IHCP *banner page*

Prior authorization for PADs administered to dually eligible members

Prior authorization (PA) for any physician-administered drug (PAD) that is administered to an Indiana Health Coverage Programs (IHCP) member who is eligible for both Medicare and Medicaid (dually eligible), follows the guidance published in the *Prior Authorization* provider reference module, available from the *IHCP Provider Reference Modules* web page at in.gov/medicaid/providers.
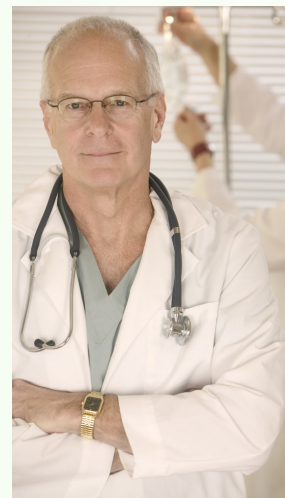
The *Prior Authorization* provider reference module states:

If the IHCP requires PA for a service, and the member has additional insurance coverage that is primary, the provider must follow the primary insurer's requirements for obtaining PA and must also obtain PA from the appropriate IHCP PA contractor (based on the program assignment of the member) to receive payment from the IHCP for the balance of charges not paid by the primary insurance.

IHCP PA and Medicare PA are not required for members with Medicare Part A and Part B coverage if the services are covered (in whole or in part) by Medicare. Services not covered by Medicare are subject to normal PA requirements.

For more about the drugs carved out of managed care and their PA criteria, see *IHCP Bulletin BT202110*.

Reimbursement, PA, and billing information applies to services delivered under the fee for service (FFS) delivery system. Please direct questions about FFS PA requests to Gainwell Technologies – Prior Authorization, by calling toll-free 1-800-457-4584, option 7. Individual managed care entities (MCEs) establish and publish reimbursement, PA, and billing criteria within the managed care delivery system. Questions about managed care billing and PA should be directed to the MCE with which the member is enrolled.

IHCP to modify behavioral health enrollment applications

Effective April 28, 2021, two new questions will be added to the Indiana Health Coverage Programs (IHCP) enrollment applications for behavioral health providers, to identify providers that offer the following specialized services:

- Do you provide Substance Use Disorder services?
- Do you provide mental health services?

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These questions will appear during the online enrollment application process through the IHCP Provider Healthcare Portal. And for providers who choose to enroll using paper, the questions will be included in the enrollment packets, accessible from the *11 – Behavioral Health Provider* web page at in.gov/medicaid/providers.

Behavioral health providers that enrolled before implementation of the new questions will be required to update their profiles by answering the questions when they submit maintenance updates or revalidations.

Adding this information to each provider's enrollment profile will update the IHCP Provider Locator accordingly, so that Medicaid members will be able to search the locator and identify providers that offer Substance Use Disorder (SUD) and mental health services. Additionally, Medicaid health plan administrators will be able to use this information to determine adequate coverage for the services within their provider networks. The provider locator is accessible from the *Provider Directory* page at in.gov/medicaid/members.

Note: For detailed information about enrolling, maintaining enrollment, and more, see the Provider Enrollment *page at in.gov/medicaid/providers.*

Gainwell Technologies post office mailing addresses update

With the recent transition of DXC Technology to Gainwell Technologies, as announced in *Indiana Health Coverage Programs (IHCP) Banner Page* BR202042, updated post office mailbox addresses are now available.

Providers and business entities should use the new Gainwell Technologies mailbox addresses that became effective February 1, 2021. Mail addressed to DXC will continue to be delivered to Gainwell Technologies through July 31, 2021. However, after that date mail addressed to DXC may be returned to the sender by the U.S. Postal Service carrier.

For the new mailbox addresses, see the *IHCP Quick Reference Guide*, accessible from the *IHCP Quick Reference Guide* web page at in.gov/medicaid/providers.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

TO PRINT

A printer-friendly version of this publication, in black and white and without photos, is available for your convenience.

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