# IHCP bulletin

INDIANA HEALTH COVERAGE PROGRAMS

BT201532 MAY 14, 2015

# Claims submission guidance for Hoosier Care Connect

As announced in *Indiana Health Coverage Programs (IHCP) Bulletin*<u>BT201510</u>, the Hoosier Care Connect program began enrolling
members April 1, 2015. Hoosier Care Connect managed care entities
(MCEs) are responsible for reimbursing claims for most covered
services rendered to Hoosier Care Connect members. This bulletin
provides instructions for claims submission.



#### Claims submissions to MCEs

The member's assigned MCE will be viewable when you verify the member's eligibility. Based on the MCE indicated, providers should submit claims following the information outlined in Table 1. MCEs are responsible for communicating contact, claim filing, and other pertinent information to providers in their network. Please refer to MCE communications and website resources to keep up-to-date with contact, claim filing, and other information.

Table 1 – MCE claims submission information

	Anthem	MDwise	Managed Health Services (MHS)
Paper Claims	Medical claims Anthem Blue Cross Blue Shield P.O. Box 6144 Indianapolis, IN 46204	Medical claims MDwise Hoosier Care Connect Claims P.O. Box 830120 Birmingham, AL 35283-0120	Medical claims Managed Health Services P.O. Box 3002 Farmington, MO 63640-3802
	Behavioral claims (See medical claims)	Behavioral claims (See medical claims)	Behavioral claims Cenpatico P.O. Box 6800 Farmington, MO 63640-3817
	Dental claims DentaQuest of IN – Claims 12121 N. Corporate Parkway Mequon, WI 53092	Dental claims DentaQuest of IN-Claims 12121 N. Corporate Parkway Mequon, WI 53092	Dental claims DentaQuest of IN – Claims 12121 N. Corporate Parkway Mequon, WI 53092
	Optical claims (See medical claims)	Optical claims (See medical claims)	Optical claims Opticare Managed Vision ATTN: Claims P.O. Box 7548 Rocky Mount, NC 27804
	Pharmacy claims (See medical claims)	Pharmacy claims MedImpact Healthcare Systems, Inc. P.O. Box 509098 San Diego, CA 92150-9098	Pharmacy claims US Script c/o Prior Authorization Dept. 2425 W. Shaw Avenue Fresno, CA 93711
	Transportation claims LCP Transportation, LLC 4308 Guion Rd, Suite D Indianapolis, IN 46254	Transportation claims 1-800-356-1204	Transportation claims LCP Transportation P.O. Box 531097 Indianapolis, IN 46253

Table 1 – MCE claims submission information (continued)

	Anthem	MDwise	Managed Health Services (MHS	
	Medical claims Professional Payer ID: 00630 Institutional Payer ID: 00130	Medical claims – WebMD/Emdeon Professional Payer ID: sx172 Institutional Payer ID: 12k81 Medical claims – McKesson/Relay Health Institutional Payer ID: 4976	<b>Medical claims</b> Payer ID: 68069	
	Behavioral claims (See medical claims)	Behavioral claims (See medical claims)	Behavioral claims (Cenpatico) Payer ID: 68068	
	Dental (DentaQuest) dentaquest.com Dental: ANTHEMXXDENTAL	Dental claims (DentaQuest) dentaquest.com Payer ID: CX014	Dental claims (DentaQuest) dentaquest.com Payer ID: CX014	
	Optical claims (See medical claims)	Optical claims (See medical claims)	Optical claims (Opticare) Payer ID: 56190	
Electronic Claims	Pharmacy claims (Express Scripts, Inc.) RxBIN: 003858 RxPCN: MA RxGRP: WXKA	Pharmacy claims (Medimpact) RxBIN: 003585 RxPCN: ASPROD1 RxGRP: MDW	Pharmacy claims (US Script) RxBIN: 008019 RxGRP: 22801	
	Transportation claims (See paper claims)	Transportation claims online access.mtm-inc.net	Transportation claims (See paper claims)	
	If you submit electronic claims or transactions directly, please use the applicable Payer ID listed in this table.			
	If you submit through a clearinghouse or use a software vendor, you should check with the clearinghouse or vendor for the correct value that should be used. Many vendors use proprietary values; therefore, Anthem does not assign or maintain Payer ID codes for other entities, clearinghouses, or vendors.			
	Providers may submit claims directly to DentaQuest via DentaQuest's website ( <a href="dentaquest.com">dentaquest.com</a> ). After you access the website, click the <b>Dentist</b> tab. From there, choose your state link. You will then be able to log in using your password and ID. First-time users will have to register by using the business' National Provider Identifier (NPI) or tax identification number (TIN), state, and ZIP Code.			
DentaQuest Claims Website	DentaQuest should have contacted your office regarding provider self-registration. If not, contact DentaQuest's Customer Service Department at 1-855-398-8411. When logged in, select <b>Claims/Pre-Authorizations</b> and then <b>Dental Claim Entry</b> . The Dentist Portal allows providers to attach electronic files (such as x-rays in jpeg format, reports, and charts) to the claim.			
		claims or accessing the website, contated the contact of the conta	ct our Systems Operations at	
		ey are using the most up-to-date version or a superior in the state of		

Table 1 – MCE claims submission information (continued)

-	Anthem	MDwise	Managed Health Services (MHS)
	Anthem EDI Solutions Helpdesk 1-800-470-9630	Medical, behavioral, dental, optical, pharmacy, and transportation 1-800-356-1204	Medical, behavioral, dental, optical, and pharmacy 1-877-647-4848
	Anthem Provider Helpline 1-844-284-1798		<b>Transportation</b> 1-800-508-7230, MHS option
Contact Number for Claims	Pharmacy (Express Scripts) 1-844-520-2680		The MHS Provider Guides web page at mhsindiana.com has
Submission Questions	Vision (VSP) 1-800-615-1883		general claims and billing reference documents available.
	Dental (DentaQuest) 1-855-453-5286		
	Behavioral Health 1-866-398-1922		
Additional Instructions	Please continue to submit claims following the processes in the <i>Anthem Provider Manual</i> as outlined in <i>Chapter</i> 9. Please use the YRH prefix for Hoosier Care Connect claims.	Transportation providers must be contracted with MDwise's transportation vendor, RideRight, to submit a claim via the transportation portal for payment. Please contact 1-800-356-1204 if you have questions.	
	All claims for behavioral health services should be billed to Anthem. For more information, call 1-866-398-1922.		

#### Services not reimbursed by MCEs

MCEs will not be responsible for claims processing for Medicaid Rehabilitation Option (MRO) services, 1915(i) State Plan Home and Community-Based Services (HCBS), and Individualized Education Program (IEP) services. Providers will continue to bill the IHCP for these carved-out services through the fee-for-service (FFS) delivery system. For guidance regarding FFS claim filing, see the <a href="IHCP Quick Reference Guide">IHCP Quick Reference Guide</a> and <a href="Chapter 8">Chapter 8</a> of the IHCP Provider Manual at indianamedicaid.com. MCEs also do not process claims for First Steps services.

#### **Becoming a Hoosier Care Connect provider**

The IHCP strongly encourages providers to consider joining one or more Hoosier Care Connect MCE networks. Effective July 1, 2015, when MCEs have demonstrated network adequacy, they will be permitted to require members to use innetwork providers. This restriction will not apply to self-referral services except for behavioral health services. See IHCP Bulletin BT201510 for a list of self-referral services.

Providers must be enrolled with the IHCP before they may enroll as MCE providers. The individual MCEs are responsible for enrolling IHCP providers in their respective networks. Providers may participate in more than one MCE network. Please contact the Hoosier Care Connect MCEs to learn more about joining their networks. See <a href="Table 2">Table 2</a> for contact information.

Table 2 – MCE contact information

MCE	Contact	
Anthem	Esther Cervantes Provider Relations (812) 202-3838 estherling.cervantes@anthem.com	
MDwise	Marc Baker Director of Provider Relations (317) 822-7390 mbaker@mdwise.org	
MHS	John Yates Vice President, Contracting and Network (317) 684-9478 jyates@mhsindiana.com	

## QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-577-1278.

# **COPIES OF THIS PUBLICATION**

If you need additional copies of this publication, please <u>download them</u> from indianamedicaid.com.

## SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope here or on the pages of indianamedicaid.com.

# TO PRINT

A <u>printer-friendly version</u> of this publication, in black and white and without graphics, is available for your convenience.