers must be enrolled as an OTP provider with IHCP to be reimbursed for OTP services.

Provider Specialty <i>(under type 11 – Behavioral Health Provider)</i>	Provider Specialty Code
Opioid Treatment Program (OTP)	835



MDwise Care Management

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MDwise Care Management

- The MDwise Care Management team is available to help members address barriers. Some examples include:
 - Assisting members with transportation needs
 - Providing counseling on appropriate Emergency Room usage
 - Connecting members to social and behavioral health services
 - Counseling members on appropriate medication usage
- Providers can find the [Care Management Territory Map](#) and additional resources at [MDwise.org – Care Management](#).
- Providers can refer members for care management services by
 - Contacting MDwise customer service at 1-800-356-1204
 - Submitting a [Care Management/Disease Management \(CM/DM\) Referral Form](#) through this link or via [myMDwise provider portal](#) (*login required*).

MDwise Care Management Team

Region 1 (Northwest)

Melissa B.
317-822-7381
Behavioral Health

Jeanette O.
317-983-6098
Medical

Annisa G.
317-822-7245
Pregnancy

Region 2 (Northeast)

Stephanie E.
317-822-7390
Behavioral Health

Adam M.
317-822-7343
Medical

Geralyn O.
317-983-7348
Pregnancy

Region 3 (Central)

Erica R.
317-822-7308
Behavioral Health

Angie G.
317-822-7319
Medical

Lisa G.
317-822-7183
Pregnancy

Region 4 (South)

Jody A.
317-822-7532
Behavioral Health

Kim L.
317-983-6139
Medical

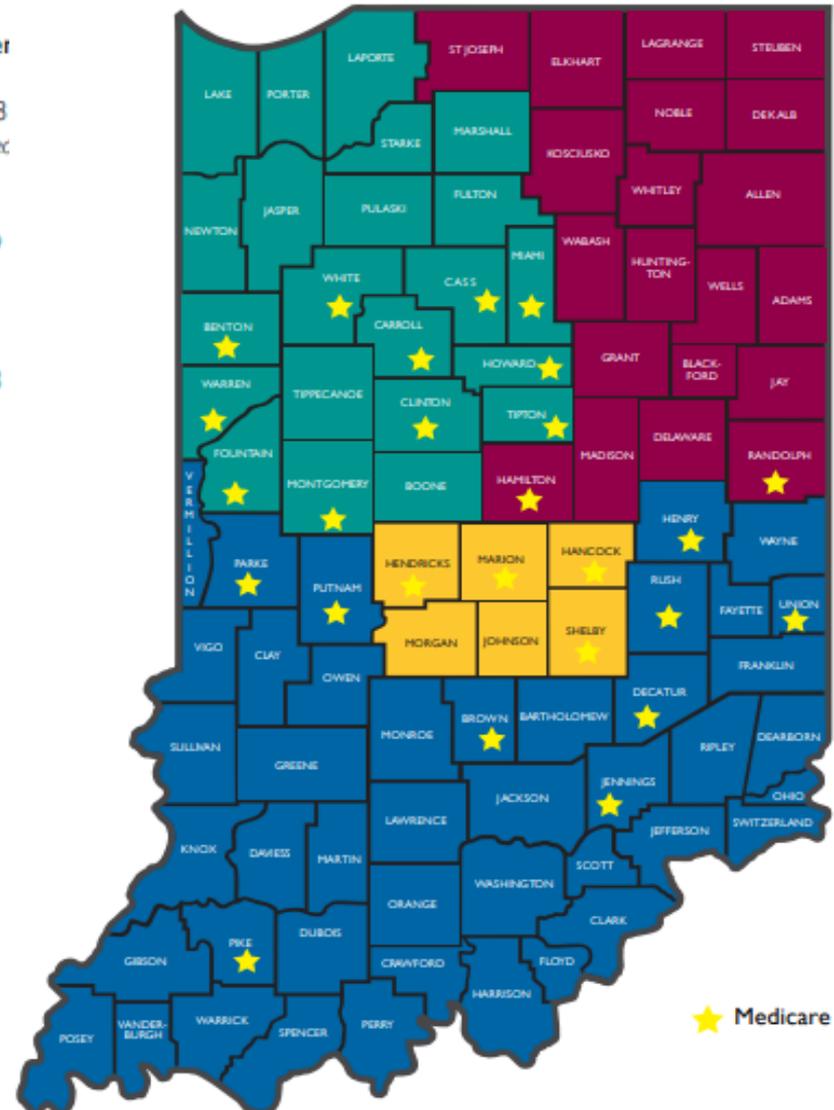
Danielle B.
317-822-7247
Pregnancy

Statewide

Laura G.
317-822-7366
Pediatrics

Garnette C.
317-882-7494
Pregnancy

Laruen R.
317-822-7304
Pregnancy Promise



★ Medicare

MDwise INcontrol Program

- [MDwise INcontrol](#) is a care management/disease management program for patients with chronic conditions and special health care needs.
- MDwise INcontrol offers easy-to-understand patient materials about medical conditions and stresses the importance of following a treatment plan.
- Members are eligible to participate if they have any medical or behavioral health condition. Some examples include, but are not limited to:
 - Attention Deficit Hyperactivity Disorder (ADHD)
 - Depression
 - Autism Spectrum Disorder
 - Post-Traumatic Stress Disorder (PTSD)
 - Diabetes
 - Chronic Kidney Disease

Right Choices Program

- The [Right Choices Program](#) is available for members that need guidance to make appropriate health care decisions.
 - Available to Hoosier Healthwise and Healthy Indiana Plan (HIP) members
 - Members are assigned or “locked-in” to a single primary medical provider (PMP), pharmacy and hospital.
 - Self-referral services such as behavioral health are not limited to a single provider or facility.
 - Members enrolled in the Right Choices Program will be assigned a care manager to provide additional education.
- If you believe a patient would benefit from care management services, please refer through one of these options.
 - Contacting MDwise customer service at 1-800-356-1204
 - Submitting a [Care Management/Disease Management \(CM/DM\) Referral Form](#) through this link or via [myMDwise provider portal](#) (login required).



MDwise Member Programs

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RecoveryWISE

- **RecoveryWISE** provides coordination of care partnerships with recovery and supportive housing providers throughout Indiana.
 - The goal of the program is to provide safe and supportive housing for MDwise members with substance and alcohol use challenges.
 - The program is available to MDwise members 18 years and older.
 - Members are assigned a Care Manager as a single point of contact.
 - Links members to resources to address medical and behavioral health needs and provide access to social services.
 - Helps to address difficulties locating members while they are in supportive housing programs.
 - **To submit a referral** or for additional program information, please visit [MDwise HELPlink](#) or email recoverywise@mdwise.org.

MDwise Member Programs

- [myStrength](#) is a flexible digital program with proven tools and dedicated support for stress, depression, sleep and more. It is tailored to members' unique needs.
 - The app is **FREE** for MDwise members and covered dependents ages 13 and older.
 - [Sign up for myStrength](#) – Registration Code: **MDwise**
- [Quit Now Indiana](#) is a tool to help members who use tobacco break their addiction. It is available 24 hours per day, seven (7) days per week.
 - **1-800-QUIT-NOW** (1-800-784-8669)
 - Text **READY** to **34191**

MDwise Member Rewards (continued)

- **MDwiseREWARDS** is a rewards program for every MDwise Hoosier Healthwise and Healthy Indiana Plan (HIP) member.
 - MDwise members are automatically enrolled and allows members to earn points to exchange for gift cards or gym reimbursement.
 - Members can log into MDwise.org/myMDwise 24 hours per day, seven (7) days per week. They can view their points, learn how to earn them and redeem their points for gift cards.
 - If a member does not have a computer or needs additional help, they can contact MDwise customer service at **1-800-356-1204**.



Behavioral Health Resources

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Behavioral Health Resources

IHCP Provider References - Banner and Bulletins

 [Click here to subscribe to IHCP email notifications](#)

	Link	Description
Bulletins	BT202364	IHCP adding coverage for mobile crisis intervention services
	BT202332	IHCP expands procedure code Q3014 to additional providers
	BT202239	IHCP announces final 2022 telehealth and virtual services code set
	BT202357	IHCP adopts weekly reimbursement bundles for OTP services
	BT2020122	IHCP announces procedure codes for newly enrolled behavioral health professionals
	BT201801	IHCP enhances coverage for substance use treatment
	BT202104	IHCP clarifies coverage for substance use treatment
Banners	BR202216	IHCP removes same-day billing restriction for IOT and OTP services

Community Mental Health Center (CMHC)

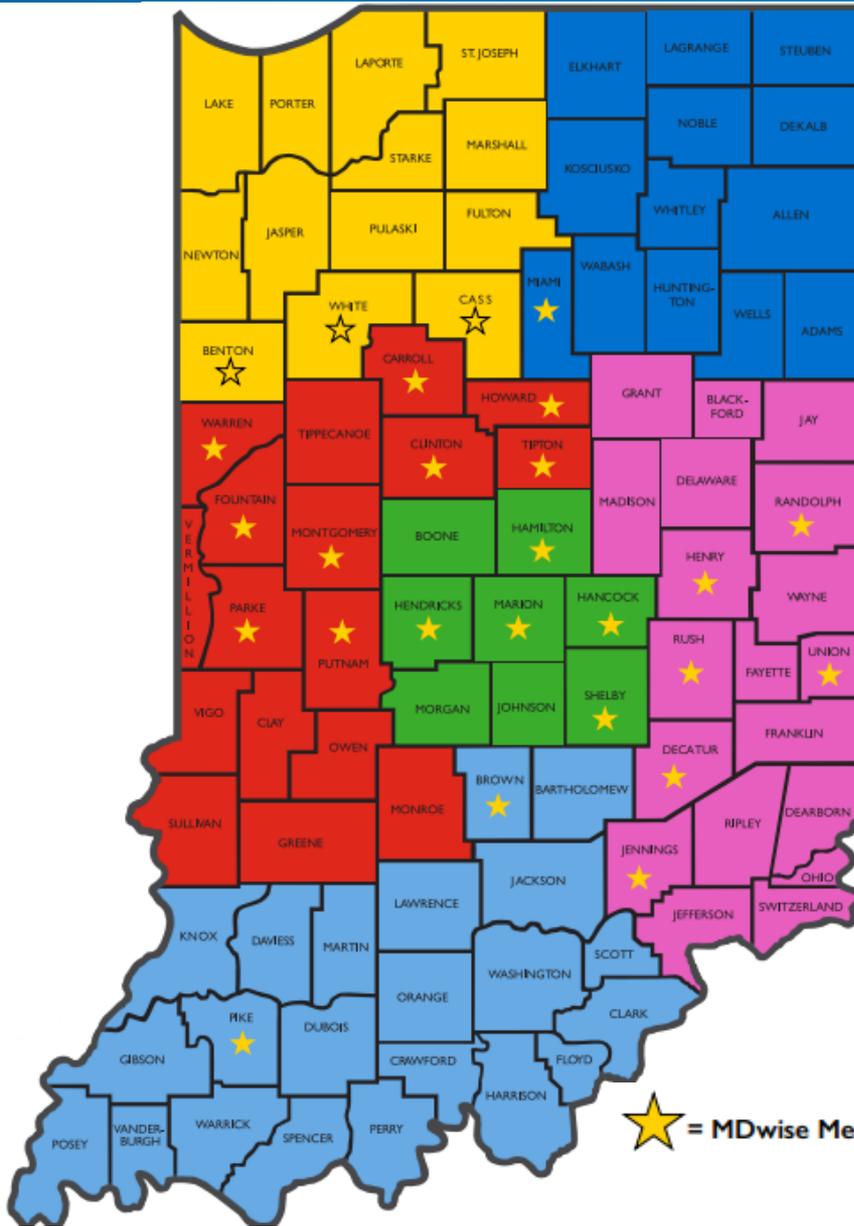
- MDwise is now hosting quarterly meetings with our Community Mental Health Center (CMHC) partners.
- The next meeting quarterly CMHC meeting is scheduled for Monday, December 18th, 2023 at 2:00pm (EST).
- For any questions, please contact Donnica Carpenter, MDwise Behavioral Health Manager, at dcarpenter@mdwise.org

MDwise Resources

For additional behavioral health resources, visit [MDwise - Behavioral Health](#).

- [IHCP Provider Reference Modules](#) - billing and reimbursement guidance
- [MDwise Provider Manuals](#) – Hoosier Healthwise/Healthy Indiana Plan (HIP)
- [MProvider Connect](#) – MDwise Provider Enrollment Tool
- [myMDwise Provider Portal](#) – Check eligibility, claims status, access provider resources and submit a care management referral
- [Prior Authorization Portal](#) – Submit prior authorization request
- MDwise Member Customer Service **1-800-356-1204**
- MDwise Provider Customer Service Unit (PCSU) **1-833-654-9192**

MDwise Provider Relations Team



★ = MDwise Medicare Advantage Plan Available

Region 1

Danyelle Pittman
dpittman@mdwise.org
 317-719-5377

Region 2

Amy Kerr
akerr@mdwise.org
 317-741-4352

Region 3

Lauryn Gooch
lgooch@mdwise.org
 317-460-3419

Region 4

Joy Diarra
jdiarra@mdwise.org
 317-619-5622

Region 5

LeAnne Ramsey
lramsey@mdwise.org
 317-460-4697

Region 6

Chris Bryant
cbryant@mdwise.org
 317-517-4776

Click [here](#) to find our map online.

MDwise Provider Relations Team

PROVIDER GROUP REPRESENTATIVES

Tonya Trout

ttrout@mdwise.org

317-766-0505

Provider Groups

Ascension St. Vincent
Franciscan Alliance
Beacon
Union
Parkview
Home Health and Hospice
Skilled Nursing Facilities (SNFs)

LaToya Robertson

lrobertson@mdwise.org

317-552-8420

Provider Groups

Federally Qualified Health Centers (FQHCs)
Rural Health Center (RHCs)
Community Mental Health Centers (CMHCs)
Eskenazi Health

Amanda Deaton

adeaton@mdwise.org

317-914-5953

Provider Groups

DME and HME
Laboratory Services
Dialysis Clinics
American Health Network
Out of State Providers

PROVIDER RELATIONS LEADERSHIP

Josh Burger

Director of Provider Relations

jburger@mdwise.org

317-460-4510

**Thank
you!**

QUESTIONS?

