

Provider Monthly Newsletter

NL200602

February 2006

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Abbreviations in this Newsletter

ACS	Affiliated Computer Services	HCE	Health Care Excel
AVR	Automated Voice Response	HMS	Health Management Services
AWP	average wholesale price	IHCP	Indiana Health Coverage Programs
CCF	Claim Correction Form	MCO	Managed Care Organization
CDT	Current Dental Terminology	MHS	Managed Health Service
CHIP	Children's Health Insurance Plan	OMPP	Office of Medicaid Policy and Planning
CMS	Centers for Medicare and Medicaid Services	OTC	over the counter
COBA	Coordination of Benefits Agreement	PA	prior authorization
COBC	Coordination of Benefits Contractor	PBM	Pharmacy Benefit Manager
DUR	Drug Utilization Review	PCCM	Primary Care Case Management
E1	eligibility inquiry	PMP	primary medical provider
EAC	estimated acquisition cost	POS	place of service
EDS	Electronic Data Systems	ProDUR	Prospective Drug Utilization Review
EVS	Eligibility Verification System	SUR	Surveillance and Utilization Review

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Provider News

New COBA Initiative

The CMS is consolidating the Medicare crossover process under a new COBA initiative. In this initiative, CMS is contracting with one national COBC to handle all crossover processing. The IHCP begins working with the COBC first quarter of 2006. The COBC will consolidate adjudication data from each of the Medicare intermediaries and send one transmittal of crossover adjudicated claims to the IHCP. Crossovers should continue to process as they do now, but because the interface is changing, providers need to monitor their crossover claims to ensure the process is working as expected.

IHCP E-mail Notifications Program

On January 17, 2006, EDS and IHCP launched the IHCP E-Mail Notifications Program. This program automatically issues e-mails to notify subscribers whenever IHCP publications and announcements are posted to the IHCP Web site.

This service is **free** and available to both providers and non-providers. It is possible to have multiple

subscriptions to provide notifications at office, home, or to other e-mail addresses for associates and staff. To subscribe to the service, visit the IHCP Web site at www.indianamedicaid.com.

On the [IHCP E-mail Notifications](#) page, click the **Open New Account** button, complete the profile information, and select the publications for e-mail notifications. You will receive a Welcome e-mail asking you to activate your subscription. You must reply to the Welcome e-mail to activate your registration.

Publications are posted to the Web site on Tuesdays and Thursdays of each week. For a period of time *both* e-mail notifications and paper copies of the publications will be provided.

You may subscribe or unsubscribe at any time. Each notification e-mail contains a link for updating your subscription profile or unsubscribing to the service.

New Hospice Rates

New hospice rates were released in IHCP provider bulletin [BT200524](#) on November 1, 2005.

Pharmacy Services

New Pharmacy Reimbursement Rule

This notice is to advise providers that, in response to rapidly escalating expenditures for Medicaid-covered drugs, and in order to stay within available appropriations while maintaining beneficiary access to services, the office will be adopting an emergency rule that amends pharmacy reimbursement for Medicaid and HoosierRx. Specifically, EAC for brand name legend drugs will change from AWP minus 13.5 percent to AWP minus 16 percent with a dispensing fee of \$4.90. (This change also applies to HoosierRx.) At the same time, to bring consistency to reimbursement policy for insulins, OTC insulins are now paid in accordance with applicable legend drug EAC methodology. These changes are effective for dates of service on or after October 1, 2005.

Medicare Prescription Drug Benefit

The IHCP will continue to provide information about Medicare Part D in banner pages, the IHCP provider newsletter, bulletins, and on the IHCP Web site.

E1 Transaction Tips

Information about the E1 transaction and its benefit to pharmacy providers is contained in the letter, [Eligibility Tips for Pharmacies](#), from Scott MacKenzie of Per-Sé Technologies and is available on the IHCP Web site at www.indianamedicaid.com.

To sign up to receive the *Medicare Rx Update*, visit <http://new.cms.hhs.gov/apps/maillinglists/>.

Provider Workshops

2006 First Quarter Medicaid Provider Workshops

The OMPP, CHIP, and EDS offer IHCP 2006 first quarter workshops free of charge. Sessions are offered at several locations in Indiana. Table 2.1 lists the time, session topic, and description. The schedule allows for a lunch period from noon until 1 p.m.; however, lunch is not provided. **Seating is limited in all locations. Registrations are processed in the order received and registration does not guarantee a spot at the workshop.** Confirmation letters are sent upon receipt of registrations. If a confirmation letter is not received, the workshop seating capacity has been reached.

All workshops begin promptly at 8:45 a.m., local time. General directions to workshop locations are available on the IHCP Web site at www.indianamedicaid.com. To access directions on the Web site, click **Provider Services, Education Opportunities, Provider**

Workshops. Consult a map or other location tool for specific directions to the exact location.

Workshops are presented free of charge to providers.

Seating for the workshops is limited to two registrants per provider number.

A copy of the *Provider Workshop Registration* form is included as Attachment 2 of this newsletter. Print or type the information requested on the registration form. List one registrant per form. Fax completed registration forms to EDS at (317) 488-5376. EDS processes registrations chronologically based on the date of the workshop. A letter or fax confirming registration is sent before the workshop.

Direct questions about the workshop to a field consultant at (317) 488-5072.

For comfort, business casual attire is recommended. Consider bringing a sweater or jacket due to possible room temperature variations.

Table 2.1 – 2006 First Quarter Workshop Session Times, Topics, and Descriptions

Time	Topic	Description
8:45 a.m. – 9 a.m.	HIPAA and EDS Updates Presented by EDS provider field consultants	This session provides an overview of recent updates and information about the next phase of the HIPAA implementation. This session is designed for providers, vendors, and clearinghouses.
9 a.m. – 10:30 a.m.	Spend-down	For All Providers: This is a comprehensive presentation that contains information about the automation of spend-down. This course includes agenda topics such as <i>Claims Submission and Adjudication, Medicare Crossovers, RA, EVS, Member Monthly Obligation Notice</i> , and other key points related to the automation of spend-down.
10:45 a.m. – Noon	CMS-1500 Physician Billing Presented by EDS provider field consultants	This session provides an overview of recent updates and topics about billing on the CMS-1500 claim form. There will also be time to address general questions from the audience. An EDS field consultant will lead the opening session. Following the lunch break, each MCO will provide a 30-minute individual presentation. See the following for other MCO times.
Noon – 1 p.m.	Lunch Break	Lunch is not provided.
1 p.m. – 1:30 p.m.	CMS-1500 Physician Billing Presented by Harmony Health Plan representatives	Harmony Health Plan presents information about claim and prior authorization requirements.
1:30 p.m. – 2 p.m.	CMS-1500 Physician Billing Presented by Molina Healthcare, Inc. representatives	Molina Healthcare, Inc. presents information about claim and prior authorization requirements.

Table 2.1 – 2006 First Quarter Workshop Session Times, Topics, and Descriptions

Time	Topic	Description
2 p.m. – 2:30 p.m.	CMS-1500 Physician Billing Presented by CareSource representatives	CareSource presents information about claim and prior authorization requirements.
2:45 p.m. – 3:15 p.m.	CMS-1500 Physician Billing Presented by Managed Health Services (MHS) representatives	Managed Health Services (MHS) presents information about claim and prior authorization requirements.
3:45 p.m. – 4:15 p.m.	CMS-1500 Physician Billing Presented by MDwise representatives	MDwise presents information about claim and prior authorization requirements.

Table 2.2 lists the dates and Indiana locations for each workshop.

Table 2.2 – 2006 First Quarter Workshop Dates, Registration Deadlines, and Locations

Workshop Date	Registration Deadline	Location
Tuesday, February 21, 2006	Tuesday, February 14, 2006	Wishard Hospital – Myers Auditorium 1001 W. 10th St. Indianapolis, IN
Thursday, February 23, 2006	Thursday, February 16, 2006	Memorial Hospital and Health System – Auditorium 615 N. Michigan St. South Bend, IN
Tuesday, February 28, 2006	Tuesday, February 21, 2006	St. Catherine’s Hospital – Birthing Center 4321 Fir St. East Chicago, IN
Tuesday, March 7, 2006	Tuesday, February 28, 2006	Union Hospital – Landsbaum Center 1433 N. 6 ½ St. Terre Haute, IN
Wednesday, March 8, 2006	Wednesday, March 1, 2006	St. Mary’s Hospital – St. Mary Manor Auditorium 3700 Washington Ave. Evansville, IN
Thursday, March 9, 2006	Thursday, March 2, 2006	Reid Hospital – Wallace Auditorium 1401 Chester Blvd. Richmond, IN
Friday, March 17, 2006	Friday, March 10, 2006	Columbus Learning Center 4555 Central Ave., Suite 21 Columbus, IN

Contact Information

Provider Field Consultants, Effective October 1, 2005

Territory Number	Provider Consultant	Telephone	Counties Served
1	Jenny Atkins (temp)	(317) 488-5071	Jasper, Lake, LaPorte, Newton, Porter, Pulaski, Starke
2	Susan Bresson	(317) 488-5080	Allen, Dekalb, Elkhart, Fulton, Kosciusko, Lagrange, Marshall, Noble, St. Joseph, Steuben, Whitley
3	Jenny Atkins (temp)	(317) 488-5071	Benton, Boone, Carroll, Cass, Clinton, Fountain, Hamilton, Howard, Miami, Montgomery, Tippecanoe, Tipton, Warren, White
4	Daryl Davidson	(317) 488-5388	Adams, Blackford, Delaware, Grant, Hancock, Henry, Huntington, Jay, Madison, Randolph, Wabash, Wayne, Wells
5	Natalie Snow	(317) 488-5356	Marion
6	Tina King	(317) 488-5123	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Harrison, Jackson, Jefferson, Jennings, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington
7	Lori Bishop	(317) 488-5148	Clay, Greene, Johnson, Hendricks, Lawrence, Monroe, Morgan, Owen, Parke, Putnam, Sullivan, Vermillion, Vigo
8	Cynthia Spear-Duncan	(317) 488-5153	Crawford, Daviess, Dubois, Gibson, Knox, Martin, Orange, Perry, Pike, Posey, Spencer, Vanderburgh, Warrick
9	Tina King (temp)	(317) 488-5123	Out-of-State

Field Consultants for Bordering States

State	City	Representative	Telephone
Illinois	Chicago/Watseka	Jenny Atkins (temp)	(317) 488-5312
	Danville	Lori Bishop	(317) 488-5148
Kentucky	Owensboro	Cynthia Spear-Duncan	(317) 488-5153
	Louisville	Tina King	(317) 488-5123
Michigan	Sturgis	Susan Bresson	(317) 488-5080
Ohio	Cincinnati/Hamilton/Harrison/Oxford	Tina King	(317) 488-5123

Out-of-state providers not located in these states, or those with a designated out-of-state billing office supporting multiple provider sites throughout Indiana should direct calls to (317) 488-5197.

Member and Provider Relations Leaders

Title	Name	Telephone
Director of Member and Provider Relations	Marcia Meece-Bagwell	(317) 488-5345
Team Coordinator	Phyllis Salyers	(317) 488-5154

Note: For a map of provider representative territories or for updated information about the provider field consultants, visit the IHCP Web site: [Indiana Health Coverage Programs - EDS Provider Field Consultants](#).

Indiana Health Coverage Programs Quick Reference, Effective October 1, 2005

Assistance, Enrollment, Eligibility, Help Desks, and Prior Authorization				
AVR System (including eligibility verification) (317) 692-0819 1-800-738-6770	EDS Administrative Review Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Customer Assistance (317) 655-3240 1-800-577-1278	EDS Electronic Solutions Help Desk (317) 488-5160 or 1-877-877-5182 INXIXElectronicSolution@eds.com	
EDS Forms Requests P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Member Hotline (317) 713-9627 1-800-457-4584	EDS Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Provider Enrollment/Waiver P.O. Box 7263 Indianapolis, IN 46207-7263 1-877-707-5750	
EDS Third Party Liability (TPL) (317) 488-5046 1-800-457-4510 Fax (317) 488-5217	HCE Medical Policy Department P.O. Box 53380 Indianapolis, IN 46253-0380 (317) 347-4500	HCE Prior Authorization Department P.O. Box 531520 Indianapolis, IN 46253-1520 (317) 347-4511 or 1-800-457-4518	HCE SUR Department P.O. Box 531700 Indianapolis, IN 46253-1700 (317) 347-4527 1-800-457-4515	
HCE Provider and Member Concern Line (Fraud and Abuse) (317) 347-4527 or 1-800-457-4515		IHCP Web Site www.indianamedicaid.com		
Pharmacy Benefit Manager				
ACS Drug Rebate ACS State Healthcare ACS – Indiana Drug Rebate P. O. Box 2011332 Dallas, TX 75320-1332	EDS Pharmacy Services Helpdesk for POS claims processing 317-655-3240 1-800-577-1278 or INXIXPharmacy@EDS.com	EDS Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268	Indiana DUR Board INXIXDURQuestions@acs-inc.com	
EDS Pharmacy Claims Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265	Indiana Administrative Review/ Pharmacy Claims EDS Pharmacy Claims Admin. Review P.O. Box 7263 Indianapolis, IN 46207-7263	PA For Pro-DUR and Preferred Drug List – ACS Clinical Call Center 1-866-879-0106 Fax: 1-866-780-2198	To make refunds to IHCP for pharmacy claims send check to: EDS Pharmacy Refunds P.O. Box 2303, Dept 130 Indianapolis, IN 46206-2303	
Hoosier Healthwise (Managed Care Organizations and PCCM) and Medicaid Select				
CareSource Claims www.caresource-indiana.com 1-866-930-0017 Member Services 1-800-488-0134 PA 1-866-930-0017 Provider Services 1-866-930-0017	Harmony Health Plan www.harmonyhmi.com Claims 1-800-504-2766 Member Services 1-800-608-8158 TTY: 1-877-650-0952 PA/Medical Management 1-800-504-2766 Provider Services 1-800-504-2766 Pharmacy 1-800-608-8158	Managed Health Services (MHS) www.managedhealthservices.com Claims 1-800-414-9475 Member Services 1-800-414-5946 PA/Medical Management 1-800-464-0991 Provider Services 1-800-414-9475 Nursewise 1-800-414-5946 ScripSolutions (PBM) 1-800-555-8513	MDwise www.mdwise.org Claims 1-800-356-1204 or (317) 630-2831 Member Services 1-800-356-1204 or (317) 630-2831 PA/Medical Management 1-800-356-1204 or (317) 630-2831 Provider Services 1-800-356-1204 or (317) 630-2831 Pharmacy (317) 630-2831 or 1-800-356-1204	
Molina Healthcare www.molinahealthcare.com Claims 1-800-642-4509 Member Services 1-800-642-4509 PA 1-800-642-4509 Provider Services 1-800-642-4509	PrimeStep (PCCM) www.healthcareforhoosiers.com Claims - EDS Customer Assistance 1-800-577-1278 or (317) 655-3240 Member Services 1-800-889-9949, Option 1 Prior Authorization HCE: 1-800-457-4518 or (317) 347-4511 Provider Services for PMPs 1-800-889-9949, Option 3 Pharmacy – see Pharmacy Benefit Manager section above	Medicaid Select www.medicaidselect.com Claims - EDS Customer Assistance 1-800-577-1278 or (317) 655-3240 Member Services 1-877-633-7353, Option 1 PA HCE: 1-800-457-4518 (317) 347-4511 Provider Services for PMPs 1-877-633-7353, Option 3 Pharmacy – see Pharmacy Benefit Manager section above		
Claim Filing				
EDS 590 Program Claims P.O. Box 7270 Indianapolis, IN 46207-7270	EDS Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265	EDS CCFs P.O. Box 7266 Indianapolis, IN 46207-7266	EDS Dental Claims P.O. Box 7268 Indianapolis, IN 46207-7268	EDS CMS-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269
EDS Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259	EDS Waiver Programs Claims P.O. Box 7269 Indianapolis, IN 46207-7269	EDS Medical Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267	EDS Institutional Crossover/UB-92 Inpatient Hospital, Home Health, Outpatient, and Nursing Home Claims P.O. Box 7271 Indianapolis, IN 46207-7271	
Check Submission (Non-Pharmacy)				
To make refunds to IHCP: EDS Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303		To Return Uncashed IHCP Checks: EDS Finance Department 950 N. Meridian St., Suite 1150 Indianapolis, IN 46204-4288		

