

PROVIDERNEWS

INDIANA HEALTH COVERAGE PROGRAMS

NL201004

APRIL 2010

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TOP STORIES

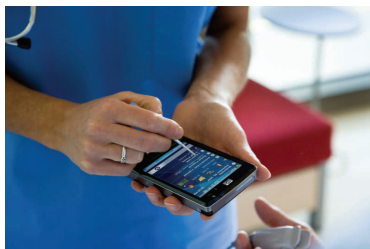
- [Helpful hints for paper claims](#)

PROVIDER WORKSHOPS

- [Regional specialty workshop for dental, home health, and hospice providers](#)
- [Second-quarter Medicaid provider workshops](#)

CONTACT INFORMATION

Questions? Call Customer Assistance at (317) 655-3240 in the Indianapolis local area or toll-free at 1-800-577-1278.



Doing business with Medicaid

IMPROVEMENTS TO indianamedicaid.com COMING IN APRIL

The Indiana Health Coverage Programs (IHCP) Web site is changing. You will notice a new look and feel to the entry pages in the next few weeks. In addition, new member-focused content has been added. Indianamedicaid.com has long been a valuable resource for providers, and now it will be a valuable resource for members. New member content outlines the IHCP, directs potential members how to apply, and teaches current members how to best utilize their benefits. Starting in April, you will notice a different home page, and you will get to your favorite content by clicking on the “provider” link. Keep your eyes open for additional changes to provider content this summer.

PLEASE NOTE NEW PRIOR AUTHORIZATION HOURS FOR ADVANTAGE HEALTH SOLUTIONSSM

Effective April 12, 2010, ADVANTAGE Health Solutions’ new prior authorization (PA) hours for both ADVANTAGE *Care Select* and traditional fee-for-service (FFS) Medicaid will be 7:30 a.m. – 6:00 p.m. If you have questions, call ADVANTAGE toll-free at 1-800-784-3981 and select the option for the Prior Authorization department.

FASTER CLAIM PROCESSING

HELPFUL HINTS FOR PAPER CLAIMS

To expedite claim processing, here are some helpful hints for paper claims:

- All claim information must be inside the field locator boxes
- Hand-written information must be written outside the margin of the claim
- Do not use red ink for hand-written information
- Use the red claim form when billing paper claims

The best way to speed claim processing and payment is to submit claims electronically. If you are not already set up to submit claims via the Web, go to <https://interchange.indianamedicaid.com>, click **Web interChange**, then click **How to Obtain an ID**.



THE IHCP OFFERS SECOND-QUARTER MEDICAID PROVIDER WORKSHOPS

The IHCP is again offering quarterly provider workshops free of charge. Sessions about IHCP updates, Medicare-related institutional claim filing, and CMS-1500 billing methodology (replacements and crossovers) are scheduled for the morning; afternoon sessions include IHCP 101: The Office Staff Guide to Understanding the Indiana Health Coverage Programs, managed care and Healthy Indiana Plan updates, and *Care Select* care management organization updates.

The schedule allows for lunch; however, lunch is not provided. Registrations are processed in the order received, and registration does not guarantee a spot at the workshop – seating is limited in all locations, and only two registrants are allowed per provider number. Confirmation letters are sent upon receipt of registrations. If you do not receive a confirmation letter, the workshop is full.

For workshop descriptions, dates, locations, and registration deadlines, or to register visit <http://provider.indianamedicaid.com/general-provider-services/provider-education/workshop-registration.aspx> <http://provider.indianamedicaid.com/general-provider-services/provider-education/workshop-registration.aspx>. General directions to workshop locations are available at <http://provider.indianamedicaid.com/general-provider-services/provider-education.aspx>. If you have questions about a workshop, please contact a field consultant at (317) 488-5072.

LOOKING FOR MORE INFORMATION ABOUT PROVIDER MANUAL UPDATES?

- [Subscribe to IHCP E-mail Notifications.](#)
- Check the Revision History at the front of each section of the *IHCP Provider Manual*. The Revision History provides more detailed information about what each revision includes.

The IHCP offers provider workshops free of charge. Sign up today for a second-quarter workshop near you.

RECENTLY PUBLISHED TO THE IHCP WEB SITE

IHCP PROVIDER MANUAL

The following chapters of the [IHCP Provider Manual](#) have been updated:

- [Chapter 1 – General Information](#) – version 10.0
- [Chapter 3 – Electronic Solutions](#) – version 10.0

590 PROGRAM PROVIDER MANUAL

- [590 Program Provider Manual](#) – version 5.0

HEALTHWATCH/EPSDT PROVIDER MANUAL

- [HealthWatch/EPSDT Provider Manual](#) – version 6.0

BULLETINS

- [BT201004](#) – Changes to the Preferred Drug List
- [BT201005](#) – Outpatient Radiology Reimbursement
- [BT201006](#) – Reduction in Dental Reimbursement
- [BT201007](#) – Reduction in Home Health Reimbursement
- [BT201008](#) – Reimbursement Reduction for Nonstate-Owned ICFs/MR and CRFs/DD

NEWS FROM RECENT BANNER PAGES

All Providers

- [Claims for home infusion \(CPT Code 99601\) denying for Edit 4035](#)
- [First-trimester fetal nuchal translucency ultrasounds](#)
- [No coverage for HCPCS Codes G0409, G0410, and G0411](#)

Dental

- [ADA designations for supernumerary tooth ranges](#)

Community Mental Health Providers

- [New MRO benefit structure](#)

Prescribing Practitioners and Pharmacy Providers

- [Mental Health Quality Advisory Committee Utilization Edits](#)

PROVIDER WORKSHOPS

[Regional dental, home health, and hospice workshops](#)

HP Provider Relations will present a regional workshop for home health/hospice providers and dental providers. The morning session covers the home health/hospice education, and the afternoon session is for the dental provider community. [To register, click here.](#)

[Second-quarter provider workshops](#)

The IHCP is again offering quarterly provider workshops free of charge. For more information, go to <http://www.indianamedicaid.com>. Click on **Provider Services**, then **Education Opportunities**. [To register, click here.](#)



FOR MORE INFORMATION

- [Your Provider Relations Field Consultant](#)
- [General provider concerns](#)
- [IHCP Provider Quick Reference](#) – a complete list of addresses, telephone numbers, and fax numbers for the IHCP and IHCP vendors