



# Provider Manual

2018

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## Chapter 1: Managed Health Services (MHS)

Managed Health Services (MHS) is a managed care entity (MCE) that has contracted with the state of Indiana to serve Medicaid recipients enrolled in:

- Healthy Indiana Plan (HIP)
- Hoosier Healthwise (HHW), including children in the Children’s Health Insurance Program (CHIP)
- Hoosier Care Connect

The state of Indiana’s Family and Social Services Administration’s (FSSA) department administers these state and federal benefit plans through the Indiana Health Coverage Programs (IHCP).

### Our Goals

MHS’ top priority is to promote healthy lifestyles through preventive healthcare. MHS works to accomplish this goal by partnering with Primary Medical Providers (PMPs) who oversee the healthcare of MHS members as the members’ “medical home.”

MHS programs are designed to achieve the following:

- Ensure access to primary and preventive care services
- Improve access to all necessary healthcare services
- Encourage quality, continuity and appropriateness of medical care
- Provide medical coverage in a cost-effective manner

### Centene

MHS is a wholly-owned subsidiary of Centene Corporation, a Fortune 500 company and leading multi-line healthcare enterprise that provides programs and related services to individuals receiving benefits under Medicaid, including Supplemental Security Income (SSI) and the State Children’s Health Insurance Program (SCHIP).

### mhsindiana.com and the MHS Secure Provider Portal

MHS’ website, mhsindiana.com, offers many useful features and information on the latest developments regarding IHCP. Providers may register online to access MHS’ Secure Provider Portal, where you can:

- Manage multiple practices under one account
- Check member eligibility
- View member panels
- View medical history and gaps in care
- Submit/check authorizations
- Submit/check/adjust claims
- Submit claims in batch
- Access explanation of payments
- View HEDIS Pay for Performance Reports
- Communicate electronically with MHS, with one business day response time
- Access electronic copies of manuals, presentations, training material and various forms
- Access free online health library with click & print patient education materials
- Access Power Account Funds Calculator (Point of Service Payments)

### Email

MHS will send you bi-weekly and quarterly newsletters, information on the latest developments regarding IHCP programs and other pertinent topics. Sign up online to receive monthly Pay for Performance notifications. You may request to opt out of any or all mass email communications from MHS at any time. You can reach us electronically by using the “Contact Us” form at [mhsindiana.com/contact-us](http://mhsindiana.com/contact-us).

### Contact Us

You can reach MHS toll free at 1-877-647-4848. For assistance with speech or hearing disabilities, please call the Relay Indiana TDD/TTY phone number at 1-800-743-3333. Our Member Services & Provider Services phone line is open Monday - Friday from 8 a.m.-8 p.m. You may also reach us through our Secure Provider Portal messaging feature. All inquiries will be responded to within one business day. Our address is 550 N. Meridian Street, Suite 101, Indianapolis, IN 46204. Please note, we cannot accept claims at this address. Please refer to Chapter 4 for the correct mailing address.



# 2

## Chapter 2: Guidelines for Providers

All MHS providers are required to comply with the requirements of their contract agreement as well as policies and guidelines outlined in this manual. Providers must act in such a manner that ensures members receive their member rights and are held to their responsibilities (refer to Chapter 14).

### The Medical Home

The Primary Medical Provider (PMP) serves as the medical home for the member. The medical home concept assists in establishing a member-provider relationship and ultimately leads to better health outcomes. As such, specialists are required to coordinate the member's care with the PMP, including providing the PMP with consult reports and other appropriate records in a timely manner. MHS encourages specialists to work through a PMP rather than directly with another specialist. This allows the PMP to better coordinate a member's care and to ensure the referred specialist is in the MHS network.

### Referrals and Prior Authorization

PMPs are encouraged to refer members to other practitioners when medically-necessary services are beyond their scope of practice. Guidelines for referrals, as well as information on services that require authorization by MHS, are outlined in Chapter 6.

### Covered Services

Provider groups shall arrange for all participating physicians to provide members with covered services with the same care and attention provided to all patients. Each participating physician shall provide covered services in accordance with all generally accepted clinical, legal and ethical standards and in a manner consistent with physician licensure, qualifications, training and experience within the standards of practice for quality care generally recognized within the medical community in which the physician practices. The members' covered services are specific to their benefits for a specific program. For a list of member benefits by program, please refer to Chapter 14.

### Provider Assistance with Public Health Services

MHS is required, through its contractual relationship with OMPP, to coordinate with public health entities regarding the provision of public health services. Providers must assist MHS in these efforts by:

- ✔ Complying with public health reporting requirements regarding communicable diseases and diseases which are preventable by immunization as defined by state law
- ✔ Assisting with the notification of, or referral to the local public health entity, any communicable disease (as defined as state law) outbreaks involving members
- ✔ Referring of persons with whom the member has come into contact to the local public health entity for tuberculosis contact investigation, evaluation and preventive treatment
- ✔ Referring of persons with whom the member has come into contact to the local public health entity for sexually-transmitted infection (STI) and human immunodeficiency virus (HIV) contact investigation, evaluation and preventive treatment
- ✔ Referring for Women, Infant and Children (WIC) services and information sharing as appropriate
- ✔ Assisting in the coordination and follow up of suspected or confirmed cases of childhood lead exposure

### HealthWatch (EPSDT)

HealthWatch, otherwise known as the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program, is Indiana's comprehensive preventive services program available to Medicaid members under 21 years of age. PMPs are expected to perform EPSDT medical checkups in their entirety and recommended screenings at the required intervals as outlined in the Periodicity Schedule. All components of the exam must be documented and included in the medical record of each HealthWatch-eligible member.

More information about the EPSDT program can be found in Chapter 9. For complete guidelines, please refer to the HealthWatch/EPSDT Provider Manual at [provider.indianamedicaid.com/general-provider-services/manuals.aspx](http://provider.indianamedicaid.com/general-provider-services/manuals.aspx).

## Chapter 2: Guidelines for Providers (cont'd)

### Notification of Pregnancy (NOP)

NOP was developed to help identify pregnancy earlier with the goal of increasing positive birth outcomes. The program requests the IHCP's NOP form be completed and submitted through the IHCP Provider Healthcare Portal for each pregnancy. The online form simplifies the process of completing paperwork to document pregnancies, evaluating potential complications.

Providers completing the online NOP form in a timely manner will receive an incentive of \$60 per notification. The process consists of 4 questions to be completed online with first OB visit once member is effective with Medicaid. Reimbursement is obtained by billing CPT 99354 TH on claim form <http://provider.indianamedicaid.com/about-indiana-medicaid/member-programs/special-programs/notification-of-pregnancy-%28nop%29.aspx>. Additionally, the form must be valid - meaning it is a non-duplicative form, the pregnancy is less than 30 weeks gestation, and a valid RID number is included.

### Service Carve-outs

While MHS retains responsibility for the delivery and payment of most care for its members, certain services are the financial responsibility of the state and are reimbursed on a fee-for-service basis, commonly referred to as “carved out” services.

### Medicaid Rehabilitation Option (MRO) Services

MHS is not responsible for claims reimbursement for such services. However, MHS is responsible for ensuring care coordination with physical and other behavioral health services for individuals receiving MRO services.

### State Plan Home and Community-Based Services

The state has three (3) State Plan Home and Community-Based services programs: Behavioral and Primary Healthcare Coordination (BPHC), Adult Mental Health and Habilitation (AMHH) and Children's Mental Health Wraparound (CMHW). These services are carved out of MHS' financial responsibility. MHS coordinates with these services to prevent duplication and fragmentation of services.

### Dental Services

Dental services for all members are MHS' responsibility and are administered by Envolve Dental. Outpatient and hospital services are coordinated by MHS directly. Learn more about Envolve Dental at [dental.envolvehealth.com](http://dental.envolvehealth.com).

### Individualized Family Services Plan (IFSP) Services

IFSP services provided to Hoosier Healthwise and Hoosier Care Connect members under the FSSA FirstSteps program are carved out from MHS' responsibility.

### Individualized Education Plan (IEP) Services

IEP services provided to Hoosier Healthwise and Hoosier Care Connect members by a school are carved out.

### Pharmacy

Pharmacy benefits are managed by MHS and administered by Envolve Pharmacy. Learn more at [mhsindiana.com](http://mhsindiana.com) or [pharmacy.envolvehealth.com](http://pharmacy.envolvehealth.com).

### Excluded Benefits – Hoosier Care Connect

The Hoosier Care Connect program excludes some benefits from coverage. The following excluded benefits are available under traditional Medicaid. MHS members who are, or will be, receiving excluded services shall be disenrolled from Hoosier Care Connect and enrolled in traditional Medicaid.

- **Long-Term Institutional Care**

MHS may obtain services for its members in a nursing facility setting on a short term basis, defined as fewer than thirty (30) calendar days. This may occur if this setting is more cost-effective than other options and the member can obtain the care and services needed in the nursing facility. MHS may negotiate rates for reimbursing the nursing facilities for these short-term stays. If a member admitted to a nursing facility for a short term stay remains in the nursing facility for more than thirty (30) days, MHS shall notify the State or its designee, in the timeframe and format required by FSSA. MHS may request disenrollment of a member in these cases, which shall be determined in FSSA's sole discretion.



## Chapter 2: Guidelines for Providers (cont'd)

- **Psychiatric Treatment in a State Hospital**

- **Psychiatric Residential Treatment Facility (PRTF) Services**

Hoosier Care Connect members who are admitted to an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) shall be disenrolled from MHS and the Hoosier Care Connect program and enrolled in traditional Medicaid. Before the stay can be reimbursed by the IHCP, the level of care must be approved by the State. MHS will coordinate care for members that are transitioning into an ICF/IID by working with the facility to ensure timely submission of the request for PASRR, as described in the IHCP Provider Manual. MHS is responsible for payment for up to sixty (60) calendar days for members placed in an ICF/IID while the level of care determination is pending.

- **Intermediate Care Facilities for Individuals with Intellectual Disabilities**

MHS is responsible for payment for up to sixty (60) calendar days for its members placed in an ICF/IID while the level of care determination is pending.

### Availability and Accessibility

Each participating provider shall maintain sufficient facilities and personnel to provide covered services and shall ensure such services are available as needed 24 hours a day, 365 days a year. Each participating provider shall see MHS members during hours of operation that are no less than those offered to patients with commercial coverage. MHS will monitor appointment and after-hours availability on an annual basis through our Quality Improvement program.

### Appointment Availability

The following are OMPP minimum standards for Medicaid member appointment availability and are required for MHS network providers:

APPOINTMENT TYPE	APPOINTMENT TIME FRAME
Urgent or emergent care	24 hours
Non-urgent symptomatic	72 hours
Routine physical exam	Three months
Initial appointment (non-pregnant adult)	Three months
Routine gynecological exam	Three months
New obstetrical patient	Within one month of attempting to schedule
Initial appointment well child	Within one month of attempting to schedule
Children with special needs	One month
Average office wait time	Equal to or less than one hour
Specialist referral – Emergency	24 hours
Specialist referral – Urgent	48 hours
Non-life threatening behavioral health emergency	6 hours
Urgent behavioral health care	48 hours
Initial behavioral health appointment	10 business days

### After-Hours Telephone Accessibility Arrangement

PMPs must have a mechanism in place to offer members direct contact with their PMP, or the PMP's qualified clinical staff person, through a toll-free telephone number 24 hours a day, 7 days a week and generally meet all State requirements. PMPs must provide "live voice" coverage after normal business hours. Acceptable options are:

- Direct answer by PMP or qualified clinical staff designee
- Answering Service or Pager – all calls returned in 30 minutes
- Recorded Message – instructs member to call another number to reach PMP, on-call physician, or nurse helpline
- Phone transfer to another location that will have PMP or designee return a call within 30 minutes.

To be considered compliant, PMPs must also provide instruction for life threatening situations in all of the situations above. The PMP must provide appropriate direction to the member to contact 911 or the nearest emergency department.

The following are considered unacceptable after-hours telephone arrangements:

- Office phone answered by a recording that asks patients to leave a message
- Office phone answered by a recording which only directs members to go to an emergency room for any services needed
- Returning calls more than 30 minutes following initial call

**After-hours calls should always be documented and included in the member's medical record.**

### Out-of-Office Coverage

Participating providers shall arrange for out-of-office coverage with a covering physician who has executed a participating physician agreement with the participating provider, unless the covering physician is a partner or member of the same group practice.

### Provider Disenrollment from IHCP

Termination from IHCP, whether voluntary or involuntary, results in the provider's immediate disenrollment from the HHW, Hoosier Care Connect and HIP programs and the MHS network. Any time a provider voluntarily dis-enrolls from IHCP or terminates a group membership, the provider must notify the ICHP Provider Enrollment Unit and MHS in writing. MHS providers who wish to dis-enroll from only HHW, only Hoosier Care Connect or only HIP must contact their MHS Provider Partnership Associate. Providers should refer to their MHS contract for specific information about terminating participation in the MHS network.

### Interpreter/Translation Services

MHS is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of our members. Providers must arrange for oral interpretation services for members seeking healthcare-related services at the provider's service location. In order to meet this need, MHS is committed to providing interpreters and translated materials.

Access will be provided to individuals who are trained, professional interpreters. MHS offers American Sign Language, face-to-face or telephonic interpreter services that may be arranged through Member Services. MHS requests a five-day prior notification for face-to-face services.

Telephonic interpreter services are available 24 hours a day, seven days a week and in approximately 150 languages to assist providers and members in communicating with each other when there are no other interpreters available. TTY/TDD access is available to members who are hearing-impaired. MHS Member Services and health education materials are offered in English, Spanish and in other formats upon request.

**Advance Directives**

MHS is committed to ensuring its members know of and are able to avail themselves of their rights to execute advance directives. MHS is equally committed to ensuring its providers and staff are aware of and comply with their responsibilities under federal and state law regarding advance directives. Any provider delivering care to MHS members must ensure members receive written information on advance directives and are informed of their right to execute advance directives. Providers must document such information in the member's medical record. MHS will monitor compliance with this provision. Providers may be audited annually. If you have any questions regarding advance directives, please contact MHS Medical Management.

**Provider-Member Communication**

MHS providers are encouraged to communicate honestly with the members they serve. We will not interfere with member-provider communication as long as you are acting within the lawful scope of your practice. We will not restrict your free communication with members about their medical conditions or MHS policy. We will not restrict your right to inform members of the risks, benefits and consequences of treatment or non-treatment. MHS will not prohibit you from advising members of their right to participate in decisions regarding their health, including the right to refuse treatment and express preferences for future treatment methods. In addition, MHS will not take punitive action against any MHS provider who requests an expedited resolution or supports an MHS member's appeal. Providers may freely communicate with patients about their treatment regardless of benefit coverage limitations.

**Provider Discrimination:** In accordance with 42 CFR §438.102, MHS will not discriminate as to the participation, reimbursement or indemnification of any provider who is acting within the scope of his or her license or certification under applicable state law solely on the basis of that license or certification. No provider may discriminate in the provision of Medicaid services with regard to age, race, creed, color, national origin, sex, sexual orientation or disability.

**Member Panel Capacity**

All PMPs reserve the right to state the number of members they are willing to accept into their practice. The panel size for members will be based on the panel size requested on the Provider Enrollment form. Member assignment is based on the member's choice and the IHCP auto-assignment process; therefore, MHS does not guarantee any PMP will receive a set number of members.

The PMP shall not refuse to treat MHS members on his or her panel so long as the limit has not been met, and shall notify MHS at least 45 calendar days in advance of his or her inability to accept additional covered enrollees under MHS agreements. To make a change to panel size, the PMP must contact his or her MHS Provider Partnership Associate.

**Quality Improvement (QI) Activities**

MHS requires providers and practitioners to cooperate with all QI activities, as well as allow the plan to use provider and/or practitioner performance data to ensure the success of the QI Program as outlined in Chapter 12. If you are interested in learning more about MHS QI Programs, please visit [mhsindiana.com](http://mhsindiana.com).

## Chapter 3: Compliance

### Health Insurance Portability and Accountability Act (HIPAA)

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 establish national standards for electronic healthcare transactions, code sets and national identifiers for providers, health plans and employers. It also addresses the security and privacy of health data in any form.

### Privacy Regulation

At MHS, we take the privacy, security and confidentiality of our members' health information seriously. We have processes, policies and procedures that comply with HIPAA and all regulatory privacy requirements. A copy of MHS' Member Privacy Notice is included in the Member Handbook and available online at [mhsindiana.com](http://mhsindiana.com). MHS has also implemented reasonable administrative, physical and technical safeguards to protect the health information of our members. If you have any questions about MHS privacy or security practices, please contact the MHS Privacy Official at 1-877-647-4848.

### Transactions and Code Sets Regulation

HIPAA mandates that many of the major healthcare electronic data exchanges such as electronic claims and eligibility be standardized into the same national format for all payers, providers and clearinghouses. All providers who submit governed data electronically to Centene Management Corporation (Centene), the MHS fiscal agent, must do so in the required HIPAA format.

### HIPAA-Regulated Transactions

There are eight electronic transactions currently mandated by HIPAA legislation. If a provider conducts any of the transactions mandated by HIPAA, they must utilize the HIPAA standard transaction format. Emails and diskettes can no longer be utilized if the data content meets the definition of any of the HIPAA mandated transactions listed:

TRANSACTION NAME	HIPAA TRANSACTION NUMBER
Claims and Encounters	837
Enrollment and Disenrollment	834
Health Plan Eligibility Solicitation and Response	270/271
Payment and Remittance Advice	835
Premium Payment	820
Claim Status Solicitation and Response	276/277
Referral and Authorization	278

### HIPAA Electronic Transactions

The following are the HIPAA electronic transaction capabilities supported through MHS via MHS' parent corporation, Centene:

- **Claims and Encounters - Transaction 837**  
Network providers are encouraged to participate in MHS' electronic claims filing program through Centene.
- **Health Plan Eligibility Solicitations and Response Transaction - 270 and 271**  
MHS has the capability to receive an ANSI X12N 270 health plan eligibility inquiry and generate a real-time ANSI X12N 271 health plan eligibility response transaction.
- **Payment and Remittance Advice Transaction - 835**  
Centene has the capability to generate an ANSI X12N 835 ERA.
- **Claim Status Solicitation and Response Transaction - 276 and 277**  
MHS has the capability to receive an ANSI X12N 276 health claims status inquiry and to generate a real-time ANSI X12N 277 health claims status response transaction.

For more information on conducting these transactions electronically, please contact the Centene EDI department by phone at 1-800-225-2573 or email at [ediba@centene.com](mailto:ediba@centene.com).

### HIPAA Required Code Sets

The HIPAA code sets regulation requires codes used in both paper and electronic transactions be standardized. As a result of this requirement, “local” procedural codes utilized for the Medicaid product or plan-specific “homegrown” procedure codes can no longer be used for billing and/or authorizing services. Only national standard codes (i.e., CPT-4 and HCPCS) can be used for claims and/or authorization of services. The implementation of standard procedure codes requires the use of modifiers and condition codes necessary for the level of code specificity. This level of specificity may not be achieved through the use of procedure codes alone.

### Sending Protected Health Information Securely

There are times when you may need to communicate member information to MHS, Centene or OMPP. Please remember to provide member information via a secure method such as mail, fax, or phone or by using the MHS Secure Provider Portal. You should not send member information by email unless it is sent using an encrypted email service. If you have questions, contact your MHS Provider Partnership Associate.

### Federal, State and MCE Audits and Investigations

One responsibility of being an MHS Medicaid Provider is to cooperate with audits and investigations. Failure to cooperate with an audit or investigation can result in claims payment suspension, claim recoupment, and removal from the MHS network or even the Indiana Medicaid program. Medicaid payment rates include the cost for providing records. Reimbursement for medical records will not be provided by members, MHS, Centene or any state or federal government agencies. In the event MHS determines to recoup an overpayment at the conclusion of an audit, the provider has the right to appeal. Claim appeal procedures, including an informal and formal appeal process, will be utilized following the timelines described in Chapter 5. To ensure accurate audit appeal processing, please read all correspondence related to the audit findings and submit your response to the address included in notice of recoupment.

### Fraud and Abuse

**If you think a plan member or provider has committed waste, abuse or fraud, you have a right and responsibility to report this.** Examples of member fraud or abuse include a member who allows someone else who is not covered by the plan to use their HHW, HIP or Hoosier Care Connect member ID card, or a member who seeks to have the plan pay for drugs that are not medically necessary. Examples of provider fraud or abuse include billing members for services that were not performed, or offering members money in return for using their member number.

MHS has processes to help identify, prevent and respond to possible fraud or abuse of the HHW, HIP and Hoosier Care Connect programs. We have a process to help members, providers, staff or others report these concerns. Members and providers have the right to request a copy of our Fraud and Abuse Policy, which applies to both providers and members. Others are welcome to request it as well. Call MHS Compliance to request a copy of our Fraud, Waste and Abuse Prevention, Detection and Reporting procedures. You may also call MHS Compliance to report fraud. To make a confidential report about suspected HHW, HIP or Hoosier Care Connect fraud, waste or abuse, you may call toll free 1-866-685-8664. You may also call the Indiana Family and Social Services Administration's confidential phone line, toll free at 1-800-403-0864.

## Chapter 4: General Claims Information and Guidelines

MHS follows IHCP claims billing and payment guidelines as outlined in Chapter 8 of the IHCP Provider Manual for all Hoosier Healthwise, HIP and Hoosier Care Connect claims. For MHS members, all claims, with the exception of the following, should be submitted to MHS:

- All carve-outs should be billed to IHCP.
- All enhanced vision services should be billed to Envolve Vision.
- All behavioral health services (other than Medicaid Rehabilitation Option service) should be billed to MHS.
- All ambulance claims should be billed to LCP Transportation.
- Dental claims should be billed to Envolve Dental.
- Pharmacy claims should be billed to Envolve Pharmacy.

All claims addresses can be found in the Provider Quick Reference Guide, available at [mhsindiana.com](http://mhsindiana.com). Payment for service is contingent upon compliance with referral and prior authorization policies and procedures, the billing guidelines outlined in this manual and IHCP requirements.

### Reimbursement

HHW and Hoosier Care Connect claims will be reimbursed in accordance with the IHCP Medicaid Fee Schedule and MHS Provider contracts. HIP claims will be reimbursed in accordance with the IHCP HIP Fee Schedule.

Effective January 1, 2016, for HIP inpatient facility claims and March 1, 2016, for outpatient HIP facility claims, claims are reimbursed in accordance with IHCP Medicaid Fee Schedule, if the service is provided by a facility that qualified for HAF payments.

Be sure to confirm eligibility and program coverage at each visit. Members can change products within the HIP program at any time, which will impact your reimbursement. Use the IHCP Provider Healthcare Portal or equivalent or [mhsindiana.com](http://mhsindiana.com) for package coverage and copayment information.

Pregnant members will present either a HIP ID card or a Hoosier Healthwise ID card. The member RID will remain the same regardless of the card presented at the time of the encounter, and all pregnancy claims will be paid at Medicaid rates.

### Provider Information on File

Inaccurate provider information can cause delays in claims processing, payment and rejections. It is important providers ensure MHS has accurate information on file, including:

- Practitioner or provider name
- Medicaid number
- National Practitioner Identification (NPI) number (group and/or individual)
- Physical location address
- Billing name and address (if different)
- Tax Identification Number (TIN)

If information needs to be updated, please utilize our online Demographic Update Tool at [mhsindiana.com/provider-updates](http://mhsindiana.com/provider-updates). In addition, MHS will annually and quarterly (through our partnership with Lexis Nexis) contact you via mail and email to validate your information, in compliance with CMS and NCQA requirements.

### Updating Billing information

Providers must notify MHS in advance of changes pertaining to billing information. Please submit updates to billing addresses via the Billing Update form, available at [mhsindiana.com](http://mhsindiana.com). If the address for the 1099 is being updated, MHS requires a copy of the W-9 with your update.

### Changing Your Tax Identification Number (TIN)

Changes to a provider's TIN and/or address are not accepted when conveyed via a claim form. Providers must request a change to their TIN via the Provider Update forms on [mhsindiana.com](http://mhsindiana.com) or in writing to *MHS Provider Data Management, 550 N. Meridian Street, Suite 101, Indianapolis, IN 46204*. Please include the old TIN as well as the new TIN, the group NPI, the IN Medicaid legacy provider number and the effective date of the TIN change.



**Mismatched Member Information**

If a member's name and/or date of birth differ in the provider's records as compared to the information MHS has on file, the member's information will be verified on the IHCP Provider Healthcare Portal. If the provider's information does not match the IHCP Provider Healthcare Portal, the provider or member must contact the Division of Family Resources to update the information with IHCP. Once the information is corrected, the provider may resubmit a corrected claim. If the provider's information matches the IHCP Provider Healthcare Portal, then MHS submits a system correction to our member eligibility information and will submit the claim for reprocessing.

**Billing the Member (HHW and Hoosier Care Connect only)**

In general, providers may not bill members. Providers:

- Cannot use standard waivers to hold members liable for a bill
- Cannot balance-bill members for amounts exceeding Medicaid's allowable or what Medicaid does not cover
- Cannot refuse to see a member due to an unpaid bill from a service rendered prior to when the member was covered by the HHW or Hoosier Care Connect program
- Cannot bill members for medical records
- Cannot bill members for missed appointments

In limited instances, a provider can charge IHCP members, including those in HHW or Hoosier Care Connect, for services not covered by IHCP. For information on billing HHW or Hoosier Care Connect members, please refer to the Provider Enrollment Module of the IHCP Provider Reference Modules. The provider must receive and retain the member's signed statement accepting financial responsibility for the services. This statement must be specific about the services to be billed; must be signed by the member before receiving the services; and must be retained as documentation in the patient's medical record. A subsequent waiver must be executed prior to each time a non-covered service is rendered; for example, if a member has reached his maximum number of chiropractic adjustments for a year, at each subsequent adjustment the practitioner must obtain a waiver specific to that day's service.

If a member notifies MHS a provider has billed inappropriately, MHS will send the provider a letter regarding the member's rights. If a provider continues to bill a member inappropriately, a report will be filed with OMPP. OMPP can terminate providers from IHCP participation for inappropriate billing.

For information on billing HIP members, please refer to Chapter 15.

**Third Party Liability (TPL)**

A Third Party Liability (TPL) is a source of payment for medical services other than the IHCP benefit package and the member. Federal and state law requires IHCP be the payer of last resort. MHS makes every attempt to obtain TPL data and to process claims accordingly.

MHS' TPL data is more current than IHCP data and should be used when billing MHS. The information is loaded into our claims payment system and is then forwarded to the state for updates.

Providers can contact MHS or check MHS' Secure Provider Portal to receive any applicable TPL information. The provider is required to provide MHS with any TPL information it obtains from the member. To provide this information, please contact MHS Provider Services.

### Claims Submission

MHS encourages all providers to participate in MHS' Electronic Claims/Encounter filing program through Centene. For more information on electronic filing, visit [mhsindiana.com](http://mhsindiana.com), or contact the EDI department at 1-800-225-2573, ext. 25525 or [ediba@centene.com](mailto:ediba@centene.com).

Providers who bill electronically are responsible for filing claims within the same filing deadlines as stated below. Providers who bill electronically must monitor their EDI Acceptance Report daily and confirm all submitted claims and encounters appear on the report. Providers are responsible for correcting any errors and resubmitting the claims and encounters.

Please remember the following when filing your claim:

- All claims data must be submitted on either form CMS-1500 or UB-04, or by electronic media in an approved format.
- Review and retain a copy of the error report received for claims that have been submitted electronically, and then fix any errors and resubmit with your next batch of claims.
- For EDI claims, utilize the MHS payer ID 68069.
- For contracted providers, all claims must be submitted within 90 calendar days of the date of service. The filing limit may be extended for newborn claims when the eligibility has been retroactively received by MHS, up to a maximum of 365 calendar days for services provided within the first 30 days of life.
- Claims with primary insurance must be received within 365 days of the date of service with primary EOB information. If primary EOB is received after the 365 days, providers have 60 days from date of primary EOB to file claim to MHS.
- Claims for non-contracted providers must be submitted within 365 calendar days of the date of service.
- In a workers' compensation case for which MHS is not financially responsible, the provider should directly bill the employer's workers' compensation carrier for payment.

### Avoid Common Errors

In order to avoid rejected claims or encounters, always remember to:

- Use the most current CPT-4 and HCPCS codes (out-of-date codes will be denied).
- The ICD indicator must be completed. This is box 21 on CMS-1500 and box 66 on the UB-04.
- Use specific CPT or HCPCS codes, and avoid the use of non-specific or "catch-all" codes (i.e., 99070).
- Use the correct ICD coding. All claims/encounters must be submitted with the complete member RID number, date of birth and member name.
- Verify other insurance information entered on claim.
- If a laboratory test is being billed, ensure the CLIA number is in box 23.
- The rendering provider's NPI must appear in Box 24J of the CMS-1500 or Box 56 of the UB-04.
- OPR is a required entry for select providers.
- The referring NPI number is entered in box 17b for the CMS-1500 and box 78 for the UB4. EDI billing for referring NPI is loop 2310-A.
- Ensure the NPI, TIN and ZIP+4 of the service location of the billing provider are submitted on the claims in the same manner it was reported to the state fiscal agent, IHCP.
- Include Present on Admission indicator on all inpatient hospital claims.
- Include NDC codes on all claims for injections/drugs as well as the unit qualifier and description.
- PT/OT/ST therapies require use of appropriate modifiers.

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## Chapter 4: General Claims Information and Guidelines (cont'd)

### Claim Submissions Online at [mhsindiana.com/login](https://mhsindiana.com/login)

Providers may opt to create and submit individual claims as well as submit batch claims via the MHS Secure Provider Portal at [mhsindiana.com](https://mhsindiana.com). This feature is available for professional and facility claim submissions. For tutorials about how to submit via our portal, visit [mhsindiana.com](https://mhsindiana.com) or call MHS Provider Services.

### Paper Claim Submissions

Any UB-04 and CMS-1500 forms received by our Claims Processing Center that do not meet the CMS printing requirements will be rejected back to the provider or facility upon receipt.

The printing requirements are outlined by CMS regulations within the Medicare Claims Processing Manual Chapter 26, Completing and Processing Form CMS-1500 Data Set. This requirement includes first time and resubmitted claims. The only acceptable claim forms are those printed in Flint OCR red ink. Copies of the form cannot be used for submission of claims, since your copy may not accurately replicate the scale and OCR color of the form.

Compliance with the CMS regulation will allow for timely processing of claims and allow Optical Character Recognition (OCR) technology to perform optimally.

MHS uses an imaging process for paper claims retrieval. To ensure accurate and timely claims capture, please observe the following claims submission rules when submitting paper claims:

#### **DO:**

- Do use the correct P.O. Box number: P.O. Box 3002, Farmington, MO 63640-3802. Claims sent to MHS' Indianapolis address will be returned to the provider.
- Do submit all claims in a 9"x12" (or larger) envelope.
- Do type all fields completely and correctly.
- Do use black or blue ink only.
- Do complete claims forms in accordance with IHCP.
- Do submit on a proper form: CMS-1500 or UB-04.

#### **DO NOT:**

- Do not submit claim forms, including corrected claims/adjustment, with any handwriting.
- Do not use red ink on claim forms.
- Do not circle any data on claim forms.
- Do not add extraneous information to any claim form field.
- Do not use highlighter on any claim form field.

### Coordination of Benefits (COB)

Did you know you can submit COB claims electronically? MHS does not require a copy of the Explanation of Payment (EOP) when COB claims are submitted electronically through your clearinghouse or via the MHS Secure Provider Portal.

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## Chapter 4: General Claims Information and Guidelines (cont'd)

### MHS Secure Provider Portal Submission

When using the Secure Provider Portal, input your COB information directly in the data fields or attach the EOP to the claim. The data fields used to populate COB information are outlined below:

**CMS-1500 (Professional)**

Amount Allowed\*

---

Deductible

---

Copay

---

Co-Insurance

---

Amount Paid

**UB-04 (Institutional)**

Carrier Type

---

Policy Number

---

Amount Allowed

---

Deductible

---

Copay

---

Co-Insurance

---

Amount Paid

---

Denial Reasons  Amount

### EDI - Clearinghouse

For clearinghouse 837 transactions, simply code the transaction to include the loop for COB as outlined below. For questions on setting up your 837, please contact your clearinghouse.

<b>COB Field Name</b> The below should come from the primary payer's Explanation of Payment	<b>837I - Institutional EDI Segment and Loop</b>	<b>837P - Professional EDI Segment and Loop</b>
COB Paid Amount	If 2320/AMT01=D, MAP AMT02 or 2430/SVD02	If 2320/AMT01=D, MAP AMT02 or 2430/SVD02
COB Total Non-Covered Amount	If 2320/AMT01=A8, map AMT02	If 2320/AMT01=A8, map AMT02
COB Remaining Patient Liability	If 2300/CAS01 = PR, map CAS03 Note: Segment can have six occurrences. Loop2320/AMT01=EAF, map AMT02 which is the sum of all of CAS03 with CAS01 segments presented with a PR.	If 2320/AMT01=EAF, map AMT02
COB Patient Paid Amount		If 2320/AMT01 = F5, map AMT02
COB Patient Paid Amount Estimated	If 2300/AMT01=F3, map AMT02	
Total Claim Before Taxes Amount	If 2400/AMT01 = N8, map AMT02	If 2320/AMT01 = T, map AMT02
COB Claim Adjudication Date	If 2330B/DTP01 = 573, map DTP03	If 2330B/DTP01 = 573, map DTP03
COB Claim Adjustment Indicator	If 2330B/REF01 = T4, map REF02	If 2330B/REF01 = T4, map REF02 with a Y

# 4

## Chapter 4: General Claims Information and Guidelines (cont'd)

### Notes:

- Calculations can be required depending on how the Primary Payer paid the services, i.e., either individual service lines or rolled up to a claim level.

#### Example:

The sum of all line level payment amounts (Loop ID-2430 SVD02) less any claim level adjustment amounts (LOOP ID-2320 CAS adjustments) must balance to the claim level payment amount (Loop ID-2320 AMT02). Expressed as a calculation for given payer: {Loop ID-2320 AMT02 payer payment} = {sum of Loop ID-2430 SVD02 payment amounts} minus {sum of Loop ID-2320 CAS adjustment amounts}.

- SBR01+S, then Loop 2320 is used to generate COB.

### 90 Day Provision for Coordination of Benefits Billing Available Electronically

Providers may file claims electronically when other insurance fails to respond within 90 days of billing.

Providers are required to submit claims to other insurance prior to billing MHS, for members who have other insurance on file. In the event the other insurance fails to respond within 90 days of the billing date, the provider can submit the claim to MHS for payment consideration demonstrating the attempt to bill the other insurance. Previously, this documentation was required to be submitted as an attachment to the claim via the MHS web portal or via a paper claim.

Providers may now submit claims via EDI. To complete the electronic submission simply complete the following steps:

- Complete the COB loop on the 837P transaction as with any other electronic claim (see chapter 4 of the MHS Provider Manual for more information on the COB loop)
- Indicate a paid amount of \$0.00 in the COB Paid Amount field
- Document the phrase “No response after 90 days” in the claim note segment of the 837P

Claims will be processed for payment. In addition to payment EX codes, claims will also indicate and EX code of mN - 90 day provision, claim subject to repayment when primary insurance.

### Claims with Attachments

All claim attachments can be submitted via the MHS Secure Provider Portal. Consent for sterilization forms can only be attached to sterilization claims submitted via the MHS Secure Provider Portal (preferred method) or via paper submission. Consent for sterilization forms cannot be submitted via clearinghouses. If you have questions on how to attach documents, please call MHS Provider Services at 1-877-647-4848.

### Clean Claim and Non-Clean Claim Definitions

Clean claims are invoices properly submitted in a timely manner and in the required format that do not require MHS to investigate, develop or acquire additional information from the provider or other external sources. Such claims should have no defect or impropriety or particular circumstance requiring special treatment that prevents timely payments from being made, including any lack of required, substantiating documentation.

Non-clean claims are submitted claims that require further investigation or development beyond the information contained therein. These errors or omissions result in MHS requesting additional information from the provider or other external sources to resolve or correct data omitted from the bill; reviewing additional medical records; or accessing other information necessary to resolve discrepancies. In addition, claims with issues relating to payment including, but not limited to, issues regarding medical necessity or claims not submitted within the identified filing limits, are also defined as non-clean.

### Code Auditing and Editing (Code Review)

MHS utilizes code-auditing software for automated claims-coding verification and to ensure MHS is processing claims in compliance with general industry standards. This auditing software applies to facility and professional claims.

Denial codes beginning with a lower case x or y are generated by the code-auditing software. This software evaluates code combinations during auditing/processing of claims. The exact reason for denial will not show on the EOP (remittance). These denials cannot be reprocessed by MHS Provider Services. A claim appeal with supporting documentation must be completed if the provider does not agree with the denial decision or adjustment request.

The code-auditing software takes into consideration the conventions set forth in the healthcare insurance industry, such as CMS policies, current health insurance and specialty society guidelines, and the American Medical Association's "CPT Assistant Newsletter."

Using a comprehensive set of rules, the code-auditing software provides consistent and objective claims review by:

- Accurately applying coding criteria for the clinical areas of medicine, surgery, laboratory, pathology, radiology and anesthesiology as outlined by the association's CPT-4 manual
- Evaluating the CPT-4 and HCPCS codes submitted by detecting, correcting and documenting coding inaccuracies including, but not limited to unbundling, up coding, fragmentation, duplicate coding, invalid codes and mutually-exclusive procedures
- Incorporating historical claims auditing functionality which links multiple claims found in a member's claims history to current claims to ensure consistent review across all dates of service

For detailed information on specific code-edit criteria, please access MHS' Secure Provider Portal. Code edits can be reviewed in the "Clear Claim Connection" link.

### ***Billing for an obstetrical delivery for the initial inpatient hospital stay (also observation) and subsequent in-hospital professional charges including discharge services***

Providers may bill separately and be reimbursed separately for the following E/M charges if they were performed by delivering provider: 99221, 99222, 99223, 99231, 99232, 99233, 99238, 99234, 99235 and 99236.

Post-delivery charges should be billed within 60 days of delivery and may be reimbursed for up to two inpatient or outpatient postpartum visits using CPT code 59430 (which is for postpartum care only).

### Claims for Newborns

Frequently, MHS receives the claim(s) for a newborn before the state transmits the newborn member's eligibility information. We cannot process the claim entirely until the member has a RID number, nor can we process the claim using the mother's RID number. MHS is committed to researching newborn claims to ensure a claim is not denied for eligibility when the newborn is an MHS member, and adheres to the following guidelines to ensure newborn claims do not deny for payment:

- When the claims department receives a claim, the member's eligibility is verified; if no member eligibility is found, the claim is pended for 30 calendar days; the claims department will attempt to verify eligibility each day until the member information is received from the state.
- If, after 30 calendar days, there is still no record of the member information, then the claims department will notify the MHS eligibility specialist. The MHS eligibility specialist will contact the state to obtain the information on the member. At that time, one of the following actions will be taken:
  - If the member is eligible with MHS, then the eligibility specialist will enter the member information manually and instruct the claims department to process the claim.
  - If the member is not eligible with MHS because the mother selected a PMP for her baby who is not in our network, then the eligibility specialist will instruct the claims department to deny the claim as "member not eligible on the date of service."



## Chapter 4: General Claims Information and Guidelines (cont'd)

### Claims Payment

All clean paper claims will be adjudicated (finalized as paid or denied) within 30 calendar days of the receipt of the claim. All clean electronically-transmitted (EDI) claims will be adjudicated within 21 calendar days of receipt of the electronic claim. It is the provider's responsibility to check their EDI Acceptance Report to verify MHS has accepted their electronically-submitted claim.

Accompanying each claim payment check is a payment voucher - the Explanation of Payment (EOP) - which itemizes charges for that reimbursement and the amount of the check from MHS. Please remember there is a 67-calendar-day time frame from the date of the EOP in which to dispute any claims. It is the provider's responsibility to check EOPs in a timely manner.

MHS reserves the right to conduct pre- and/or post-payment claim reviews as appropriate. Additional information, such as cost invoices and/or itemized statements as well as medical records, may be requested as part of the review process.

### Electronic Remittance Advice and Electronic Funds Transfer

MHS partners with PaySpan Health to offer a solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). Using this free service, providers can take advantage of EFTs and ERAs to settle claims electronically without making an investment in expensive EDI software. Following a fast online enrollment, you will be able to receive ERAs and import the information directly into your Practice Management or Patient Accounting System, eliminating the need to key remittance data off of paper advices.

### PaySpan Health Benefits to Providers

- ✓ **Free service** - Providers are not charged any fees to use the service.
- ✓ **Eliminate re-keying of remittance data** - Electronic remittance advices can be imported directly into Practice Management or Patient Accounting Systems, eliminating the need for manual keying off of paper advices.
- ✓ **Maintain control over bank accounts** - Providers keep control over the destination of claim payment funds. Multiple practices and accounts are supported.
- ✓ **Match payments to advices quickly** - Providers can associate electronic payments with electronic remittance advices quickly and easily.
- ✓ **Pursue secondary billings faster** - Accelerates the revenue life cycle.
- ✓ **Improve cash flow** - Electronic payments can mean faster payments, leading to improvements in cash flow.
- ✓ **Connect with multiple payers** - Providers can quickly connect with any payers using PaySpan Health to settle claims.

With PaySpan Health, you have a number of options for viewing and receiving remittance details. PaySpan Health will match your preference for remittance information with the following options (potentially constrained by payers):

- EDI 835 ERA data file that can be downloaded directly to your Practice Management or Patient Accounting System
- Electronic remittance advice presented online and printed in your location

Get started today by enrolling online at [payspanhealth.com](http://payspanhealth.com) or by contacting Payformance Corporation at 1-877-331-7154.

### Recoupments

Recoupments are first shown on an EOP as a reprocessing of the affected claim with a claim code to explain the action taken. If the provider cannot match the recoupment to the claim on the current or previous EOPs, he or she should contact MHS Provider Services for assistance. Information is obtained from the provider regarding the recoupment, and a report will be run from the provider's TIN to find where the negative balance started. The provider will then be notified of the findings. Recoupments are initiated due to over- and under-payments. Other insurance recoupments are not made against the provider of service. MHS will pursue primary carriers directly. To refund claims overpayment, please send check and documentation to: Coordinated Care Corporation, 75 Remittance Dr., Suite 6446, Chicago, IL 60675-6446.

### Claim Corrections and Resubmissions (Adjustments)

If a provider's claim has been denied or paid only in part due to an error on the original claim submission and the provider needs to make any corrections to a claim, the provider must correct that section of the claim and resubmit the "entire claim" within 67 days of original date on the EOP to ask for a correction/adjustment.

- CMS-1500 should be submitted with the appropriate resubmission code (value of 7) in field 22 of the paper claim with the original claim number of the corrected claim. EDI 837P data should be sent in the 2300 Loop, segment CLM05 (with value of 7) along with an addition loop in the 2300 loop, segment REF\*F8\* with the original claim number for which the corrected claim is being submitted.
- UB-04 should be submitted with the appropriate resubmission code in the 3rd digit of the bill type (for corrected claim this will be 7) and the original claim number in field 64 of the paper claim. EDI 837I, data should be sent in the 2300 Loop, segment CLM05 (with value of 7) along with an addition loop in the 2300 loop, segment REF\*F8\* with the original claim number for which the corrected claim is being submitted.

***If a corrected claim is submitted without this information, the claim will be processed as a first-time claim and will deny as a duplicate.*** Additionally, this process is only the process for correcting denied claims or claims that were submitted with incorrect information, not correcting rejected claims.

MHS encourages you to submit corrected claims via EDI with the information in the appropriate loop list above. However you may choose to also utilize our website. While it is not necessary to attach the original MHS EOP or a claim adjustment request form when submitting through the web, you may attach if you choose.

Corrected paper claims can be forwarded to: MHS Claims, P.O. Box 3002, Farmington, MO 63640-3802 and clearly marked in the appropriate box 22 on CMS-1500 or box 64 of a UB-04 with original claim number. Providers resubmitting claims may attach an adjustment request form to the claim along with documentation, including the EOP they originally received from MHS, explaining the reason for resubmission. All paper claim submissions must be on an original "red" CMS-1500 claim form version 02/12. Claim form copies or claims with handwritten information will be rejected as "non-clean" claims and returned for corrected submission.

***It is important to understand pursuing a claim adjustment request does not stop the 67-calendar-day count from the date of your EOP to the deadline for initiating the claims appeal process (see Informal Dispute or Objection), nor does a claim adjustment request serve as notice of appeal to MHS.***

### EPSDT Billing

To ensure proper reimbursement for EPSDT services, please refer to the HealthWatch/EPSDT Provider Manual at [provider.indianamedicaid.com/general-provider-services/manuals.aspx](http://provider.indianamedicaid.com/general-provider-services/manuals.aspx).

### Immunizations Reimbursement

The policy of IHCP is to reimburse vaccines available through the Vaccines for Children (VFC) at \$8 for their administration only. MHS will reimburse in a manner consistent with that policy. All claims for these vaccines given to members 18 and younger will be reimbursed at the lesser of \$8 plus contract rate or the provider's billed charges. A list of current vaccines offered through the VFC is available at [indianamedicaid.com](http://indianamedicaid.com). If you are not currently participating in the VFC program, you may contact your Provider Partnership Associate for information, or you can visit the VFC website at [in.gov/isdh/17203.htm](http://in.gov/isdh/17203.htm).

Since a VFC vaccine is at no cost to the provider, reimbursement is allowed for the vaccine administration. The IHCP rate for administration is \$8 and is reimbursable at the lesser of billed charges or the provider's contracted rate. However, you must bill in the following manner:

- Appropriate diagnosis Z00.121 or Z00.129
- Procedure code with specific vaccine administered with a billed amount of \$0.00
- Appropriate vaccine administration code with the SL modifier (90471 – 90474)

Claims may be billed as a stand-alone service, with a preventive visit (CPT 99381 – 99385 or 99391 – 99395), or as an evaluation and management (E/M) code if medically appropriate (CPT 99211 – 99215). If a member is in the office for an E/M and in need of a vaccine, please remember that the E/M code must be billed with a 25 modifier. If the modifier is not used, the administration code will be denied.

In the event a vaccine shortage occurs through the VFC, MHS will allow reimbursement at the provider's contracted Medicaid rate until the shortage ends if the provider uses private stock during these times. A shortage consists of an announced shortage by the VFC program, not an individual shortage of vaccine within an individual provider office.

Practitioners should refer to IHCP Bulletin BT201247 for information about how the Patient Protection and Affordable Care Act (PPACA) impacts vaccine reimbursement for IHCP providers.

### Transportation Claims

Ambulance and transportation claims are processed by MHS' vendor LCP Transportation, LLC. Claims may be sent to LCP, P.O. Box 531097, Indianapolis, IN 46253. Many services require authorization. The requests have to be called in prior to the claims being submitted but not prior to service being provided. If the claim is submitted prior to the authorization being in the LCP system, the claim will deny as not authorized. The provider can then call or fax LCP the authorization to get it into their system, and resend the claims within 60 days. The provider's Medicaid ID number and NPI will be required when calling in the authorization.

### Getting Help with a Claim

**The fastest method of checking claims status is via the Secure Provider Portal at [mhsindiana.com](http://mhsindiana.com). There you can look up your claims and obtain a current status and confirm the basis for a payment or denial.**

If you need further assistance with claims questions, please call MHS Provider Services. A provider should have the member RID number, servicing provider's name, date of service and the amount originally billed. Other information that may be requested in order to identify the claim(s) in question includes member name, date of birth and the claim number, if applicable.

MHS Provider Services can further assist by providing a current status, confirming the basis for a payment or denial as well as checking authorizations and status of official appeals submitted. Upon identification of any claim that requires adjustment, the representatives will send the adjustment request to the claims department as appropriate.

If you call with a complicated claim issue, your call will be immediately routed to a trained representative equipped to thoroughly research your claim with no limits or time restrictions. Providers may call to inquire about their claims; however, calling MHS will not serve as official notice to MHS of a dispute or appeal on a claim. It will not stop the 67-calendar-day count from the date of your EOP to file a written informal dispute or appeal.

## Chapter 5: Claims Administrative Reviews and Appeals

MHS offers providers three mechanisms to request claim information or payment evaluation and determination. These are listed in this chapter and an overview is provided, including how each process works, timelines and the responsibilities and rights of the provider and MHS at each step. Claim appeals do not include appeals for clinical decisions or medical necessity. For medical necessity appeals, refer to Chapter 7.

Claim inquiries, resubmissions and adjustment requests do not constitute part of the official appeals process outlined in this chapter. For more about these topics, refer to Chapter 4.

### Informal Claim Dispute/Objection

If the provider believes an improper payment of a claim for covered Medicaid services has occurred through either the omission of information, submission of incorrect claims data or a claims system error, the provider may file an informal claim dispute or objection by either:

- Submitting a copy of the MHS EOP along with a completed informal dispute/objection form; or
- Submitting a written request for an informal dispute/objection resolution on company letterhead

Informal claim disputes and objections must be submitted in writing within 67 calendar days from the date on the EOP. The provider must include sufficient information for MHS to identify the claim(s) in question and the reason the provider is disputing or objecting to MHS' processing of the claim(s). Informal claim disputes and objections must be sent to the following address: Managed Health Services, P.O. Box 3000, Farmington, MO 63640.

Upon receipt of the informal claim dispute/objection, MHS will review the claim and the additional information submitted and respond to the provider within 30 calendar days. If MHS notifies the provider it will uphold the original claim determination, or if MHS does not respond within 30 calendar days, the original decision or denial is upheld and the dispute/objection process is concluded. If the provider disagrees with the outcome, the provider may file a formal claim dispute (or administrative claim appeal) as outlined in the next section.

### Formal Claim Dispute - Administrative Claim Appeal

In the event the provider is not satisfied with the informal claim dispute/objection resolution, the provider may file an administrative claim appeal. The appeal must be filed within 67 calendar days from receipt of the informal dispute resolution notice – or 90 calendar days from the date the informal claim dispute/objection was submitted if MHS does not send a notice of informal dispute/objection resolution. An administrative claim appeal is not available to a provider who does not first submit an informal claim dispute/objection.

An administrative claim appeal must be submitted in writing on company letterhead with an explanation including any specific details which may justify reconsideration of the disputed claim. The word “appeal” must be clearly marked on the letter. Administrative claim appeals should be submitted to: Managed Health Services, P.O. Box 3000, Farmington, MO 63640. MHS will return an acknowledgement letter within five business days of receipt of the administrative claim appeal.

### Administrative Claim Appeal Review and Determination

Administrative claim appeals are reviewed by a panel of one or more MHS employees or consultants who are trained in the operations of the MHS claims system as well as state and federal Medicaid laws, regulations and provider payments and coding practices.

If the original determination is upheld, the provider will be notified within 45 calendar days of receipt of the appeal. The written determination will include, as applicable, a detailed explanation of the factual and legal basis of the panel's determination. The written determination will also include notice to the provider of the provider's right, within 60 calendar days after receipt of the MHS written determination, to submit to binding arbitration the matter that was the subject of the formal claim resolution procedure.

In the event MHS fails to deliver to the provider a written determination within 45 calendar days of the initial receipt of the administrative claim appeal, the initial decision will be overturned and the appeal ruled in favor of the provider. If the denial determination is overturned (ruled in favor of the provider), the provider is notified via a new EOP showing the claim(s) being reprocessed.

**Arbitration**

MHS follows the provider dispute process outlined in 405 Indiana Administrative Code 1-1.6-1 et. seq. (for reference: [www.in.gov/legislative/iac/iac\\_title?iact=405](http://www.in.gov/legislative/iac/iac_title?iact=405)) for both contracted and non-contracted providers. Therefore, in the event a provider is not satisfied with the outcome of the administrative claim appeal process, the provider may request arbitration. Claims with similar issues from the same provider may be grouped together for the purpose of requesting arbitration.

To initiate arbitration, the provider should submit a written request to MHS on company letterhead. The request must be postmarked no later than 60 calendar days after the date the provider received MHS' decision on the administrative claim appeal. The letter should explain arbitration is being requested, the reason the provider still believes the claims should be paid or adjusted, along with sufficient information to allow MHS to identify the claims and verify they have been considered at both the dispute/objection and the appeal stage prior to the arbitration request. Send such requests to: MHS Arbitration, 550 N. Meridian Street, Suite 101, Indianapolis, IN 46204, unless otherwise directed in the letter.

Staff who has not previously been involved with making determination on claims will be assigned by MHS to research each case within 30 calendar days of receipt of the provider's arbitration request. MHS shall respond by:

- Contacting the provider to set up the arbitration hearing as discussed in the next paragraph; or
- Contacting the provider to present additional information to the provider and discuss the case in detail; or
- Contacting the provider to offer to settle the matter

Binding arbitration must be conducted in accordance with the rules and regulations of the American Health Lawyers Association, pursuant to the Uniform Arbitration Act as adopted in the state of Indiana at Indiana Code 34-57-2-1 et.seq., unless the provider and MHS mutually agree to an alternative binding resolution process.

**Claim Processing Following Determination**

A claim appeal which has been presented with sufficient documentation to render a final determination shall be processed within 30 calendar days after the final determination. If a claim lacks sufficient supporting documentation, MHS will make a final determination of denial for lack of supporting documentation. The provider will be notified and will have 30 days to submit the requested documentation. If after 30 days the appeal still lacks sufficient documentation, the denial will be upheld and final.

**Determining Correct Appeal Procedure for Inpatient Denials**

Inpatient stays may be denied either for medical necessity or failure to obtain prior authorization. It is important appeals are sent to the appropriate department, dependent upon the type of denial.

If a request for an inpatient stay was denied for medical necessity, but a provider submits an inpatient claim because he or she disagrees with the decision, the claim may subsequently be denied for no prior authorization. If this occurs, an appeal would be considered a medical necessity appeal. Please follow the procedure outlined in Chapter 7 for medical necessity appeals.

If a claim for an inpatient stay has been denied for no prior authorization because it was not obtained in the manner described in this provider manual, an appeal would be considered a claim appeal. Please follow the procedure outlined in this chapter for submission of the appeal.

## Chapter 6: Medical Management

MHS Medical Management offers assistance to providers regarding member eligibility for particular services covered under IHCP benefit packages as well as obtaining prior authorizations. Sources for determining coverage eligibility include the IAC, OMPP MCE Policy and Procedure Manual and the OMPP-MCE contract.

Services provided or requested that are not eligible for coverage under IHCP benefit packages are deemed ineligible for coverage. Those services determined to be eligible for coverage are subject to medical necessity review including appropriateness of care and service.

Appropriately licensed, qualified professionals make all medical necessity decisions. The Indiana Department of Insurance, OMPP, and MHS providers are notified in writing prior to implementing any significant changes that affect provider processes or procedures.

Utilization Management decision making is based only on the appropriateness of care and services and existence of coverage. MHS does not provide any incentives to MHS staff or providers for issuing denials of coverage or care or for under-utilizing medically-necessary and appropriate care and services.

### Contact MHS Medical Management

Contact MHS Medical Management for information about the Utilization Management (UM) process and authorization of care. Hours of operation for MHS Medical Management are Monday- Friday (excluding holidays), 8 a.m.-12 p.m. and 1-5 p.m. (EST). MHS representatives are available for members through the Nurse Advice Line, a multilingual triage nurse line. The free Nurse Advice Line is available 24/7, every day of the year, including holidays. MHS Medical Management provides an after-hours answering system which has instructions regarding service requests and inquiries as well as recorded messages. A nurse and physician are on-call after hours, on weekends and holidays to assist in urgent requests for services. All messages regarding non-urgent services are returned during business hours within two business days. All outbound calls from MHS Medical Management will be initiated by an MHS staff member who will identify him or herself by name, title and organization.

### Referral and Prior Authorization (PA)

#### Referral

A referral is a request (verbal, written or phone communication) by a PMP for specialty care services. It is the responsibility of the PMP and specialist to coordinate member appointments and treatment needs.

#### Prior Authorization (PA)

A PA is an authorization from MHS to provide services designated as requiring approval prior to treatment and/or payment. All procedures requiring authorization must be obtained by contacting MHS prior to rendering services. PA is required for certain services/procedures which are frequently over- and/or underutilized or services/procedures which are complex and may indicate a need for case management.

#### Information Needed to Request Prior Authorization or Referral

- Member information: name, RID number and date of birth
- Type of service (e.g., office visit, outpatient surgery, DME, inpatient admission, testing, therapy, etc.)
- Date(s) of service
- Ordering physician (NPI and Tax ID numbers required)
- Servicing physician (NPI and Tax ID numbers required)
- HCPCS/CPT codes requested for approval
- Clinical information to support medical necessity, including the following:
  - History of symptoms
  - Previous treatment and results
  - Physician rationale for ordering treatments and/or testing

#### DME PA requests require the following additional information:

- Certificate of medical necessity must be complete and have current (within 3 months) information and MD signature within the year
- Physician's orders
- Whether the request is for purchase or rental
- Power wheelchairs: must have home evaluation
- Enteral/Formula: current height/weight, growth charts, nutrition history, previous testing/imaging/surgeries, current MD office visit notes related to the request



## Chapter 6: Medical Management (cont'd)

### Home Healthcare Services also require the following information:

- Physician's orders
- Progress notes to assist in determining medical necessity
- Signed plan of care

### Bariatric Surgery requests also require the following information:

- Cardiac workup, pulmonary workup, diet and exercise logs, current lab reports, psychologist report

### Pain Management requests also require the following information:

- Documentation of at least 6 weeks of therapy on area to be treated
- Previous procedures/surgeries, medications, description of pain, any contra-indications or imaging studies
- Prior injection test results for injection sites

### Therapy Requests:

- Effective October 1, 2017, PT, OT and ST services DO NOT require prior authorization when provided by a provider
- All therapy claims must contain the appropriate modifier (GN, GO, GP) when submitted to MHS to ensure appropriate adjudication.

Always check member eligibility for date of service, as requests may be delayed if the member is with another MCE or is otherwise not eligible.

### How to Obtain a Referral or Prior Authorization

For imaging, outpatient surgeries and testing, requests for services may be obtained via:

- Phone: 1-877-647-4848;
- Fax: 1-866-912-4245; or
- Online: Through the MHS Secure Provider Portal at [mhsindiana.com](http://mhsindiana.com)

For DME, orthotics, prosthetics, home healthcare, and therapy (physical, occupational, speech), requests for services may be obtained via fax only: 1-866-912-4245.

MHS will accept PA requests for emergent services up to two business days following services for both contracted and non-contracted providers.

Previously-approved authorizations may be updated for changes in dates of service, servicing provider or CPT/HCPCS codes within 30 days of the original date of service. Authorization approval is for medical necessity only. If your claim subsequently denies, please contact MHS Provider Services at 1-877-647-4848 to determine the reason for the denial.

MHS strives to return a decision on all PA requests within two business days of the request but no later than seven calendar days. Reasons for a delayed decision include the following:

- Lack of information
- Illegible faxes
- Request requires Medical Director review

## Referrals Requirements

### Referrals to Specialists

Specialty physicians do not require an authorization number from MHS. Please communicate directly with the PMP's office for referrals. If a specialist determines there is a need for ongoing treatment after the initial visit, the PMP and specialist offices should communicate directly for any needed referrals.

MHS requires PMPs to refer to in-network/contracted specialists when possible. MHS will authorize out-of-network referrals if in-network services are not available within 60 miles of the member's residence. All requests for services by a non-contracted physician require PA and will be reviewed for medical necessity, availability of in-network specialists and continuity of care, in addition to other standard utilization guidelines. This review may be performed by any MHS Medical Management staff member, up to and including the Medical Director.

A specialist may order diagnostic tests without PMP involvement by following MHS referral guidelines as outlined in this chapter. MHS does not allow specialty providers to refer to another specialist. This referral must be made by the PMP.

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## Chapter 6: Medical Management (cont'd)

### **PMP to PMP Referrals**

Referrals from one PMP to another PMP will not be authorized except under the following circumstances:

- HHW, HIP and Hoosier Care Connect members who are auto-assigned to another PMP in the third trimester of pregnancy at the time they become eligible for services under MHS
- HHW members who are pregnant and not in the third trimester but request referral to a different provider
- HHW, HIP and Hoosier Care Connect members who have chronic medical conditions with ongoing healthcare issues, requiring continuity-of-care transition. Examples include, but are not limited to, diabetes mellitus, hemophilia, AIDS, HIV-positive, sickle cell anemia and cancer.
- Members who have other insurance coverage in which their primary provider is different from their MHS PMP
- Members who have been auto-assigned to an inappropriate provider type
- Members who have moved 30 miles or more from their previous residence

### **Self-Referral Services**

Please refer to Chapter 14.

## **Prior Authorization (PA) Requirements**

### **Contracted Providers**

Contracted providers requesting authorization for elective/routine services that require a PA must obtain it at least two days prior to the date of service to ensure an authorization determination occurs prior to rendering a service. MHS does allow requests for authorization from contracted providers up to two days after the date of service, subject to the appropriate medical review.

### **Non-Contracted Providers**

Non-contracted providers requesting authorization for elective/routine services that require a PA must obtain it two days prior to the date of service. Retroactive authorizations will not be granted except in the event of an emergent situation. If a provider is unable to request a PA at least two business days in advance due to the emergent nature of the member's condition, a PA request must be initiated within two business days following the date of service/admission. MHS will make every effort to expedite the request. All emergency admissions/services require authorization within two business days of the admission/service.

Failure to obtain PA as previously described will result in claims payment denials for late notifications. Claim denials may result when a claim is denied due to a failure to obtain PA for services where PA is required.

### **List of Services Requiring Prior Authorization**

Services requiring PA, as listed in this section, are pertinent for all providers. The list may not be all-inclusive and is subject to periodic updates. Providers should check [mhsindiana.com](http://mhsindiana.com) for updates via the blog, provider newsletters and the Provider Quick Reference Guide (QRG). You may also call MHS Medical Management if you are unclear whether a service requires PA. *Approved PAs do not guarantee claim payments.*

## CONTRACTED AND NON-CONTRACTED PROVIDERS PRIOR AUTHORIZATION OR NOTIFICATION REQUIREMENTS

### PRIOR AUTHORIZATIONS (PA)

The services listed require PA for all providers. This list is not all-inclusive and is subject to periodic updates. Providers should refer to the online tool at [mhsindiana.com/transactions](http://mhsindiana.com/transactions) for specific code requirements.

NOTE: Ancillary services performed during an in-network observation stay (such as labs, X-rays and scans) do not require PA.

### ANCILLARY SERVICES

- Cardiac rehabilitation
- Hearing aids and devices
- Home care services, home health, hospice, PT/OT/ST billed as location 12
- In-home infusion therapy
- Orthopedic footwear, shoe modifications and additions (non-diabetic only)
- Respiratory therapy service
- Pulmonary rehabilitation

### INPATIENT AUTHORIZATION

- All elective hospital admissions
- All urgent and emergent hospital admissions (including NICU) require notice to MHS by the 2nd business day after admission
- Newborn deliveries by 2nd business day after delivery
- Rehabilitation facility admissions
- Skilled nursing facility admissions
- Transfer between facilities
- Transplants, including evaluations
- Hysterectomy

### OUTPATIENT SERVICES AUTHORIZATION (NON-ELECTIVE ONLY)

- Abortions (spontaneous only)
- Assistant surgeon
- Blepharoplasty
- Dental surgery for members > 5 y/o and/or general anesthesia is requested
- Experimental or investigational treatment/services
- Genetic testing and counseling
- Hysteroscopy and hysterectomy
- Implantable devices including cochlear implants
- Infertility services
- Injectable drug (see [mhsindiana.com/provider-guides](http://mhsindiana.com/provider-guides) for the up-to-date complete list of codes requiring PA)
- Mammoplasty
- MRI and MRA unless performed as part of an observation stay
- Nutritional counseling (non-diabetics only)
- Pain management programs (pain injections done the same day as approved surgery do not require PA)
- PET and nuclear cardiology/SPECT scans
- Quantitative drug screens
- Scar revisions/cosmetic or plastic surgery
- Septoplasty/rhinoplasty
- Spider/varicose veins
- Specialized radiation therapy

### TUBAL LIGATION AND VASECTOMY

A PA is not required for these services, however, the completed consent form is required at the time of claims submission.

### DME

All out of network DME services & the following DME, Orthotics and Prosthetics require prior authorization by the ordering physician.

**Effective August 15, 2017, all orders for DME or supplies must be submitted by the ordering provider to Medline via:**

- **Web Portal:** Simply go to [mhsindiana.com](http://mhsindiana.com), log into the provider portal, and click on "Create Authorization." Choose DME and you will be directed to the Medline portal for order entry.
- **Fax Number:** 1-866-346-0911
- **Phone Number:** 1-844-218-4932

• **Incontinence Supplies:** Incontinence supplies do not require PA if provided by an in-network provider; however the monthly maximum benefit is \$162.50 per month in allowable reimbursement.

• **Speech Communication Devices:** E2502-E2510, L8627-L8628, L8690-L8691, L8693

• **Diabetic footwear and insulin pump supplies:** A9274, A9277, A9278

• **Decubitus Care, Hot-cold Application, Hospital Beds and Accessories, Traction:** E0186, E0190, E0217, E0236, E0240, E0250-E0255, E0260-E0266, E0277, E0292E0304, E0316, E0328-E0329, E0371-E0373, A6501, A6507, A6511, A8003, E0193, E0849, E0912, E0935, E0936, E0948, E1310, E2402

• **Light Therapies:** E0691-E0694

• **Monitors and Medical supplies:** A4210, E0615-E0619, E2100, E2120

• **Neuromuscular Stimulators, Bone Growth Stimulators:** E0740, E0745, E0747, E0748, E0760, E0770, E0785, K0606, L8680-L8684, L8686-L8689, Q0479-Q0484, Q0489-Q0491, Q0495-Q0496, Q0502-Q0506

• **Nutrition, Enteral, Parenteral:** B4100-B4216, B5000-B9999

• **Orthotics and Prosthetics:** L0112, L0170, L0190, L0200, L0456-L0464, L0468-L0470, L0480-L0492, L0631, L0635-L0640, L0648, L0650-L0859, L0999-L1005, L1200, L1230, L1300-L1499, L1640, L1680-L1755, L1832-L1834, L1840, L1844, L1846, L1860, L1904, L1907, L1932-L1971, L1990-L2034, L2036-L2038, L2050-L2060, L2090-L2180, L2280, L2330, L2340-L2350, L2510-L2526, L2540, L2570-L2580, L2627-L2628, L2999, L3230, L3330, L3671-L3674, L3720-L3766, L3900-L3905, L3915-L3916, L3960-L3981, L3999, L4000, L4010-L4030, L4130, L4205, L4631-L5617, L5626-L5628, L5630-L5631, L5638-L5653, L5661-L5665, L5671, L5673, L5677, L5679, L5681-L5683, L5700-L5707, L5711-L5859, L5920, L5930-L5968, L5973, L5975-L5976, L5979-L6590, L6621-L6628, L6638, L6646-L6648, L6686-L6690, L6692-L6698, L6704, L6707-L6722, L6880-L6885, L6895, L6900-L7259, L7364-L7366, L7368, L7404-L7499, L7900, L8030, L8035-L8047, L8499, L8600, L8609-L8612, L8614-L8615, L8619, L8627-L8628, L8631, L8659-L8693, L8699, Q4111, S1040, T1999, T2028-T2029, T5001, V2531, V2623, V2627, V2629, V5014, V5040-V5060, V5120-V5140, V5180, V5210-V5220, V5246-V5253, V5256-V5261, V5298-V5299

• **Pumps, Compression Devices:** B4224, B9000-B9006, E0650-E0652, E0667-E0668, E0670, E0781-E0784, E0786, E0791, E2000

• **Respiratory Equipment:** E0445, E0455-E0483, E0500, E0550, E0565, E0466, E0574, E0575, E0601, E1390-E1391

• **Wheelchairs, Patient Lifts, Accessories:** E0147, E0625, E0628, E0640-E0642, E0630-E0638, E0958, E0983, E0984, E0986, E0988, E1002, E1004, E1008, E1010-E1012, E1030-E1031, E1050-E1070, E1084, E1086-E1093, E1110-E1161, E1195, E1220, E1222-E1226, E1229, E1232-E1238, E1240-E1260, E1280-E1296, E2202-E2204, E2228, E2291-E2295, E2310-E2311, E2321, E2325, E2341, E2343, E2359, E2366, E2368, E2370, E2373-E2378, E2512-E2599, E2603-E2609, E2611-E2617, E2622, E2624, E2628, E8000-E8002, K0010, K0014, K0739, K0813, K0816, K0821-K0829, K0835, K0837-K0864, K0877, K0884-K0898

• **Other DME codes:** A6511, A9900, A9999, E0170-E0172, E1399, E1800-E1806, E1810-E1811, E1815-E1818, E1825-E1830, E1840-E1841, K0108, K0609, K0730, K0800-K0802, L2180, L2540, L3981, L6026, L7259, L7364, L7366, Q1003, Q4100, Q4111, Q4118, S1040, S5162, V5246, V5247, V5298

Indiana Medicaid may require purchase of equipment if rental cost exceeds purchase price. MHS follows this process. Therefore, payment of rental items may not be provided if rental price exceeds purchase price, even if an authorization is obtained. You will receive notification via your EOP should this occur and you should call MHS immediately.

**THERAPY SERVICES** (applies to both contracted and non-contracted providers)

Physical, Occupation and Speech therapy services do NOT require prior authorization. All therapy claims must contain the appropriate modifier when submitted to the health plan in order to ensure appropriate adjudication (GN, GO, GP).

### Outpatient Facilities

Facilities should not render services without obtaining the PA number from the ordering physician. Failure to ensure the referring provider has obtained the PA may result in a claim denial. It is recommended the facility verify the CPT code that was authorized as well as the date of service requested. If the anticipated CPT billing code changes and a different procedure is done, the rendering provider has up to 30 days following service to contact MHS to update the code that was approved on the PA.

### Inpatient and Observation Services

MHS requires the following for inpatient and observation services:

- Emergent, urgent or unplanned inpatient hospital admissions - the hospital must call MHS within two business days of the date of admission
- Elective/scheduled or planned hospital admissions - the PMP, admitting physician or hospital must call MHS two business days prior to the requested admission date
- Inpatient neonate NICU level or special care nursery admissions - the hospital must call MHS within two business days after the admission date
- Admissions to rehabilitation facilities, hospice and skilled nursing facilities - the facility must call MHS at least two business days prior to a planned admission or no more than two days post-admission for an urgent or emergent admission
- Transplants admissions (including evaluations) - PMP, treating physician or the facility must call MHS at least two business days prior to the admission
- Observation stays for non-contracted providers require PA

### Observation Bed Guidelines

Emergent observation services do not require PA for contracted providers but do require PA for non-contracted providers. Observation services are considered appropriate for members whose condition is expected to improve with treatment within 24-72 hours. Examples include diabetic ketoacidosis, asthma, bronchitis, uncomplicated pneumonia, and surgery that is not expected to be complicated from other health conditions. Observation is used to:

- Evaluate, diagnose and treat an acutely ill patient's condition
- Determine the need for a possible inpatient hospital admission
- Provide aggressive treatment for an acute condition

If the member's condition does not improve within 72 hours, the hospital should call MHS for authorization for an inpatient admission. By state regulation, services performed in less than 24 hours cannot be billed as an inpatient stay.

In some instances, the hospitalization begins in an observation status, and later the patient is upgraded to an inpatient admission. In these instances, all incurred observation charges and services will be rolled into the acute reimbursement rate or as designated by the contracted arrangement with MHS. The observation should not be billed separately. The physician and/or hospital are responsible for notifying MHS of an acute admission.

All inpatient admissions less than 24 hours will be authorized at an observation level of care and should be billed as such. Providers are not expected to substitute outpatient observation services for medically-appropriate inpatient hospital admissions.

Inpatient stays may be denied for lack of medical necessity, a delay in care/services or failure to obtain PA. It is important that appeals are sent to the appropriate department, dependent upon the type of denial:

- If an inpatient claim has been denied for lack of medical necessity, the appeal would be considered a medical necessity appeal. Please follow the procedure outlined in this chapter for submission of the appeal.
- If an inpatient claim has been denied for no PA, the appeal would be considered a claim appeal. Please follow the procedure outlined in Chapter 5 for submission of the appeal.

### Facility-to-Facility Transfers

MHS requires two business days advance notification for all non-emergent transfers as well as two business days notification following all emergent transfers. Transfers include, but are not limited to, facility-to-facility and transfers to a level-of-care.

### Post-Stabilization

MHS covers post-stabilization services related to emergency medical conditions provided after a member is stabilized, to maintain the stabilized condition, or to improve or resolve the member's condition as described in 42 CFR 438.114. MHS is financially responsible for post-stabilization services obtained within or outside MHS' network when preapproved by a provider or other MHS representative. In addition, MHS is also financially responsible for post-stabilization care services obtained within or outside MHS' network which are not preapproved by an MHS provider or other MHS representative and administered to maintain the member's stabilized condition if:

- MHS does not respond to a request from the treating provider for preapproval within one hour of being called
- MHS cannot be contacted
- The MHS representative and the treating physician cannot reach an agreement concerning the member's care, and an in-network provider is unavailable for consultation. In this situation, MHS must allow the treating physician an opportunity to consult with a provider, and the treating physician may continue with care of the member until a provider is reached or one of the criteria of 42 CFR 422.113 (c)(3) is met.

### Assistant Surgeon

Coverage and subsequent reimbursement for assistant surgeon services are based on medical necessity at the time of the procedure.

Hospital medical staff bylaws requiring an assistant surgeon for a designated procedure are not grounds for reimbursement. Medical staff bylaws alone do not constitute medical necessity, nor is reimbursement guaranteed when the member or family requests an assistant surgeon be present for the surgery.

### Continuity of Care

MHS is committed to providing continuity of care of medically-necessary healthcare for members as they transition between various IHCP programs. In some instances, MHS will authorize payment for a provider other than the PMP to coordinate the member's care as in the following examples:

- If an existing out-of-network provider has been treating a new member and MHS has been notified of the arrangement. The out-of-network provider must comply with the MHS Medical Management program and accept the IHCP fee schedule rates. The out-of-network provider must transfer the member's records to the MHS provider and will not be authorized for ongoing care for more than 90 days (or nine months in the case of a member who at the time of enrollment is diagnosed with a terminal illness).
- MHS will honor any pre-existing authorization from any other Medicaid program for the first 30 days of enrollment or up to the expiration date of the previous authorization, whichever occurs first, and upon notification to MHS and submission of a copy of the authorization for the prior program.
- A provider, who is aware of a PA from a previous MCE, fee-for-service program, or another insurer, should inform MHS as soon as possible.

### Dental Services

PMPs are encouraged to inform MHS members to visit an IHCP dental provider for routine dental exams; however, routine dental exams do not require a referral from the PMP. When dental exams require surgical treatment for members less than five years of age or treatment for any member requires a facility or anesthesia charge, the dentist must contact MHS for PA.

### Emergency and Non-Emergency Transportation

The transportation vendor upholds MHS requirements for service coverage and may contact service providers to confirm appointments or in order to ensure compliance with IHCP rules and regulations.

Transportation by ambulance is reimbursable for Hoosier Healthwise, Healthy Indiana Plan, and Hoosier Care Connect members in emergent situations. Non-emergent transportation via ambulance is reimbursable for severely disabled members. All in-state and out-of-state (air and ground) transportation, along with other forms of non-emergent transportation, require notification by calling the MHS transportation vendor.

For transportation appointments and PA, contact the MHS transportation vendor, LCP Transportation, LLC, by calling MHS at 1-877-647-4848. Transportation claims are filed with the MHS transportation vendor. If you refer a member to the ER, please notify MHS immediately through the Referral Services line at 1-877-647-4848 as this will affect the HIP member copayment process at the ER.

### Radiology and Diagnostic Imaging Services

As part of a continued commitment to further improve the quality of advanced imaging and radiology services, MHS is using National Imaging Associates (NIA) to provide prior authorization services and utilization. NIA focuses on radiation awareness designed to assist providers in managing imaging services in the safest and most effective way possible.

Prior authorization is required for the following outpatient radiology procedures:

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging
- MUGA Scan
- Stress Echocardiography
- Echocardiography

#### Key provisions:

- Emergency room, observation, and inpatient imaging procedures do not require authorization.
- Providers rendering the above services should verify that the necessary authorization has been obtained. Failure to do so may result in claim non-payment.
- It is the responsibility of the ordering physician to obtain authorization.

NIA provides an interactive website (RadMD.com), which should be used to obtain online authorizations.

To obtain authorization, the provider should go to RadMD.com, or through the NIA dedicated toll-free phone number at 1-866-904-5096.

### Rendering Prior Authorization Decisions

The National Committee for Quality Assurance (NCQA) and OMPP require health plans to provide a decision to requests for PA within specific time frames of the initial requests. For standard authorization requests, MHS is required to provide a decision to your PA request within seven calendar days of the request. For situations in which a provider indicates, or the MCE determines, that following the standard time frame could seriously jeopardize the member's life or health or ability to attain, maintain or regain maximum function, MHS is required to make an expedited decision to your authorization no later than three business days from receipt of the request.

To ensure sound decisions are made during the PA review process, MHS is often in need of supporting clinical information. Clinical information includes the member's history of symptoms, previous treatments and outcomes, testing results, and the ordering physicians' rationale for service to be performed.

If additional information is needed to make the decision, the authorization request will be "pending" until the information is received. The additional information must be received by MHS within six calendar days or the request may be denied.

In all cases, a decision will be rendered within 14 calendar days of the request based on the information available.



### Utilization Management (UM) Review Guidelines

MHS has adopted nationally-recognized utilization review guidelines developed by MCG (formally known as Milliman Care Guidelines) and MHS-developed guidelines to assist in determining the appropriateness of medical services. MCG and MHS-developed guidelines address medical and surgical admissions, outpatient procedures and ancillary services. Guidelines are established, periodically evaluated and updated with appropriate involvement from physician members of the MHS Clinical and Service Quality Improvement Committee (CASQIC).

MCG care guidelines and MHS-developed guidelines are utilized as a screening guide and are not intended to be a substitute for practitioner judgment. Review decisions are made in accordance with currently-accepted medical or healthcare practices, taking into account special circumstances of each case which may require deviation from the normal screening guidelines. Guidelines are used by UM nurses to determine medical necessity and approval of authorization request. If criteria is not met for approval, the UM nurse will refer the request and associated medical record information to an MHS Medical Director and/or Pharmacist. Medical Directors and/or Pharmacists are responsible for all medical necessity denial decisions.

### Peer-to-Peer Review

Practitioners who disagree with a determination based on medical necessity may request a peer-to-peer review within 10 calendar days of the denial. The provider must contact MHS Appeals and provide three available dates and times to schedule a personal discussion with the MHS Medical Director or Pharmacist reviewer who rendered the determination. Providers may contact MHS Appeals at 1-877-647-4848, extension 87058 to leave a voice mail with their availability.

### Utilization Management Inpatient Authorization Review Process

#### Pre-admission Screening and Resident Review Process

The Pre-admission Screening and Resident Review (PASRR) remains a requirement in all IHCP programs for certified nursing facilities. Individuals, regardless of known diagnosis or method of payment, residing at an IHCP certified nursing facility are subject to PASRR. See Chapter 14 of the IHCP Provider Manual for additional information and instructions on the process and instructions related to level-of-care review.

The discharging facility is responsible for contacting MHS Medical Management for authorization and status of nursing facility placement process for all MHS members.

#### Concurrent Review

MHS Medical Management will concurrently review the treatment and status of all members who are inpatient through contact with the member's attending physician and hospital utilization and discharge planning departments. An inpatient continued stay will be subject to medical review as indicated by the member's diagnosis and response to treatment. The review will include evaluation of the member's plan of care and any subsequent diagnostic testing or procedures. If a stay is longer than the authorized length, the facility must provide clinical information supporting an extended stay 24 hours prior to the expiration of the authorized period.

#### Discharge Planning

Discharge planning activities are expected to be initiated upon admission by the admitting facility. MHS Medical Management is available to assist in coordinating the discharge planning efforts with the member's attending physician, PMP and hospital discharge planning department in order to ensure appropriate post-hospitalization discharge care.

The MHS Medical Management nurse case managers will coordinate follow-up care for members by working with the member, PMP, appropriate hospital personnel and specialty providers as appropriate. MHS Medical Management will maintain documentation of all coordinated care efforts on a case-by-case basis.

For information about discharge planning for behavioral health-related admissions, refer to Chapter 11.

# 6

## Chapter 6: Medical Management (cont'd)

### **Routine, Urgent and Emergency Care Services Defined**

Members are encouraged to contact their PMP or our MHS 24/7 Nurse Advice Line prior to seeking urgent or emergent care except in a true emergency. If a member is referred to the emergency room by his or her PMP/doctor or the MHS Nurse Advice Line, any copay will be waived. If you send a member to the ER, please notify MHS at 1-877-647-4848. The following are the MHS definitions for routine, urgent and emergent care:

Routine care is designed to prevent illness, and manage disease complications and disease processes. Examples of routine care include immunizations and regular screenings such as PAP smears or cholesterol checks.

An urgent condition is defined as a health condition (including an urgent behavioral health situation) which is not an emergency, but would cause a prudent layperson possessing the average knowledge of healthcare to believe the situation requires medical treatment or evaluation within 24 hours by the member's PMP or PMP designee to prevent serious deterioration of the individual.

An emergency medical condition is defined as a medical condition manifested by acute symptoms of sufficient severity (including severe pain), such that a prudent layperson who possesses an average knowledge of healthcare could reasonably expect the absence of immediate medical care to result in death, serious health-related injury, permanent impairment of bodily functions, or serious dysfunction of any bodily organ or part, or a threat to the health or safety of a pregnant woman or an unborn child, with inadequate time or inability to ensure a safe transfer to another hospital. A member may select any IHCP provider or hospital for true emergency care.

## Chapter 7: Medical Management Appeals

Essential to MHS' mission is providing quality medical care to our members in a professional, cost-effective manner. Achieving this mission sometimes requires requests for coverage of certain services be reviewed, and these requests may be denied or modified by an MHS physician reviewer. As a provider of these services, you may disagree with that denial and request MHS to reverse the decision. The purposes of the medical management process are:

- To ensure appeals are appropriately addressed and resolved in a timely manner
- To continually improve the level of service provided to members by critically evaluating the appropriateness of medical necessity decisions and the manner in which they are made and by providing feedback to MHS departments to be used to improve processes

MHS has pledged to the state of Indiana, to members and to the provider community that MHS will take no action to discourage, retaliate or discriminate in any way against any provider who assists a member in filing an appeal under the MHS member appeal process, nor against any provider who pursues a medical management appeal under the process described here.

### Appeal Review Guidelines

All medical necessity appeals will be reviewed by an MHS Medical Director other than the one rendering the original decision. No reviewer who is in direct competition with the submitting provider or the member's managing physician, or who is involved directly in the member's care, may be involved in reviewing and deciding the appeal.

MHS will engage a specialist consultant in the same specialty as the member's managing physician to review a medical necessity appeal if MHS does not have a medical director of same or similar specialty. The specialist consultant may grant or deny the appeal.

### Medical Necessity Appeal

A medical necessity appeal is the first and only level of appeal for the member and provider relating to medical necessity determinations. Medical necessity appeals must be filed by one of the following: the member, the member's authorized representative, the member's provider of record, or a healthcare practitioner with knowledge of the member's medical condition acting on the member's behalf.

A provider may file an appeal on behalf of the member with the member's written consent; however, if an appeal is urgent or concurrent, such as for a hospital inpatient admission, written consent of the member is not necessary. The medical necessity appeal must be filed in writing by a physician (or hospital provider if a statement is included from the managing physician supporting the appeal).

Written member or provider appeals can be delivered by email to [appeals@mhsindiana.com](mailto:appeals@mhsindiana.com), by fax to 1-866-714-7993, or by mail to MHS Appeals, PO Box 441567, Indianapolis, IN 46244.

All member or provider appeals of an MHS decision as to medical necessity must include a statement from the provider supporting the appeal and the need for the service.

Each medical necessity appeal will be reviewed by an MHS Medical Director or Pharmacist. The reviewer may reverse the original decision and grant the appeal in whole or in part, or will uphold the original denial.

### Receipt and Review Timeline

The appeal must be received by MHS within 33 calendar days of the date listed on the denial determination letter. The monitoring of the appeal timeline will begin the day MHS receives and receipt-stamps the appeal. Verbal appeals are accepted but must be followed with a written, signed appeal.

Within three business days of the receipt of the appeal, MHS will mail written acknowledgement of receipt of the appeal to the submitting physician, the assigned PMP and the member. If the appeal is received outside of the allotted time frame, MHS will send a letter stating the appeal was received past the 33 calendar day time frame and will not be considered.

## Chapter 7: Medical Management Appeals (cont'd)

### Determination Timeline

Final determination regarding member appeals must be made by MHS within 20 business days of the date of receipt of the appeal request. MHS may request more time to review the appeal, in writing, on or before the end of the 20th business day, or the appeal will be approved.

Upon reaching a determination, MHS will attempt to notify the member by phone. The appealing party(ies) will receive written notification of the appeal resolution within 25 business days, signed by the MHS physician reviewer or his or her designee, mailed within five business days of the appeal determination to:

- The attending or managing physician and/or the facility
- The member's PMP
- The member and/or the member's designated personal representative
- In the case of an adverse determination, the letter will include information on the availability of any additional level of appeal

### Expedited Medical Necessity Appeals

The expedited appeal process is available in cases where, in the judgment of the member's managing physician, the time frame in the appeals process would result in a delay in the diagnosis and treatment of the member that would seriously jeopardize his or her life or seriously jeopardize his or her ability to reach and maintain maximum function. The expedited appeals process is not available or appropriate for post-service or claims appeals, since the services will have already been rendered.

An expedited appeal must be initiated by the member, member's authorized representative, member's provider of record or a healthcare practitioner with knowledge of the member's medical condition. The expedited appeal may be filed in writing and delivered by email, fax or mail, to: MHS Appeals, PO Box 441567, Indianapolis, IN 46244. All member or provider appeals of an MHS medical necessity decision must include a statement from the provider supporting the appeal and the need for the service.

### Receipt and Review Timeline

Decisions regarding expedited appeal will be made no later than 48 hours after the request is received by MHS. The appeal, together with all associated documentation, will be reviewed by an MHS physician reviewer, different from the physician reviewer who made the initial medical necessity determination. Review may also include contacting the member's managing physician to discuss the pertinent aspects of the case.

### Determination Timeline

Once the determination is reached, the managing physician will be notified verbally no later than 48 hours after the request is received. A written notification of the decision is sent to the member, the member's managing provider, the facility (if applicable) and the member's PMP within three business days of providing or attempting to provide the verbal notification. This notification will contain information about the basis for the decision and what, if any, additional appeal may be available.

Written notification of the appeal resolution is sent within three business days of attempting to provide verbal notification. The written notification is signed by the MHS physician reviewer or his or her designee and is mailed to:

- The attending or managing physician and/or the facility
- The member's PMP
- The member and/or the member's designated personal representative

In the case the requestor does not agree with the determination, the letter will include information on the availability of any additional level of appeal.

**External Independent Review**

If a member or provider is not satisfied, they may request an external independent review of any decision made by MHS medical management, a decision based on medical necessity, or a decision by MHS that the service being requested is experimental or investigational. MHS will send the complete case file to an external, independent reviewer registered with the Indiana Department of Insurance. In order for the provider to represent the member in the external independent review, the member must provide MHS with verbal and written consent.

Independent external reviews must be requested within 120 calendar days of the date of the appeal decision letter. The review may be requested in writing and may be submitted by email to [appeals@mhsindiana.com](mailto:appeals@mhsindiana.com), by fax to 1-866-714-7993, or by mail to MHS Appeals, PO Box 441567, Indianapolis, IN 46244

You may also request an independent review by contacting MHS Appeals at 1-877-647-4848. The independent reviewer has medical staff review the case, who will then send their answer to both the submitting member and to MHS within 15 business days. MHS pays for this review.

**State Fair Hearing**

A state fair hearing must be initiated by the member, member's authorized representative, member's provider of record, or a healthcare practitioner with knowledge of the member's medical condition. State fair hearings should be requested within 33 days of exhausting MHS' internal appeal procedures. A state fair hearing and an external independent review may occur simultaneously.

To request a state fair hearing, call MHS Appeals at 1-877-647-4848. Or you may write to the FSSA directly at: Hearings and Appeals Section, MS-04, Indiana Family and Social Services Administration, 402 West Washington St., Room E034, Indianapolis, IN 46204.

## Chapter 8: Pharmacy

MHS assumes pharmacy benefit management for HIP, HHW and Hoosier Care Connect through Envolve Pharmacy Solutions.

Pharmacy benefits for MHS members vary based on the member's individualized plan benefits. Information regarding individualized member's pharmacy coverage can be best found via our Secure Provider Portal.

### Preferred Drug List

MHS maintains separate preferred drug lists (PDLs) for HIP Basic, HIP Plus, Hoosier Healthwise and Hoosier Care Connect. The HIP Basic, HHW and HHW PDLs offer a comprehensive selection of therapeutic options through all drug classes. The HIP Plus PDL offers an even wider selection for HIP Plus members. The MHS PDLs are designed to assist contracted healthcare prescribers with selecting the most clinically and cost-effective medications available. The PDLs contains information on step therapy, prior authorization and therapeutic substitution. The PDLs provide instruction on the following:

- Which drugs are covered, including restrictions and limitations
- The Pharmacy Management Program requirements and procedures
- An explanation of limits and quotas
- How prescribing providers can make an exception request
- How MHS conducts generic substitution, therapeutic interchange and step therapy

#### The MHS PDL does not:

- Require or prohibit the prescribing or dispensing of any medication
- Substitute for the professional judgment of the physician or pharmacist
- Relieve the physician or pharmacist of any obligation to the member

The MHS PDL will be approved initially by the MHS Pharmacy and Therapeutics Committee (P&T), led by the Director of Pharmacy and Medical Director, with support from community-based primary care providers, pharmacists and specialists. Once established, the PDL will be maintained by the P&T Committee, using quarterly meetings, to ensure MHS members receive the most appropriate medications.

The MHS PDL contains those medications the P&T Committee has chosen based on their safety and effectiveness. If a physician feels a certain medication merits addition to the list, the PDL Change Request policy can be used as a method to address the request. The MHS P&T Committee would review the request, along with supporting clinical data, to determine if the drug meets the safety and efficacy standards established by the Committee. Copies of the PDL are available on our website at [mhsindiana.com](http://mhsindiana.com). Providers may also call MHS Provider Services at 1-877-647-4848 for printed copies of the PDL.

Specialty medications may be requested through Acaria Specialty Solutions at [acariahealth.com](http://acariahealth.com) or 1-800-511-5144. A complete list of specialty medications can be found on the MHS website.

MHS uses a preferred network model. A complete list of network pharmacies can be found on the MHS Find A Provider tool. Please note Walgreens is not a network pharmacy.

### Non-Covered Drugs

The following drugs are not part of the MHS Pharmacy benefit:

- Drugs that do not have FDA approval
- Experimental or investigational drugs
- Drugs used to help get pregnant
- Drugs used for weight loss
- Cosmetic or hair growth drugs
- Drugs used for erectile dysfunction
- Drugs not included in the OTC Drug Formulary listed in the MHS PDL
- Hepatitis C, Hemophilia, some Cystic Fibrosis medications and some medicines used for cancer or Duchenne's are managed by the FFS Pharmacy Program. PA requests, claims and appeals should be directed to OptumRx.



### Mandatory Generic Substitution

When generic drugs are available, the brand name drug will not be covered without a prior authorization. Generic drugs have the same active ingredient, work the same as brand name drugs, and may have lower copayments. If the member or physician/clinician feels a brand name drug is medically necessary, the physician/clinician can ask for prior authorization. We will cover the brand name drug according to our clinical guidelines if there is a medical reason the member needs the particular brand name drug. If MHS does not grant authorization, we will notify the member and physician/clinician and provide information regarding the appeal process. The provision is waived for narrow therapeutic drugs due to their narrow therapeutic index (NTI) as recognized by current medical and pharmaceutical literature.

### Prior Authorization

Any drug not appearing on the MHS PDL will require Prior Authorization from Envolve Pharmacy.

For prior authorization call 1-855-772-7125 or fax a prior authorization form to 1-866-399-0929. In the event Envolve Pharmacy is unavailable or while waiting for a prior authorization determination, the pharmacy may dispense a 72 hour supply of the prescribed drug. Prior authorization requests will be answered by Envolve Pharmacy within twenty-four (24) hours. Prior authorization forms can be found on the provider section of the MHS website.

Injectable drugs provided in a physician's office may require prior authorization and are not covered under the outpatient retail pharmacy benefit. These injectables must be billed on a physician claim.

### Specialty Medications

Specialty medications for HIP, HHW and Hoosier Care Connect members require prior authorization from Acaria Specialty Solutions, our specialty medication vendor. Acaria can receive prior authorization requests via web, fax at 1-855-678-6976 or by voice at 1-855-772-7121. The coverage determination voice line is 1-866-399-0928.

### Contacts for Appeals

In the event a patient and/or physician disagrees with the decision regarding coverage of a medication, the physician may appeal the decision in writing to MHS Appeals.

- By email to [appeals@mhsindiana.com](mailto:appeals@mhsindiana.com)
- By fax to 1-866-714-7993
- By mail to MHS Appeals, PO Box 441567, Indianapolis, IN 46244

A provider may file an appeal on behalf of the member with the member's written consent; however, if an appeal is urgent or concurrent, such as for a hospital inpatient admission, written consent of the member is not necessary.

## Chapter 9: Preventive Healthcare Programs

MHS has instituted a variety of programs and activities to promote preventive health services for our members. Following is a list of some of our programs and activities.

### Preventive Care Outreach

MHS conducts a variety of health promotion activities to encourage and facilitate preventive health visits, including but not limited to:

- ✓ Annual visit reminder postcards
- ✓ First Year of Life and Call to Action outreach calls
- ✓ Special mailings to promote Childhood Immunization, Adolescent Well Care, Diabetes Care and Women's Health Services
- ✓ Seasonal Influenza Vaccination campaign
- ✓ Medical Home Education

### MHS CentAccount®

CentAccount is an incentive program that encourages members to make healthy choices. MHS members can earn rewards on a CentAccount card for getting regular checkups and exams. CentAccount cards can be used at Walmart, CVS, Rite Aid, Dollar General and Family Dollar to purchase fresh foods/groceries, baby care and personal care items, as well as over-the-counter drugs (allergy, cold meds, pain relief, etc.) and much more. To learn more about the MHS CentAccount program, visit [mhsindiana.com](http://mhsindiana.com).

### MHS Healthy Celebration

MHS Healthy Celebration events focus on getting members in need of service to the doctor's office to receive their needed preventive care. MHS partners with a PMP office to schedule a specific day and time (four-hour minimum) for MHS members within that panel and in need of service to visit the office and receive specialty visits and screenings for:

- Children's Health: EPSDT/well-child (lead screen age appropriate)
- Women's Health: Mammography & Chlamydia

After the visit, the family can enjoy games, prizes, refreshments and more before they leave the doctor's office. Each member receives a goody bag full of MHS informational materials, giveaways and a healthy snack.

### HealthWatch/EPSTD

HealthWatch, Indiana's Early and Periodic Screening, Diagnosis and Treatment (EPSTD) program is a comprehensive preventive healthcare program designed to improve the overall health of infants, children and adolescents. MHS PMPs are required to participate in the HealthWatch (EPSTD) program.

The required well-child exams and screenings must be performed in accordance with the HealthWatch/EPSTD Periodicity and Screening Schedule that is based on American Academy of Pediatrics recommendations. Refer to the HealthWatch/EPSTD Provider Manual for complete guidelines on the required EPSTD components, billing guidelines, and supplemental resources at [provider.indianamedicaid.com/general-provider-services/manuals.aspx](http://provider.indianamedicaid.com/general-provider-services/manuals.aspx). The Periodicity and Screening Schedule is in Appendix A of the HealthWatch/EPSTD Provider Manual. MHS has well-child templates, for all age groups, available for free download on the MHS provider website. These templates were created in accordance with all HealthWatch/EPSTD requirements. MHS offers on-site educational visits by a QI Nurse to review EPSTD components and best practice strategies.

### Bright Futures

Bright Futures is a comprehensive set of health supervision guidelines developed by a multidisciplinary health expert team. The guidelines are intended to establish a standard of care of health promotion, disease prevention and developmental surveillance. MHS has endorsed the Bright Futures Toolkit. To learn more about Bright Futures or obtain a toolkit, please contact your Provider Partnership Associate.

## Chapter 9: Preventive Healthcare Programs (cont'd)

### MEDTOX

It is a federal requirement to test all Medicaid recipients for lead toxicity at one and two years of age, and children three to six years of age if never tested, regardless of their risk factors.

MEDTOX filter paper lead testing is a simple, cost-effective and accurate service to collect lead screenings. Screenings can be performed with as little as two drops of blood during any office visit. Collection supplies are delivered directly to the practitioner's office, and MEDTOX handles the Medicaid filing. MEDTOX utilizes state-of-the-art technology to assure timely and accurate results. If you are interested in learning more or signing up for MEDTOX, please contact your Provider Partnership Associate.

### Immunizations

Infants, children and adolescents under the age of 18 should receive all recommended immunizations unless medically contraindicated or against parental religious beliefs. A complete immunization history must be documented in the medical record, even if the member has received immunizations at a facility other than your office (i.e. health department, previous PMP office). Visit [mhsindiana.com](http://mhsindiana.com) for a direct link to the Centers for Disease Control's recommended immunization schedule for children and adolescents.

Adults should receive all recommended immunizations unless medically contraindicated or against religious beliefs. A complete immunization history must be documented in the medical record even if the member has received immunizations at a facility other than your office (i.e. health department, previous PMP office). Visit [mhsindiana.com](http://mhsindiana.com) for a direct link to the Centers for Disease Control's recommended adult immunization schedule.

### Vaccines for Children (VFC)

MHS PMPs may receive vaccines for immunizations free of charge through the ISDH. Information for enrolling in this program is available by contacting the ISDH Indiana Immunization Program at 1-800-701-0704. More information can be found at [in.gov/isdh](http://in.gov/isdh) and in the IHCP Provider Manual. The MHS policy on payment for immunizations is outlined in Chapter 4.

### Children & Hoosiers Immunization Registry Program (CHIRP)/MyVaxIndiana

Medical providers in Indiana are required to submit complete vaccination records (for vaccines administered to individuals under 19 years of age) to the state CHIRP registry system within seven business days. CHIRP is a statewide, confidential, electronic system designed to keep track of immunization records through the online portal at [chirp.in.gov](http://chirp.in.gov). There is no charge to participate, and it is easy to enroll and use. Additional benefits include:

- Helping to reduce under- and over-immunization
- Improving immunization rates by providing an up-to-date immunization history
- Providing ISDH lead screening test results
- Simplifying vaccine management by tracking inventory and automatically creating the VFC reporting document
- Creating a reminder/recall notification for parents and members
- Easier printing of official immunization cards
- Reducing staff time spent searching and calling for immunization records

Additional information is available by calling the CHIRP Support Center at 1-888-227-4439 and online at [chirp.in.gov](http://chirp.in.gov).

## Chapter 9: Preventive Healthcare Programs (cont'd)

### Clinical Practice and Preventive Health Guidelines

MHS adopts and annually updates practice guidelines to support the provision of evidence-based care. MHS adopts preventative and clinical practice guidelines for the provisions of acute, chronic, and behavioral health services relevant to the populations served from recognized sources. Guidelines are presented to the MHS Clinical & Service QI Committee (CASQIC) for appropriate physician review and adoption. They are updated upon significant new scientific evidence or change in national standards or reviewed at least every two years. Current guidelines for MHS practitioners include the following topics:

- ADHD
- Adult Preventive Care
- Anxiety Disorder
- Asthma
- Back Pain
- Bipolar Disorder
- Chlamydia Screening
- Coronary Artery Disease
- COPD
- Diabetes
- Heart Failure
- Hyperlipidemia
- Hypertension
- Immunizations
- Lead Screening
- Major Depressive Disorder
- Oppositional Defiant Disorder
- Panic Disorder
- Pediatric Preventive Care
- Perinatal Care
- Respiratory Illness
- Schizophrenia
- Sickle Cell
- Stress Disorder
- Substance Use Disorders
- Tobacco Cessation
- Use of Psychotropic Meds.
- Weight Management

Guidelines are available for review through links to the applicable professional organization/journal at [mhsindiana.com](http://mhsindiana.com). Guidelines and other materials may also be requested by calling MHS Provider Services at 1-877-647-4848.

### Healthy Indiana Plan (HIP) Recommended Preventive Care/Incentive

Preventive care incentives are built into the HIP program by offering financial reimbursement of POWER Account funds through account “rollover” from one benefit year to the next when members receive required preventive care services. Please refer to Chapter 15.

### Tobacco Cessation and the Indiana Tobacco Quitline (1-800-QUIT-NOW)

MHS reimburses providers for tobacco cessation counseling. MHS also covers prescription cessation aids.

MHS recommends providers ask all adolescents and adults about tobacco use and provide tobacco cessation counseling for those who use tobacco products. Pregnant women who use tobacco products should have counseling that includes information about the effects of tobacco use on the unborn child and how cessation can improve birth outcomes. To begin this process, MHS suggests asking two questions, “Do you smoke?” and “Can I help you quit?” of every member. Research has shown even brief counseling is effective in facilitating quit attempts.

MHS encourages utilization of the Indiana Tobacco Quitline which offers free one-on-one counseling services available in more than 170 languages and other resources to providers who want to assist their patients. The Quitline referral/consent form is located on the MHS website in the Provider Resources section under Forms – Care Management. To make referrals fill out the fax referral form along with your patient, have them sign for consent as required by HIPAA and fax to the number listed on the form. Once the referral is made, the Quitline will report whether or not the patient has been contacted, enrolled into services and plans to quit. Additional Quitline information can be obtained online at <http://www.in.gov/quitline/2346.htm> or by calling 1-800-QUIT NOW.

MHS has a case management team consisting of nurses and social workers to work with members to manage acute episodes, multiple chronic conditions or events, provide education on new chronic conditions, and link them with health and community resources. The goals of the program are to:

- Identify members who could benefit from case management
- Help members obtain appropriate medical and social services
- Help the member understand the importance of adherence to the provider treatment programs and medication adherence
- Help the member better understand their medical condition and prevent exacerbation of the condition

### **Prenatal and Well-Baby Programs**

Preconception planning and ongoing prenatal care is important to managing risk factors and minimizing potential complications during the gestation period, thereby reducing infant morbidity and mortality. Statistics show women who receive early and regular prenatal care are more likely to have healthier babies.

MHS provides case management services to our pregnant members with specific focus on high risk members. Staff conducts phone outreach to all identified pregnant members in order to complete a prenatal assessment and stratification based on identified risk factors.

### **Start Smart for Your Baby<sup>®</sup>**

MHS offers our award-winning Start Smart for Your Baby program to all of our pregnant members. The program provides educational materials and guidance to encourage our members to obtain prenatal healthcare as well as information about how to stay healthy during pregnancy to improve health outcomes. Members identified with any risk factors are encouraged to enroll in our OB Case Management program. Our nurses contact members to encourage compliance with their treatment plans as well as to answer questions and provide assistance in preparation of delivery.

### **MHS Special Deliveries**

Members at high risk for pregnancy complications are enrolled in Special Deliveries. These members are assigned to a nurse with high-risk OB experience who follows the members throughout their pregnancies to support their treatment plans and monitor members for potential signs of complication through home visits and over-the-phone communications. Our nurses provide status reports throughout the member's pregnancy and are available to assist the member at any time. MHS also offers several home-based programs to address complications related to pregnancy, such as gestational diabetes and hyperemesis gravidarum.

### **Start Smart for Your Baby<sup>®</sup> Post-Partum Program**

Members receive a Start Smart newborn mailing after they deliver, including information about caring for their newborn and a special preventive care incentive through the MHS CentAccount rewards program, earned when the baby receives his or her EPSDT visits.

### **First Year of Life Program**

Our First Year of Life nursing team reaches out to mothers of newborns to encourage enrollment in the program. This innovative program is designed to encourage consistent well-child care, including appropriate receipt of immunizations; provide education on appropriate use of the ER as well as home and child safety; prevent injuries and shaken baby syndrome; and identify signs of postpartum depression. The staff continues support and education throughout the baby's first 15 months of life.

### **Puff Free Pregnancy<sup>®</sup> Smoking Cessation Program**

Puff Free Pregnancy is a program that assists pregnant members with smoking cessation. It encompasses multiple interventions that encourage the member to learn about the risks of smoking and how to obtain assistance. Obstetrical and family practice providers will receive a mailing that introduces them to the program and includes educational collateral, including "The Five A's" counseling approach and stickers to place on a member's medical chart to remind office staff the member is participating in the program. Providers will receive monthly updates via fax from a health coach regarding progress for those members enrolled in the program.

### Referral to Case Management

Any physician wishing to refer a member to the program should submit the Case Management Referral form, available at [mhsindiana.com](http://mhsindiana.com), or call MHS Medical Management at 1-877-647-4848.

### Disease Management Programs

MHS works with our disease management sister company Envolve People Care Disease Management to provide disease management services to members diagnosed with asthma, diabetes, COPD, CKD, CHF and CKD. Envolve People Care Disease Management provides over-the-phone education and outreach through personal health coaches. Respiratory therapists and certified diabetic educators provide home visits to members at highest risk for hospital admission and health-related complications. All members with the above diagnoses will receive educational materials and some level of intervention based on severity. The goals of the program are:

- Identifying members with the above diagnoses who are at risk for complications
- Assuring members have access to appropriate care, receive appropriate medications and understand the importance of compliance with medications
- Collaborating with providers to ensure each member has a home action plan to manage their disease and identify triggers

The program will identify at-risk and non-compliant members from sources including inpatient admission related to complications associated with their disease, emergency department reports, review of pharmacy claims, physician referrals and care gaps. All members who have been hospitalized or referred by their physician will be contacted for enrollment in the program. Participants are interviewed using specially-designed assessment tools to identify specific problems.

Any physician wishing to refer a member to the program should submit the Disease Management Referral form, available at [mhsindiana.com](http://mhsindiana.com), or call MHS Medical Management at 1-877-647-4848.

MHS also provides disease management for Behavioral Health conditions such as depression and ADHD.

### Lead Disease Management

MHS contracts with MEDTOX to provide MHS providers with free lead screening toolkits. Supplies, lab and reporting are all included for free as part of the toolkit. Please contact your MHS Provider Partnership Associate for more information.

### Frequent Emergency Room Utilizers Management Program

MHS Medical Management collaborates with Member and Provider Services to identify members over-utilizing the ER and provides case management services to decrease inappropriate utilization.



### Right Choices Program (RCP)

Members may receive specialized intervention due to medical or behavioral conditions that prevent them from establishing a medical home. They can receive these services from a case management team through RCP. Based on thresholds established by the state, members will be reviewed by a clinical team at MHS and enrolled in RCP as appropriate. RCP participants are assigned to one PMP, one pharmacy and may be assigned to one hospital system. RCP members will be reviewed by the clinical team, including the member's provider(s), every two years for possible "graduation" from the RCP. A member can appeal their RCP status through normal appeal channels. Please see Chapter 7 for more information.

An RCP member's PMP makes all referrals to specialists, including carved-out services if medications are prescribed. MHS will provide a case management nurse or social worker who will complete the member's "team of experts" and will be available to both the member and the providers as a resource. When a member is placed in RCP, letters will be mailed to the PMP, pharmacy and hospital alerting them of lock-in participation.

### Children with Special Needs

The Children with Special Needs program (CWSN) was developed to improve member and family knowledge of various developmental disorders and to assist them in the establishment of an appropriate medical home. The program uses strategies that are implemented by the CWSN staff, focusing on the utilization of various evidence-based CPGs. The CWSN program utilizes providers as well as community partners for healthcare education and assistance. A multidisciplinary team from MHS will be able to assist the member and the member's family in obtaining the services they need to achieve optimal quality of life. The main goals of the unit are:

- To reduce/eliminate barriers to care, education and social activities
- To reduce/eliminate fragmentation of services and complications relating to co-morbidity frequently seen in special needs children
- To increase a member's ability to perform activities of daily living
- Connect members and their families with community-based resources and support
- Improve members' quality of life

Identified and referred members are screened and assessed for inclusion in the program. Members who participate in the program may have the following, which include but are not limited to:

- Autism Spectrum disorders
- Congenital anomalies
- Pervasive developmental delays
- Neurological disorders

### Behavioral Health Intensive Case Management

MHS offers intensive behavioral health case management services provided by master's-level licensed behavioral health case managers to coordinate access to care for services at state hospitals, Medicaid Rehabilitation Option services, 1915(i) services, State Plan Home and Community-Based services programs, Behavioral and Primary Healthcare Coordination (BPHC), Adult Mental Health and Habilitation (AMHH) and Children's Mental Health Wraparound (CMHW), and services provided at a Psychiatric Residential Treatment Center, which are available outside the Hoosier Healthwise and Hoosier Care Connect benefit package. MHS offers a variety of tools and interventions to assist members with maintaining community tenure and compliance with treatment. MHS behavioral health case management staff is co-located with MHS medical case management staff to ensure collaboration and integration for members with dual behavioral and medical diagnosis.

All members who are hospitalized for inpatient mental health treatment are enrolled in case management for a minimum of 90 days. PMPs can also refer members for intensive case management services who may benefit from coordination of activities or additional assistance in obtaining resources. Please contact MHS Medical Management at 1-877-647-4848 to make a referral.

### Behavioral Health Disease Management

MHS offers disease management programs for the following diagnoses:

- Attention deficit/hyperactivity disorder
- Depression, including perinatal depression

Members enrolled in disease management receive educational mailings regarding their diagnosis and helpful tools to assist with managing and directing their care. Members identified as moderate or high-risk receive additional assistance and outreach from our case management staff. PMPs are encouraged to inform members of these services and to make referrals to MHS for members they identify with any of these conditions.

### Behavioral/Physical Healthcare Coordination

MHS contractually requires behavioral health providers to communicate a member's initial diagnosis. The provider will document and, upon request, shall share the following information for a member receiving behavioral health treatment with the member's PMP and MHS:

- A written summary of each member's treatment session
- Primary and secondary diagnosis
- Findings from assessments
- Medication prescribed
- Psychotherapy prescribed
- Any other relevant information

If the member's visit is an initial visit, the provider will submit the information listed above to MHS within five days of such visit. In addition, the provider shall notify MHS of any significant changes in the Member's mental health status or level of care.

MHS encourages PMPs and behavioral health providers to exchange information to ensure coordination of care as per state requirements. Indiana Code 16-39-2-6(a) confirms a release of information is not required to release these records; however, release of information signed by the member is required for substance abuse treatment records or actual psychiatric treatment notes.

MHS forwards a behavioral health profile to the PMP on a monthly basis to facilitate coordination between Behavioral Health and Physical Health providers. The profile is a summary of behavioral health services provided, behavioral health providers, psychiatric medications and behavioral health outpatient/inpatient services that each of our members accessed during the previous month. For any member who receives inpatient acute behavioral healthcare, MHS will forward information to the PMP immediately upon discharge. MHS behavioral health case managers are available for discharge planning and follow-up for discharged members.

**Billing for Behavioral Health Services**

PMPs providing physical assessments including a behavioral health component may bill MHS directly for those services. The CPT codes that can be billed are 96150-96155. Mid-level providers (LCSW, LMFT, LMHC) working with the PMP who bill these codes may bill MHS under the PMP's billing information. If more intensive therapeutic services are provided by the mid-level, such as individual therapy (e.g. 90804), those should be billed directly to MHS under a supervising physician (psychiatrist) or HSPP, and the mid-level provider would need to be credentialed by MHS. For behavioral health claims, utilize the MHS payer ID 68068.

**Overview**

The MHS Quality Improvement (QI) Program seeks to ensure:

- The quality of clinical care and services as well as the safety of clinical care
- Member satisfaction with the experience of care
- Compliance with applicable state/federal regulations and NCQA standards

To that end, an extensive monitoring system has been put in place to assess topics which include, but are not limited to:

- Compliance with evidence-based care standards reflected in HEDIS measures related to preventive health and chronic condition management
- Member and provider satisfaction
- Adverse events
- Member complaints
- Compliance with NCQA and OMPP standards for:
  - Practitioner availability (including geographic distribution and member preferences related to culture/race/ethnicity/language)
  - Member access to appointments and after-hours clinical advice
- Continuity and coordination of care
- Effectiveness of Case Management and Disease Management services
- Care provided to members with special and complex health needs and the medically frail
- Pharmacy services
- Medical record documentation

The MHS QI strategy is developed with input from practitioners and members. Practitioners have an opportunity for input through the Clinical and Service QI Committee (CASQIC), UM Committee, Credentialing Committee, P&T Committee and Provider Satisfaction Survey, as well as less formal feedback mechanisms. Members may provide input through the Member Advisory Committee, focus groups and through analysis of their responses to satisfaction questionnaires.

The goals of the MHS QI program are to develop and maintain a system that does the following:

- Provides MHS members a healthcare delivery system that meets and exceeds generally accepted definitions of quality
- Promotes optimal physical and behavioral health outcomes
- Monitors and improves as needed:
  - Clinical Care Quality
  - Continuity & Coordination of Care
  - Services to Members with Special Needs
  - Quality of Service
  - Safety of Clinical Care
  - Satisfaction with the Care/Service Experience
- Actively involves providers in the improvement of the quality of patient care
- Seeks member input and incorporates it into quality improvement program activities
- Provides a definition of performance standards via Healthcare Effectiveness Data and Information Set (HEDIS®), a set of standardized performance measures designed to allow reliable comparison of performance of managed healthcare plans
- Monitors member satisfaction via the Consumer Assessment Healthcare Providers and Systems (CAHPS®), a set of standardized surveys that measure patient satisfaction with the experience of care
- Monitors practitioner satisfaction through standardized surveys about their experience with MHS
- Monitors member satisfaction with MHS case management

- Provides healthcare services in a manner consistent with:
  - Generally-accepted principles of professional practice and adherent to evidence-based guidelines
  - Cultural and linguistic needs/preferences of MHS members
- Promotes recovery from mental illness through excellent member care management
- Promotes member recovery and resiliency to support improved healthcare outcomes
- Achieves compliance with NCQA and State/Federal regulatory standards
- Analyzes the existence of significant healthcare disparities in clinical areas
- Obtains “Best in Class” standing in the state of Indiana
- Produces actionable, valid and reliable data to drive decision making, resulting in improved quality of services and member care

The following general objectives have been defined as a means of achieving the above-listed goals:

- Identify clinical priorities for members within each line of business
- Ensure that effective resources and programs are in place to address clinical priorities, via the following mechanisms:
  - Adoption and distribution of preventive health and clinical guidelines
  - Provider education
  - Member education
  - Care gap/appointment outreach calls
  - Population health approach via
    - Case Management
    - Complex Medical and OB Case Management
    - Disease Management
  - ER diversion/medical home promotion
  - Primary-Specialty care coordination
  - Medical-Behavioral Health (BH) care coordination
  - Health promotion incentive programs
  - Grievance and appeals mechanisms
- Monitor trends related to service utilization and respond to identified issues
- Ensure provider network adequacy/geographic distribution via systematic monitoring
- Ensure appropriate appointment and after-hours access via annual monitoring of the PMP and Specialist networks
- Ensure the availability of culturally and linguistically appropriate services through systematic monitoring and improvement activities
- Ensure that the voice of the customer helps inform QI Program direction, through Member and Provider participation in QI committees
- Implement focused monitoring activities to ensure that needs of Members with Special Needs and the Medically Frail are met
- Comply with State and NCQA standards
- Participate in clinical studies using HEDIS data and data from similar sources to regularly assess the quality and appropriateness of care provided to members, including members under 21 years of age taking into account EPSDT/Health Watch requirements
- Include at least one provider relations quality improvement project annually
- Actively participate in any state-sponsored prenatal care coordination programs
- Participate in the Office of Medicaid Policy and Planning (OMPP) Quality Strategy Committee and relevant subcommittees
- Comply with future CMS national reporting measures and required topics for improvement projects
- Participate in External Quality Review Organization (EQRO) initiatives developed by the FSSA and include EQRO recommendations in QI Program planning
- Evaluate the QI program annually and modify it as necessary to achieve program effectiveness

Examples (which are not all-inclusive) of ongoing activities established to support MHS quality and safety goals are:

- The Provider Pay-for-Performance Program, based on achievement of priority HEDIS measure goals (more information about this program can be found on the MHS secure provider portal)
- The CentAccount member incentive program involving rewards for Health Needs Screening and annual PMP well-visits
- Adoption of Clinical Practice and Preventive Health Guidelines
- Dissemination of best practice examples
- EPSDT/preventative health practice onsite audits and education
- Practice support by Field QI Coordinators
- Preventive health outreach to members (through both verbal and written communications)
- Home lab testing options
- Member complaint and adverse event monitoring, with Quality of Care review of potential quality issues
- Comprehensive Case and Disease Management programs

### Quality Improvement Oversight

The MHS Board of Directors approves the QI Program and monitors the program's effectiveness. The Board of Directors delegates the authority for the operational implementation and accountability for this program to the MHS CEO, the Chief Medical Director and the Clinical and Service Quality Improvement Committee (CASQIC), which is comprised of MHS network healthcare practitioners including PMPs, specialists and behavioral health practitioners along with community stakeholders.

The structure of the QI Program is designed to promote organizational accountability, responsibility and authority in the identification, evaluation and correction of quality-of-care problems and organizational areas needing improvement. This involves extensive participation of advisory committees, MHS staff and network practitioners.

The following is a list of the committees that participate in the implementation and evaluation of QI activities:

- **Senior Executive Quality Improvement Committee (SEQIC)** - Comprised of MHS' CEO and senior executive staff, this committee approves policies, procedures and process coordination of the QI Program.
- **Clinical and Service Quality Improvement Committee (CASQIC)** - Responsible for assessing the status and progress of all QI Program efforts, CASQIC recommends and/or monitors information and trends for conformance with standards and criteria for the delivery of care and service. CASQIC reviews outcome studies and recommends action based on results. It serves as the Peer Review Committee for quality-related issues. In addition, CASQIC reviews HEDIS and CAHPS® rates and assists in identifying barriers, opportunities and practical interventions. CASQIC approves policies and procedures, reviews quality improvement activities, determines the need for the adoption of Clinical Practice and Preventive Care Guidelines and approves when guidelines are updated.
- **Utilization Management Committee (UMC)** - The Utilization Management Committee's primary purpose is to provide oversight of the UM program and associated activities to ensure UM activities are integrated into all functional areas and departments. The committee is responsible for analyzing UM data, identifying trends and addressing identified issues. Additional responsibilities include monitoring the appropriateness of care, including over- and/or under-utilization of services as well as review and approval of medical necessity criteria and CPGs.
- **Member Complaints and Appeals Advisory Analysis Workgroup** - This MHS staff-only committee is responsible for reviewing member and provider quality-of-care and quality-of-service complaints and appeals, developing reports, analyzing trends and providing recommendations to the CASQIC.
- **Credentialing Committee (CC)** - The Credentialing Committee is responsible for the review and assessment of provider applications to join MHS' network. The CC establishes that each network practitioner is qualified by training and experience and his/her clinical performance is consistent with the standards established by the MHS Credentials Policy. Learn more about the Credentialing Committee in Chapter 16.



- **Member Advisory Council (MAC)** - The MAC provides a forum for MHS to solicit member input into the QI program. The MAC includes members, parents/guardians of children who are MHS members, and MHS staff as appropriate.
- **Executive Steering Committee** - The Executive Steering Committee is a monthly subcommittee of SEQIC and is responsible for identifying and developing quality improvement activities encompassing HEDIS, CAHPS and preventive health benchmark measures for appropriate delivery and management of healthcare services and disease management activities for chronic disease states.

### Delegated Activities/Services

MHS may assign authority to other organizations to conduct functions and activities on MHS' behalf as defined within a formal agreement. This arrangement is called "delegation." MHS may delegate operational functions, such as claims processing, practitioner credentialing, UM, and fraud and abuse monitoring, to another entity. As described in the QI documents, the delegated entity must undergo a pre-delegation review to demonstrate its ability to provide the operational function to be delegated. MHS and the delegated entity execute a formal delegation agreement, and MHS monitors activities and functions regularly using a formal, systematic process to assess compliance to the terms of the delegation agreement.

### Clinical Practice and Preventive Health Guidelines (CPGs)

MHS has adopted Clinical Practice and Preventive Health Guidelines which are available for review online at [mhsindiana.com](http://mhsindiana.com). References utilized for the creation of these CPGs include the CDC, American College of Cardiology and American Heart Association, American Cancer Society, American Diabetes Association, American Academy of Pediatrics, NHLBI, ACOG and others specific to the disease entity.

These CPGs are for reference purposes and may not contain all updated information. CPGs are reviewed and approved by the CASQIC at least every two years to assure appropriateness and current content.

**The MHS QI Program Description and Health Plan Report Card** are available for review online at [mhsindiana.com](http://mhsindiana.com). Materials may also be requested by calling MHS Provider Services at 1-877-647-4848.

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment

### Eligibility for Hoosier Healthwise (HHW) & Hoosier Care Connect

The local county office of the DFR, a part of the Family and Social Services Administration (FSSA), is responsible for determining eligibility of persons applying for the HHW and Hoosier Care Connect program. Persons interested in applying for HHW or Hoosier Care Connect should be referred to the local county office of the DFR in the county in which they live. A link to the complete listing of DFR offices by county can be located in Chapter 1 of the IHCP Provider Manual.

Applicants select a health plan on their DFR benefit application. If the applicant is enrolled in HHW or Hoosier Care Connect but did not select an MCE on the application, he or she has 14 days from the eligibility determination date to select an MCE. Individuals who do not make a voluntary health plan selection are assigned to a health plan via an automated assignment process that links the member with an appropriate health plan. The health plan assists the member with PMP selection.

Member eligibility in HHW and Hoosier Care Connect is effective on the first or 15th calendar day of a month and may be confirmed by any of the eligibility verification systems described in this chapter or Chapter 3 of the IHCP Provider Manual.

### HHW & Hoosier Care Connect Member Open Enrollment and Plan Changes

HHW and Hoosier Care Connect Members are enrolled with a health plan for a one-year period so long as they remain eligible. MHS members can change health plans during the initial 90 days of their enrollment with a health plan, annually on the member's HHW or Hoosier Care Connect enrollment anniversary date, or when a member has a just cause reason to initiate a change. If the member's doctor changes to another health plan and the member wishes to remain with that doctor, this can be a just cause reason to initiate a change. Members will not automatically follow the PMP.

Just cause includes instances where:

- There is a lack of access to medically-necessary services covered under the plan's contract with the state
- The plan does not, for moral or religious objections, cover the service the member seeks
- The member needs related services to be performed at the same time, not all related services are available within the plan's network, and the member's PMP or another provider determines that receiving the services separately would subject the member to unnecessary risk
- Lack of access to providers experienced in dealing with the member's healthcare needs
- Poor quality of care, including the failure to comply with established standards of medical care administration or significant language or cultural barriers

MHS tries to resolve all member concerns. If the issue cannot be resolved, the member will be referred to IHCP.

### Eligibility for Healthy Indiana Plan (HIP)

HIP is a program created to provide health care coverage to low-income adults. Hoosiers between the ages of 19-64 whose family income is up to 138% of the federal poverty level are eligible for HIP. Eligibility is determined by the DFR, as it is with HHW and HCC.

As with HHW and HCC, applicants select a health plan on their DFR benefit application. Members must make a MCE selection before their first payment. The health plan assists the member with PMP selection.

HIP members have an annual period when they can change their MCE called "MCE Selection Period." The MCE Selection Period runs from November 1 – December 15. HIP members are locked into their MCE for one calendar year. If they leave Medicaid and return, they will return to the MCE they were assigned to when they left the program. Additionally they will not be able to switch MCEs during their annual redetermination period.

The state determines member eligibility for HIP, which can be determined anytime within the month of the member paying their POWER Account contribution. Eligibility may be confirmed by any of the eligibility verification systems described in this chapter or Chapter 3 of the IHCP Provider Manual. Generally, with a few exceptions, HIP members are guaranteed eligible for a twelve (12) month benefit period. Remember to use the IHCP Provider Healthcare Portal or [mhsindiana.com](http://mhsindiana.com) for package coverage and copayment information at each encounter.

# 13

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

There are several benefit packages in HIP, some of which require copays upon the rendering of services. Please see the table below for additional information. Information on copays is provided in Chapter 14. Use the IHCP Provider Healthcare Portal or mhsindiana.com for package coverage and copayment information.

IHCP BENEFIT PACKAGE: DESCRIPTION	ZERO COST-SHARE (YES OR NO)	COPAYS (YES OR NO)
RPN: Plus Pregnancy, Plus	Yes	No
RPC: Plus	No	Yes – ER Only
RBN: Basic Pregnancy, Basic	Yes	No
RBC: Basic	No	Yes
SPN: State Plan Plus Pregnancy, State Plan Plus	Yes	No
SPC: State Plan Plus	No	Yes – ER Only
SBN: State Plan Basic Pregnancy, State Plan Basic	Yes	No
SBC: State Plan Basic	No	Yes
Hospital Presumptive Eligibility (HPE)	No	Yes

### HIP Member Open Enrollment and Plan Changes

HIP Members are enrolled with a health plan for a one-year period so long as they remain eligible for HIP. MHS HIP members can change health plans any time before the member pays his/her first POWER Account payment, during the annual MCE Selection Period, or when a member has a for cause reason to initiate a change (such as if the doctor changes to another health plan and the member wishes to remain with that doctor).

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

### Hospital Presumptive Eligibility (HPE) for HIP

Patients admitted to the hospital may be considered HPE for HIP and will be enrolled with an MCE for a period of time, which begins on the day a qualified acute care hospital makes a determination the individual is presumptively eligible and ends on the earlier of -

- When a decision is made by the Indiana Family and Social Services Administration (FSSA) on the member's completed Indiana Application for Health Coverage Program application; or
- The last day of the month following the month in which a member is determined presumptive eligible for coverage but has not completed an Indiana Application for Health Coverage application

The hospital presumptively-eligible applicant will receive health benefits equivalent to the HIP Basic plan and will be subject to copayments for services rendered. HPE members will be eligible for HIP Basic as direct eligible with no break in coverage.

An individual is allowed only one presumptive eligibility coverage period per rolling 12-month period.

19- and 20-year-olds who are considered HPE receive EPSDT including dental and vision services.

### Pregnancy and HIP Members

HIP members who become pregnant are eligible to receive maternity benefits through their current HIP benefit plan. HIP members will receive maternity services through their existing HIP benefit package. Pregnant members are not subject to cost-sharing such as copays. As a reminder, a Notification of Pregnancy risk assessment (NOP) should be completed for all pregnant members.

### Verifying Member Eligibility

Providers are responsible for verifying eligibility every time a member schedules an appointment and when the member arrives for service. As some HIP members are responsible for copays, it is very important for providers to check the eligibility and packages of HIP members to determine if a copay is due at the time of service. Please see Chapter 14 for additional information regarding copays. Use the IHCP Provider Healthcare Portal or [mhsindiana.com](http://mhsindiana.com) for package coverage and copayment information.

PMPs should also verify the member is assigned to his or her panel, as members may request a PMP change at any time. If you have a member in your office who is not currently assigned to your panel, you may accept the member as a new patient. Please see the PMP Selection/Panel Assignments section below for additional information.

It is important to note IHCP will only indicate MHS as the member's health plan and will not include specific PMP assignment until 30 days following enrollment with a health plan. After that initial 30-day period, this information will be available via the MHS Secure Provider Portal, the IHCP Provider Healthcare Portal and the IHCP AVR system.

Until the actual date of enrollment with MHS, MHS is not financially responsible for services the prospective member receives, nor is MHS financially responsible for members whose coverage has been terminated. MHS is responsible for the institutional charges for those individuals who are MHS members at the time of a hospital inpatient admission and who experience a change in health plans during that confinement, where the type of admission is paid under the DRG methodology.

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

### Means for Verifying Eligibility

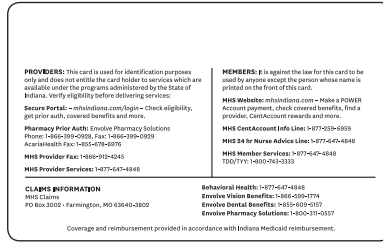
To verify eligibility and plan enrollment, providers may access the following resources:

- **OMNI 380 terminal (OMNI)** - The OMNI 380 terminal, more commonly referred to as the OMNI Swipe Card device (OMNI), is a swipe card or manual entry device. The OMNI provides all information required to ensure that, as of that date, an enrollee meets eligibility requirements for the services to be rendered. Refer to the IHCP Provider Manual, Section 3 OMNI 380 terminal, for additional information and instructions; to contact the OMNI Help Desk, please call 1-800-284-3548.
- **IHCP Automated Voice Response (AVR)** - The AVR system provides eligibility information through a computerized voice response system. This system, through a series of prompts and responses, asks providers to input certain data using the telephone keypad. For Indiana, Michigan, Ohio, Kentucky and Illinois, the AVR system toll-free phone number is 1-800-738-6770. Providers calling from other states or callers within the 317 area code are to use the local number 1-317-692-0819. See Section 2 of the IHCP Provider Manual, AVR System, for further information and instructions for using the system.
- **IHCP Provider Healthcare Portal** - IHCP provides this Internet application to make inquiries concerning IHCP member eligibility, filed claims and payment information. More information is available through the IHCP Provider Healthcare Portal than is available through the AVR or the OMNI swipe card device. See the IHCP Provider Manual, Section 4, for additional information regarding the IHCP Provider Healthcare Portal system.
- **The MHS Secure Provider Portal ([mhsindiana.com/login](https://mhsindiana.com/login))** - MHS provides a Secure Portal for providers to check member eligibility, check and submit claims, check and submit authorizations, review cost sharing (copayment requirements for HIP members) and more (see more uses in Chapter 1). Providers needing assistance using the site may contact the MHS Portal Help Desk at 1-866-912-0327.

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

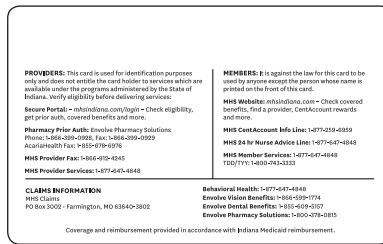
### Member ID Cards

All MHS members will have one of the following ID cards that will contain their RID. Remember to use the IHCP Provider Healthcare Portal or mhsindiana.com for package coverage and copayment information at each encounter.



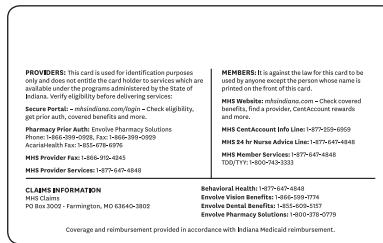
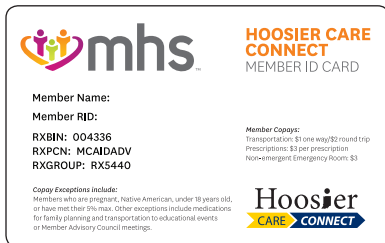
### HIP ID Card

All HIP members receive a HIP ID card. This includes HIP Maternity members.



### Hoosier Healthwise ID Card

All members enrolled in Hoosier Healthwise will receive this ID card.



### Hoosier Care Connect ID Card

All members enrolled in Hoosier Care Connect will receive this ID card.

### Member Redetermination

Member redetermination of HHW, HIP and Hoosier Care Connect eligibility is performed by the DFR and normally occurs every 12 months. The re-determined HHW or Hoosier Care Connect member will be given an opportunity by the DFR to choose a health plan. Redetermination is generally a seamless process if there have been no gaps in coverage, but some members lose eligibility upon their redetermination due date, especially members in HIP Maternity, where eligibility is dependent on a member's pregnancy. All pregnant HIP members are responsible for alerting the DFR or MHS of their end of pregnancy to avoid gaps in coverage. It is also important to note federal guidelines require that members show proof of citizenship when going through the redetermination process.

You can help reinforce the importance of complying with reenrollment instructions to ensure the continued eligibility of your members. MHS periodically reminds members to renew their benefits as continued eligibility means better continuity of care.

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

### Member Enrollment Guidelines for MHS Providers

MHS providers must adhere to member enrollment marketing guidelines as outlined by OMPP. Providers may not:

- Influence members to choose one health plan over another
- Influence members to make choices based upon reimbursement rates or methodology used by a particular health plan
- Enroll members in a plan unless the physician's office, clinic or site has been designated by the state as an enrollment center

#### Providers may:

- Distribute state-approved MHS educational materials to members
- Encourage members to renew in a timely manner so they do not get assigned to a different PMP
- Inform the member of care options, including hospital services, specialists or specialty care available from MHS
- Assist a member in contacting MHS to determine if a particular specialist or service is available
- Encourage pregnant MHS members to select a PMP for their baby before the baby is born

### PMP Selection/Panel Assignments

Members select an MCE during their Medicaid enrollment period. Once the member selects MHS, staff works with the member to select a PMP within 30 days. If the member does not select a PMP within the 30 days, MHS will auto-assign the member to an MHS PMP based upon state-approved assignment logic.

### Adding a New Member to Your Panel

If you have a member in your office who is not currently assigned to your panel, you may accept the member as a new patient. To add new members to your panel, please submit a request via the MHS Secure Provider Portal at [mhsindiana.com](https://mhsindiana.com).

### Full Panel Additions

The MHS PMP may request that a member who is currently assigned to MHS be added to his or her full panel at any time with no limitations on the number or frequency of additions. To add new members to a full panel, please submit a request via the MHS Secure Provider Portal at [mhsindiana.com](https://mhsindiana.com).

Due to open enrollment, any request regarding a member not currently assigned to MHS must occur after the member's 90-day free change period for HHW members or after a HIP member makes his/her first payment. All non-member requests will be sent to the enrollment broker so the member can be assigned to the appropriate MCE. The MCE will assist with PMP selection once the member has been assigned to the MCE.

### Panel Hold Requests and Additions

A PMP's panel may be placed on hold at the PMP's request through the PMP's Provider Partnership Associate for a limited time. This process generally prevents new assignments other than assignments due to a previous PMP relationship being identified during the auto-assignment process or case assignments. In certain circumstances, a previous relationship may exist between a member or family and the PMP. If auto-assignment will not place the member with the PMP, the PMP may request the addition via the MHS Secure Provider Portal at [mhsindiana.com](https://mhsindiana.com).

MHS will allow providers to add additional members to his/her panel at any time with no limitations on the number or frequency of additions. Providers who have a panel freeze or panel stop can only request a member be added upon receiving special approval from the Office of Medicaid Policy and Planning.



## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

### Pre-birth Selection

Providers are encouraged to advise pregnant members to contact MHS Member Services to select a PMP for their baby prior to the birth. A pre-birth selection can ensure the baby is assigned to your panel and simplify some coverage questions when the baby is born. Providers may also assist in the promotion of pre-birth selection by using the Doctor Selection Form available at [mhsindiana.com](http://mhsindiana.com). Send the completed form to MHS Member Services. Providers may also contact Member Services at 1-877-647-4848 to make a pre-birth selection on behalf of a member.

If the mother does not make a pre-birth PMP selection, the baby will be auto-assigned to a PMP within the MHS network. If the mother does not make a health plan change within the 90-day free change period, the baby will remain locked into the MHS plan for 12 months. If the child is auto-assigned and the mother wants to change to another MHS doctor, she may do so by calling MHS Member Services.

### Physician Disenrollments and Continuity of Care

If a PMP leaves your practice or is leaving at a future date, please contact your Provider Partnership Associate as soon as possible. You may work with MHS to have the members from his or her panel assigned to another PMP panel within your practice. If you do not have another PMP that will absorb the members, MHS will work with the member to find a new PMP for continued care.

MHS will notify members when a PMP or specialist is leaving the network. In the case of a specialist leaving the network, MHS will notify members who have been seen in the previous six months. In both cases, if the member is in the middle of active treatment for certain illnesses, the member may be able to continue care with that physician. Continued care must be coordinated through MHS Medical Management.

### Member Disenrollment

MHS follows a state-defined process which requires MHS approval before a member can be dismissed from a PMP's panel. If the provider is part of a PHO or large group with multiple locations, a member dismissed from one practice is not an automatic dismissal from each provider in that PHO or large group.

All providers must follow the process outlined in this section in order to remove a member from his or her panel. All requests for member disenrollment must be submitted via the MHS provider portal at [mhsindiana.com](http://mhsindiana.com).

Please allow 30-45 calendar days for the member to be removed from your panel. If the request is denied, MHS will return a denial notification within five days of receipt of your request.

If a HHW Package B member is being disenrolled from your panel because she is no longer pregnant, the member's aid category must be changed by the state to indicate the member is no longer pregnant. Please allow 60- 90 calendar days to process this type of request.

# 13

## Chapter 13: Member Eligibility, Enrollment and PMP Selection/Panel Assignment (cont'd)

### Valid Reasons for a Request for Disenrollment

- Missed appointments (three missed appointments in a 12-month period). The member must be informed after the first missed appointment about the importance of keeping appointments and the possibility of being disenrolled from a PMP's panel should additional appointments be missed.
- Member fraud
- Misuse, under-utilization or over-utilization of services that risk the member's health/well-being and or exceed acceptable expectation and MHS guidelines
- Threatening, abusive or hostile behavior displayed by the member or family of member (include dates and a brief description of events)
- Medical needs better met by another provider
- Breakdown of the physician/member relationship
- Member accessing care from another provider
- Member was previously disenrolled from panel (include original approval letter)
- OB reassignment for members who are no longer pregnant (include delivery date)
- The following are reasons that MHS may not approve your request:
  - No supporting documentation with original request
  - ER abuse - this is not a valid reason for disenrollment
  - Member is assigned to your panel, but you have never seen him/her
  - Member has not paid a previous bill

## Chapter 14: Member Benefits, Services and Copays

MHS is required to provide specific medically-necessary services to its members. MHS does not limit or exclude any covered service(s) on the basis of moral or religious objections or grounds. The following grid provides an overview of HHW, Hoosier Care Connect, CHIP, HIP Basic and HIP Plus benefits. Please refer to the MHS Member Handbook, available at [mhsindiana.com](http://mhsindiana.com), and IHCP Bulletins and Banners for a more inclusive listing of limitations and exclusions.

	HHW & Hoosier Care Connect	CHIP	HIP BASIC	HIP PLUS
During and After Pregnancy Care Call MHS right away if you become pregnant.	Covered	Covered	Covered	Covered
Well-child checkups (Early periodic screening, diagnosis & treatments)	Covered	Covered	Lead screening only for ages 19 & 20	Lead screening only for ages 19 & 20
Orthotics - Braces for legs; orthopedic shoes; prosthetics	Covered	Covered	Covered	Covered
Cosmetic procedures	No	No	No	No
Diabetes strips, blood sugar monitoring	Covered	Covered	Covered	Covered
Tests to find if you have a health condition (diagnostics)	Covered	Covered	Covered	Covered
Developmental delay evaluation & treatment	Covered	Covered	No	No
Foot care	Covered	Covered	Covered with Restrictions	Covered with Restrictions
Treatment for learning disability, problem solving or memory issues	No	No	No	No
Hearing aids (every five years)	Covered	Covered	Only for Ages 19 & 20	Only for Ages 19 & 20
Home healthcare	Covered	Covered	Covered	Covered
Hospital stays	Covered	Covered	Covered	Covered
Labs/X-rays	Covered	Covered	Covered	Covered
Medical supplies/equipment	Covered	Covered	Covered	Covered
New or experimental services or alternative therapies	No	No	No	No
Free ride services to doctor visits, pharmacy, emergency care and Medicaid re-enrollment	Covered	Emergency Only	Covered	Covered
Surgeries (outpatient)	Covered	Covered	Covered	Covered
Continued care after hospital stays (post stabilization)	Covered	Covered	Covered	Covered
Prescriptions (copay may be required)	Covered	Covered	Covered – See website for PDL	Covered – See website for PDL
Doctor visits (services from your PMP/family doctor)	Covered	Covered	Covered	Covered
Referrals to specialists	Covered	Covered	Covered	Covered
Authorized therapies – physical, speech, occupational, respiratory	Covered	Covered	Covered	Covered
Hospice	Carve Out	Carve Out	Covered	Covered
Ambulance	Covered	Covered	Covered	Covered

## Chapter 14: Member Benefits, Services and Copays (cont'd)

The following are Self-Referral Services. Hoosier Healthwise, Hoosier Care Connect, and CHIP members can get these services listed from any provider that accepts Indiana Medicaid. Healthy Indiana Plan members must get the services listed from in-plan providers, except for birth control and emergency room visits.

	HHW	HCC	HIP BASIC	HIP PLUS
Birth control (family planning)	Covered	Covered	Covered	Covered
Behavioral healthcare/psychiatric services	Covered	Covered	Covered	Covered
Chiropractic care	Covered	Covered	No	Covered with Restrictions*
MHS case management	Covered	Covered	Covered	Covered
Emergency room	Covered	Covered	Covered	Covered
Shots (immunizations)	Covered	Covered	Covered	Covered
Sexually-transmitted infection (STD) treatment	Covered	Covered	Covered	Covered
Treatment for alcohol/drug abuse	Covered	Covered	Covered	Covered
Women's care (pap test, chlamydia test, mammogram)	Covered	Covered	Covered	Covered
Eye/vision checkups, glasses/contacts	Covered	Covered	Pregnant Members Only	Covered
Dental care	Covered	Covered	Pregnant Members Only	Covered

\*Annual limit of 6 spinal manipulation visits per covered person per benefit year. Self-referral - provider referral is not required. No prior authorization is needed. Coverage available for covered services provided by a licensed chiropractor when rendered within the scope of the practice of chiropractic.

HHW, Hoosier Care Connect and HIP programs exclude some benefits from coverage under managed care. Please see the IHCP website for more information.

### HIP Medical Copays (HIP Basic, HIP State Plan Basic or HPE only)

HIP Members enrolled in HIP Basic, HIP State Plan Basic or HPE are required to pay the following copays at the time services are rendered:

Type of Service	Copay Amount
Preventative Services	No Copay
Family Planning Services	No Copay
Outpatient Services	\$4
Inpatient Services	\$75

Members that are pregnant, Native American Indian or Alaska Native are EXEMPT from cost-sharing.

Non-Emergency Use of an Emergency Room Copays	
# of Non-Emergency Room Visits	Copay Amount
All visits	\$8

\*Copays for non-emergency room visits will be collected from all eligible HIP members EXCEPT for those exempt from cost-sharing (Pregnancy, Native American Indian or Alaska Native).

If you refer a member to the Emergency Room, please notify MHS immediately through the Referral Services line at 1-877-647-4848, as this will affect the HIP member copayment process at the ER.

## Chapter 14: Member Benefits, Services and Copays

### Important Notes on Copays for Medical Services

- Pursuant to federal law, copays may not be collected by members who are pregnant, Native American Indian or Alaska Native. The state will identify all members who are determined eligible for the cost-exemption as a Native American Indian or Alaska Native. This will be identified in the benefit package. Please review the section on Verifying Member Eligibility in Chapter 13 to identify members required to make copays.
- In instances where MHS pays for services provided to a HIP Basic member, MHS will exclude the amount of the required HIP Basic copay from the rates paid to the provider.

### HIP Emergency Copay

HIP members may be responsible for an emergency room copay. Copays will apply to non-emergent visits to the emergency room. Any time a member is referred to the emergency room by his or her PMP/doctor or the MHS Nurse Advice Line, a copay will not be required. Members will be charged \$8 for non-emergent ER visit. If the member pays an emergency room copay but is admitted to the hospital on the same day as the emergency room visit, the copay is refunded to the member. Providers can refer to the Secure Provider Portal for member-specific ER utilization history.

Providers will collect the copay from members. POWER Account funds cannot be used by the member to pay the copay.

Prior to assessing the copayment, the member must be screened to ensure they do not have an emergency health condition. The requirements for a medical screening examination and stabilizing treatment when an individual presents at the emergency room remain in place regardless of the member's ability to pay. Members that do not have an emergency health condition must be informed of other options for treatment of their non-emergency condition and of the cost sharing associated with seeking treatment in the ER. Per federal requirements, the ER provider may require payment of the copayment before the non-emergency service is provided, however the provider must also:

- Provide the name and location of an alternate non-emergency services provider that is available and accessible;
- Verify that an alternate provider can provide the services without the imposition of the copayment; and
- Provide a referral to coordinate scheduling of this treatment.

Additionally, if copay is collected and later waived it must be refunded to the member.

### Premiums and Contributions (HIP Plus or HIP State Plan Plus only)

HIP members may have monthly contributions (payments) that must be paid on time or coverage will end. HIP payments are due the first day of the month, no later than 60 days past the due date.

### HHW & CHIP Prescription Copays

Type of Prescription	HHW Copay	CHIP Copay
Generic prescriptions	\$3 per drug	\$3 per drug
Brand-name prescriptions	\$10 per drug	\$10 per drug

### HIP Prescription Copays

HIP Members enrolled in HIP Basic, HIP State Plan Basic or HPE are required to pay the following copays for prescriptions. HIP Plus members do not pay a pharmacy copay.

Type of Prescription	Copay Amount
Preferred Drugs	\$4 per drug
Non-Preferred Drugs	\$8 per drug

### Transportation Services

MHS contracts with a transportation vendor to provide eligible MHS members with necessary non-emergent and emergency transportation for medical needs. You can contact MHS' transportation vendor, LCP, through MHS at 1-877-647-4848 for assistance with transportation.

The transportation provider assists HHW members, Hoosier Care Connect members, CHIP members and HIP members with arrangements for non-emergency transportation for medical appointments. Members must call 72 hours in advance of scheduled appointments. Members with urgent appointments will be assisted on the day of appointment as necessary. In some cases, the transportation provider may contact the member's PMP to verify medical appointments. Since they are business partners with MHS, this practice is acceptable. Be sure to let the transportation vendor know when your office closes, particularly if the member's appointment is close to closing time.

Eligible, able-bodied MHS members may be provided with bus or taxi vouchers on a case-by-case basis. MHS is required to adhere to IHCP requirements regarding additional riders. Adults requiring additional riders will be approved based on medical needs. The transportation provider may contact the PMP to verify medical necessity in these cases.

Members should call 911 for all emergency transportation needs.

### Interpreter/Translation Services

MHS is committed to ensuring that staff and subcontractors are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its members. In order to meet this need, MHS is committed to providing interpreters and translated materials.

Access will be provided to individuals who are trained, professional interpreters. MHS offers American Sign Language, face-to-face or telephonic interpreter services that may be arranged through Member Services. MHS requests a five-day prior notification for face-to-face services.

Telephonic interpreter services are available 24 hours a day, seven days a week and in approximately 150 languages to assist providers and members in communicating with each other when there are no other interpreters available. TTY/TDD access is available to members who are hearing-impaired. MHS Member Services and health education materials are offered in English, Spanish and in other formats upon request.

### 24/7 Free Nurse Advice Line

The Nurse Advice Line is available 24 hours a day, seven days a week, including weekends and holidays. Callers can talk to experienced nurses when they call. The main goal of the Nurse Advice Line is to direct members to the appropriate level of care. Any time a member is referred to the emergency room by the Nurse Advice Line, a copay will not be required. Nurse Advice Line staff use state-of-the-art advice protocols and plan methodologies. All calls taken by Nurse Advice Line staff are logged and tracked.

### Ombudsman Program

The MHS Ombudsman Program is a partnership between MHS and Mental Health America of Indiana (MHA) that is designed to assist MHS members in finding effective ways to resolve concerns about benefits and services provided under their MHS coverage. MHS wants members to feel comfortable contacting a trusted community-based organization with any complaints they may have about the health plan or the services they have received.

### New Member Welcome

Upon enrollment, members receive a new member packet with their member handbook and member quick reference guide, which includes detailed information about their covered services and appropriate access to care, including:

- Adult and child health prevention guidelines
- Services and benefits
- Member rights and responsibilities
- Grievance and appeal instructions

New members will also receive a call to welcome them to the plan, provide a brief explanation of programs available, invite them to complete a health needs screening, select a doctor, and offer to answer any questions they may have. New members are always encouraged to make appointments with their PMP for all routine care and to establish a relationship with the PMP.

### Member Materials

MHS has developed targeted programs to address the needs of its members. Members may receive specific preventive care reminders, disease management bulletins and treatment updates, and invitations to community and member-specific events. These materials are available in English and Spanish and can include:

- Quarterly newsletters
- Targeted disease management information
- Nurse Advice Line information
- Emergency room Information
- Tobacco cessation information

Providers interested in receiving any of these materials for use at their offices may contact MHS.

### MemberConnections® Program

MemberConnections is an outreach team of MHS staff who can help members one-on-one with understanding their health coverage and other community resources. The team can provide educational services at a member's home or over the phone. They will help members build a relationship with their doctor, and help members understand their health benefits and get care quickly. MemberConnections can help with transportation, food, shelter or other health programs.

MemberConnections can also work specifically with MHS providers to plan educational events, including Baby Showers and Healthy Celebrations for MHS members.

### Connections Plus® and SafeLink Cell Phone Program

MHS provides cell phones to members enrolled in care management who do not have access to a landline telephone. It is important for members to reach their doctors, care managers and FSSA. Qualifying members receive 250 free monthly minutes as well as unlimited texting. To refer a member (who lacks telephone access) to the Connections Plus or SafeLink Cell Phone Program or for additional information on the program, contact MHS MemberConnections.

### MHS Baby Showers

MHS Baby Showers are generally two to three hour events hosted at a provider office or local community center that can be tailored to the specific needs of a provider. The goal of the event is to educate members on the importance of prenatal and postpartum care as well as immunizations for their baby. The event consists of food, drinks, games, prizes, health education and safety tips. We provide an educational overview of MHS programs including OB and Behavioral Health Case Management and also partner with various community organizations to talk about services that relate specifically to pregnant women and new moms. During the event, we give away baby health and safety kits as game prizes, and every member that attends gets a gift bag that includes various goodies and a pack of diapers.

### MHS Healthy Celebrations

MHS Healthy Celebration events focus on non-compliant members. MHS partners with a PMP office to schedule a specific day and time (4 hour minimum) for non-compliant MHS members on the PMP's panel to visit the office and receive specialty visits and screenings for Children's Health: EPSDT/well-child (lead screen age appropriate) or Women's Health: Mammography & Chlamydia.

After the doctor visit, screening or immunizations have occurred, MHS will provide a member benefit overview. Each member will also receive a goody bag full of MHS and educational materials and health related giveaways. Then the family can enjoy games, prizes, healthy snacks and refreshments before they leave the doctor's office.

### Family Education Network (Hoosier Healthwise & HIP)

MHS and the Indiana Minority Health Coalition (IMHC) have teamed up to create the Family Education Network (FEN). The FEN works to provide education to HHW, CHIP and HIP members, tailored to the member's specific needs, including explanation of health plan benefits and coverage as well as an overview of MHS programs and special services. Our MemberConnections staff works closely with FEN representatives to ensure each member's cultural, racial and linguistic needs are met. Members may contact MHS Member Services to schedule training.



### **MHS Education Network (Hoosier Care Connect)**

MHS uses a multifaceted approach to educate our members on the scope of their health plan benefits, how to access care, MHS programs and their rights and responsibilities through the creation of a new program called MHS Education Network. The program is a partnership through MHS and accessABILITY Center for Independent Living, Inc serving Marion County. The Network will work to provide in-person specialized education to Hoosier Care Connect members on a variety of topics, such as the scope of health plan benefits and how to access care. Methods used are clear, concise, and accurate and reflect the cultural, language and other special needs of our specific populations.

### **Outcomes and US Med Management Partnership**

MHS partners with two companies, Outcomes and US Med Management, to conduct home visits with home-bound members. The Outcomes nurses use home visits to address identified care gaps such as missed appointments and blood tests, and the US Med Management Primary Care Providers conduct home visits to provide primary care exams for home bound members.

### **Online Mental Health Resources**

MHS offers online, consumer-directed mental health resources at no charge to our members through MyStrength.com, a website that offers a range of resources to improve mental health and overall well-being. MyStrength is not a provider location but a consumer-directed resource accessible through the Internet and also through a member's smart phone. The website offers members the ability to take responsibility for their health care and learn more about their diagnoses, track their symptoms, and receive motivational ideas and information.

We also encourage family caregivers of our members with behavioral health issues to enroll and use MyStrength for support and to better understand their family member's behavioral health condition and needs. Members can participate in MyStrength to increase awareness of mental health needs and engage in personalized e-Learning programs to help overcome depression and anxiety supported by tools, weekly exercises and daily inspiration in a safe and confidential environment.

### **Member Advisory Council (MAC)**

MAC is a face to face forum that allows members to share their opinions regarding MHS programs and materials designed for our members. The feedback obtained helps MHS enhance its relationship and communication among MHS, its members and community partners. MHS uses this information to make program changes based on our members' needs.

### **Other Benefits**

- Behavioral/Physical Healthcare coordination services - refer to Chapter 11
- CentAccount preventive care incentive program - refer to Chapter 9
- Disease management and extensive disease management - refer to Chapter 10
- Tobacco cessation - refer to Chapter 9
- Telemonitoring for high-risk members
- Annual diabetes home test kits
- Annual diabetic eye examinations
- Enhanced vision services
- School-based health services
- "Call to Action" program
- Health Library
- Care Grant Initiative

### Member Rights and Responsibilities

As an MHS member, you have the right to:

- Receive information about MHS as well as MHS services, practitioners, providers and your rights and responsibilities. We will send you a member handbook when you become eligible and a member newsletter four times a year. In addition, detailed information on MHS is located on our website at [mhsindiana.com](http://mhsindiana.com). You may also call Member Services at 1-877-647-4848.
- Be treated with respect and with due consideration for your dignity and privacy
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- A candid discussion of appropriate or medically-necessary treatment options, regardless of cost or benefit coverage
- Participate with practitioners in decisions regarding your healthcare, including the right to refuse treatment
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in federal regulations on the use of restraints and seclusion
- Request and receive a copy of your medical records, and request they be amended or corrected as allowed in federal healthcare privacy regulations
- Voice complaints, grievances or appeals about the organization or the care it provides
- Make recommendations about our Member Rights and Responsibilities policy
- An ongoing source of primary care appropriate to your needs and a person formally designated as primarily responsible for coordinating your healthcare services
- Personalized help from MHS staff so you can ensure you are getting the care needed, especially in cases where you or your child have special healthcare needs such as dealing with a long-term disease or severe medical condition. We make sure you get easy access to all the care that is needed and will help coordinate care with multiple doctors and get case managers involved to make things easier for you. If you have been determined to have a special healthcare need by an assessment under 42 CFR 438.208(c)(2) that requires a course of treatment or regular care monitoring, we will work with you to provide direct access to a specialist as appropriate for your condition and needs.
- Have timely access to covered services
- Have services available 24 hours a day, seven days a week when such availability is medically necessary
- Get a second opinion from a qualified healthcare professional
- Direct access to women's health specialists for routine and preventative care, including family planning, annual women's tests and OB service, without approval by MHS or your MHS doctor. This includes birth control, HPV tests, chlamydia tests and annual pap smears.
- Receive written notice of a decision to deny a service authorization request or to authorize a service in an amount, duration or scope that is less than requested. You will receive this information as quickly as needed so your medical needs are met and treatment is not delayed. We will not jeopardize your medical condition waiting for approval of services. Authorizations are reviewed based on your medical needs and made in compliance with state time frames.
- Request this information in other languages or formats, including Spanish, large print or Braille. Please contact MHS at 1-877-647-4848 if you need this information in another format.

As an MHS member, you have the responsibility to:

- Provide information (to the extent possible) needed by MHS, its practitioners and other healthcare providers so they can properly care for you
- Follow plans and instructions for care which you have agreed to with your MHS doctors
- Understand your health problems and participate in developing mutually-agreed-upon treatment goals to the degree possible

## Chapter 15: Healthy Indiana Plan (HIP)/Power Account

The HIP program is designed to promote healthy behaviors and appropriate use of healthcare services with financial incentive to adopt healthy behaviors through the annual rollover of unused funds.

### POWER Account

HIP members are responsible for making a financial contribution to their health care coverage, either through regular POWER (Personal Wellness and Responsibility Account) Account contributions or HIP Basic copayments for services. Required contributions for HIP Plus or HIP State Plan Plus are based on a tiered scale as shown below. HIP Plus can be cheaper than HIP Basic because there are no other costs or copayments for visits the doctor, prescriptions or hospital visits. Non-emergency visits to the emergency room may have an \$8 copay.

Tier	Monthly PAC Single Individual	Monthly PAC Spouses	PAC with Tobacco Surcharge	Spouse PAC when one has tobacco surcharge	Spouse PAC when both have tobacco surcharge (each)
1	\$1	\$1	\$1.50	\$1 & \$1.50	\$1.50
2	\$5	\$2.50	\$7.50	\$2.50 & \$3.75	\$3.75
3	\$10	\$5	\$15	\$5 & \$7.50	\$7.50
4	\$15	\$7.50	\$22.50	\$7.50 & \$11.25	\$11.25
5	\$20	\$10	\$30	\$10 & \$15	\$15

Members enrolled in HIP Basic or HIP State Plan Basic are not required to make monthly contributions to their POWER Account, but are required to pay the following copayments at the time services are rendered:

Service	Copay
Preventative Services	\$0
Outpatient Services	\$4
Inpatient Services	\$75
Preferred Drugs	\$4
Non-Preferred Drugs	\$8
Non-Urgent ER	\$8

All HIP members are subject to non-urgent emergency room copays listed above unless, pursuant to federal law, they are an exempt population.

Pursuant to federal law, members who are pregnant, Native American Indian or Alaska Native are except from contributions and copays. The state will identify all members who are determined eligible for cost-exemption as a Native American Indian or Alaska Native.

The POWER Account may be comprised of the monthly contribution amount from the member plus a state contribution serving as a health savings account. The member's contribution funds the POWER Account as the monthly contribution is received. The member is responsible for the entire yearly POWER Account contribution, although they are allowed to make monthly payments for the amount owed. The state's portion of the POWER Account is funded upon the member's enrollment in the HIP program. The POWER Account is used to cover the member's initial eligible medical expenses. If funds received from the member are not sufficient to cover initial medical expenses taken against the POWER Account, MHS loans member funds to the POWER Account, and the member must repay those expenses by continuing to remit payment to MHS until their entire yearly POWER Account contribution amount is paid.

The maximum POWER Account balance per eligible benefit year is \$2,500 (Example: member contribution total is \$300, state subsidy is \$2,200). The member's contribution is based on a percentage of their gross family income with consideration of family size.

## Chapter 15: Healthy Indiana Plan (HIP)/Power Account (cont'd)

While the POWER Account funds are used to pay the first \$2,500 of eligible medical expenses to participating providers, they are not used for the first \$500 of preventive care services covered under the Affordable Care Act (ACA). Unused portions of the POWER Account are eligible for rollover to the next 12-month benefit period when the member receives an appropriate age and gender preventive healthcare service, including:

Preventive Care Services**	Male 19-35	Female 19-35	Male 35-50	Female 35-50	Male 50-64	Female 50-64
Annual Physical	X	x	x	x	x	x
Mammogram	N/A	N/A	N/A	N/A	N/A	x
Pap Smear	N/A	21+	N/A	x	N/A	x
Cholesterol Testing *	N/A	N/A	x	45+	x	x
Blood Glucose Screen *	X	x	x	x	x	x
Tetanus-Diphtheria Screen	X	x	x	x	x	x
Flu Shot *	N/A	N/A	N/A	N/A	x	x

\*Annual or as required by your disease/history specific condition

\*\*Measures listed in the chart were current on the date of publication. Preventive services for obtaining rollover are subject to change at the discretion of the state. Changes to the chart and associated policies will be communicated through MHS Provider Relations and at [mhsindiana.com](http://mhsindiana.com).

POWER Account funds must only be used to pay for covered services until that member's \$2,500 deductible is met. Copays are non-covered services for this purpose. MHS will maintain up-to-date member POWER Account balance information.

If the member is renewed through the redetermination process and there is a balance remaining in the member's POWER Account at the end of the coverage term, some or all of the balance will be rolled over to reduce the member's new POWER Account contribution for the following coverage term. The amount available for rollover will depend on whether the member received OMPP-recommended preventive care services in the previous coverage term. Rollover amounts will offset the contribution requirement during the following 12-month benefit period. The state's portion of the contribution will not rollover if the member fails to receive appropriate preventive services. If recommended preventive healthcare services are not received, only the member's unused funds will rollover to the following benefit year.

HIP Basic and HIP State Plan Basic members not contributing to their POWER Account will not have the ability to rollover funds since they did not participate in funding the POWER Account. HIP Basic and HIP State Plan Basic members will still maintain the incentive to manage the POWER Account and receive recommended preventive services, however, as these members may be eligible for a HIP Plus discount directly related to the percentage of the POWER Account balance remaining at the end of the plan year.

Members who are terminated from HIP Plus or are transferred to HIP Basic before their POWER Account is fully funded may incur debt. Debt is incurred through missed POWER Account payments as well as utilizing the pre-funded POWER Account prior to the member fully funding their portion. If the monthly contribution amount is insufficient and cannot cover initial medical expenses, the member must repay those expenses by remitting payment to MHS. This applies under the following circumstances:

- The POWER Account is not fully funded at the time a member's HIP eligibility terminates
- Insurer attempts to collect the debt
- Insurer reports non-payment of the debt to the state

A HIP Plus member who loses eligibility for failure to pay will not be able to re-enroll in HIP immediately as a six-month lock-out period will be in effect. Additionally, if any POWER Account dollars remain, a 25% penalty may be imposed on any refunds due to the member for their pro-rated portion.

**Billing HIP Members**

Members may be billed directly for non-covered services and any copayments incurred including ER copayments.

**Benefits Information**

A list of HIP covered services is available in Chapter 14. HIP coverage limitations include:

- Preventive services covered under the Affordable Care Act (ACA) are not applied to the \$2,500 POWER Account balance

**Pregnancy Services**

HIP members who become pregnant are eligible to receive maternity benefits through their current HIP benefit plan. Pregnant members are not subject to cost-sharing such as copays. As a reminder, a Notification of Pregnancy risk assessment (NOP) should be completed for all pregnant members.

**ER Copayments**

Members will be charged \$8 for all non-emergent visits. Copayments will be waived or returned to the member if he or she is admitted to the hospital on the same day as the emergency room visit, if the attending emergency physician deems the visit to be a true medical emergency, or if the member's PMP/doctor or the MHS 24/7 Nurse Advice Line sends the member to the ER.

A member must receive an appropriate medical screening examination under Section 1867 of the Emergency Medical Treatment and Active Labor Act. The emergency department must inquire about the member's access to an alternative non-emergency services provider and must not charge a copayment if the member does not have access to such an alternative provider. Once it is established that the member has an available and accessible alternate non-emergency services provider and a determination has been made the individual does not have an emergency medical condition, the hospital must inform the member before providing non-emergency services that:

- The hospital may require payment of the copayment before the service can be provided
- The hospital will provide the name and location of an alternate non-emergency services provider that is available and accessible
- An alternate provider can provide the services without the imposition of the copayment
- The hospital provides a referral to coordinate scheduling of this treatment

### Credentialing Requirements

The purpose of the credentialing and re-credentialing process is to ensure all practitioners and organizational providers initially meet and continue to meet the established criteria for participation in the MHS provider network. In order to participate in the MHS network, all licensed physicians, healthcare professionals and facilities must meet minimum requirements as set forth by MHS. Additionally, practitioners and organizational providers are required to notify MHS of any relevant changes to their credentialing information in a timely manner. At all times, information surrounding credentialing activities will remain confidential.

### Credentialing Committee (CC)

The MHS CC consists of MHS staff physicians and other physicians in the MHS network. The CC is supported by MHS Credentialing, Provider Relations, Compliance and QI staff. This committee reports regularly to the MHS Senior Executive Quality Improvement Committee. It has the responsibility to establish and adopt, as necessary, criteria for physician participation and termination, and to direct the credentialing procedures, including physician participation, denial and termination. Committee meetings are held once a month or as deemed necessary.

MHS encourages practitioners to enroll with the Council for Affordable Quality Healthcare (CAQH). CAQH is a practitioner database website where practitioners can register their credentialing information for any and all organizations to which they want to apply. It is free to practitioners and is convenient because you only have to submit information to one place one time (and, of course, as it gets updated) rather than to each MCE, hospital or network you wish to join. It is also secure, as only authorized credentialing organizations may access your information with your permission. Please visit their website at [caqh.org](http://caqh.org).

### Criteria for MHS Network Practitioner Participation

The following are minimum requirements for participation in the MHS network:

- A current unrestricted, non-probationary Indiana Medical License or unrestricted, non-probationary license in the state in which the practitioner is seeing MHS members
- A current Federal Drug Enforcement Agency (DEA) registration certificate for each state in which the practitioner is seeing MHS members
- If applicable, a current Indiana Controlled Substances Certificate of Registration or, if practicing outside of Indiana, a controlled substance certificate issued by that state
- A current malpractice insurance face sheet for each carrier that includes insured dates and amounts of coverage
- Evidence of current malpractice/professional liability insurance in the amounts of \$250,000/\$750,000 or as required under Indiana law or the laws of the applicable state in which the practitioner is seeing members
- Clinical privileges in the practitioner's specialty at a minimum of one licensed hospital in the state of Indiana. In the absence of hospital privileges, a practitioner may provide evidence of a formalized inpatient coverage arrangement through other practitioners who have been credentialed through MHS or have arrangements with a facility that utilizes hospitalists for inpatient admissions.
- A National Practitioner Data Bank (NPDB) query which is reviewed by and found acceptable to the CC
- A professional malpractice liability claims history which is reviewed by and found acceptable to the CC. When reviewing this history, the Committee will consider, among other factors, frequency of cases, severity of cases, outcome of cases, involvement of other practitioners and the practitioner's explanation where provided.
- A copy of the Indiana Professional Licensing Agency report documenting any history of state sanctions
- Good standing on the HHS-OIG (Office of Inspector General) and the System for Award Management (SAM) with no sanctions by Medicare or Medicaid
- If the practitioner has previous sanctions of any type, twice the length of the sanction must have passed prior to participation in the MHS network
- Completed site audit with a passing score set by MHS when applicable
- An agreement to abide by the applicable Participating Provider Agreement, which includes all the clauses and terms required by MHS as well as by the State of Indiana Medicaid contracting authority; a participating provider's service agreement may be terminated if it is determined by MHS' Board of Directors or the CC that participation requirements are not being met.
- A completed malpractice questionnaire for each malpractice claim or judgment, if applicable
- A current copy of specialty/board certification certificate, if applicable

- Satisfactory review of a five-year work history via the Practitioner Application or curriculum vitae with no unexplained gaps of employment over six months for initial applicants
- A current release of information signed and dated
- A current IHCP provider enrollment number
- An NPI number

### Criteria for MHS Network Organizational Provider Participation

The following are minimum requirements for participation in the MHS network:

- A valid Indiana license or a valid license in the state where MHS members will be provided services
- Insurance that meets the requirements of the state where the organizational provider is located
- A letter of accreditation (if applicable)
- A current site survey demonstrated by one of the following:
  - A certificate of accreditation,
  - A current CMS certificate, or
  - A copy of the site survey conducted by the applicable state licensing agency, which indicates the facility passed the inspection
- A current IHCP provider enrollment number
- An NPI number

MHS Credentialing will ensure the provider has met all federal and state regulatory requirements by reviewing the above information as well as ensuring the organization has no sanctions from the OIG, SAM or applicable state agencies.

Once the application is reviewed, the CC will render a final decision on acceptance within 60 calendar days. MHS will send the practitioner a letter notifying the practitioner if he or she is approved by the CC as well as identify the effective date the practitioner can begin to see MHS members.

PMPs must submit to an onsite survey of their office and treatment areas and be credentialed prior to accepting MHS membership. PMPs cannot accept member assignments until they are fully credentialed. Specialists must be credentialed prior to becoming an in-network provider. OB/GYN specialists must submit to an onsite survey as well.

### Recredentialing

MHS conducts the re-credentialing process for practitioners and providers at least three years from the date of the initial credentialing decision. The purpose of this process is to identify any changes in the practitioner's facility, license, sanctions, certification, competence or other related information that may affect their ability to perform the services for which the practitioner or provider is contracted to provide. This process includes all practitioners (PMPs and specialists), ancillary providers and hospitals previously credentialed to practice within the MHS network.

### Right to Review and Correct Information

All practitioners participating with MHS have the right to review information obtained by the plan to evaluate their credentialing and/or re-credentialing application. This includes information obtained from any outside primary source such as the National Practitioner Data Bank (NPDB), malpractice insurance carriers and the Department of Regulation and Licensing Medical Examining Board. This does not allow a practitioner to review references, personal recommendations or other information that is peer-review protected.

Should the practitioner believe any of the information used in the credentialing/re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted the practitioner, he or she will have the right to correct that information and to submit comments and explanations for any other factual information. To request release of such information, the practitioner submits a written request to MHS Credentialing. Upon receipt of notice to the practitioner from MHS of the presence of apparently adverse information about him or her, the practitioner will have 14 calendar days to provide a written explanation detailing the error or the difference in information to MHS. MHS' CC will then include this information to be considered as part of the credentialing/re-credentialing process. At any time during the credentialing process, the practitioner has the right to request the status of his or her credentialing application by contacting MHS Credentialing at 1-877-647-4848.



## Chapter 17: Medical Record Keeping & Documentation Standards

A complete medical record must be maintained on each member for whom the practitioner has rendered healthcare services and in accordance with accepted professional practice standards, state and federal requirements. Records must include documentation of all services provided directly by the practitioner who provides primary care services and be retained and kept confidential by the practitioner for at least seven years.

Medical records and information must be protected from public access, and any information released must comply with HIPAA guidelines. Upon request, all participating practitioner medical records must be available for utilization review and QI studies, including HEDIS, as well as regulatory agency requests and member relations inquiries as stated in the provider agreement. Medical records must be available at the practice site for other practitioners who provide care and services to the member. MHS practitioners must provide a copy of a member's medical record upon reasonable request by the member at no charge, and the practitioner must facilitate the transfer of the member's medical record to another practitioner at the member's request.

The following is a list of the minimum required standards for practitioner medical record keeping practices, which include medical record content, medical record organization, ease of retrieving medical records and maintaining confidentiality of member information.

### Organization and Confidentiality

- Records are organized and stored in a manner that allows easy retrieval
- Medical records are stored in a secure manner that allows access by authorized personnel only
- Staff receive periodic training in member information confidentiality, including HIPAA standards

### Demographic Content

- Patient identification information (patient name or identification number) on each written page or electronic file record
- Identity of the provider rendering the service

### Clinical Content

- All services provided directly by a practitioner who provides primary care services
- Date that the service was rendered
- All ancillary services and diagnostic tests ordered by the practitioner
- Abnormal lab and imaging study results have explicit notations in the record for follow-up plans. All entries should be initialed and dated by the ordering practitioner to signify review.
- All diagnostic and therapeutic services for which a member was referred by a practitioner are documented, including follow-up of outcomes and summaries of treatment rendered elsewhere, such as: home health nursing reports, specialty physician reports, hospital discharge reports (emergency room and inpatient) and physical therapy reports
- History and physicals
- Allergies and adverse reactions (prominently documented in a uniform location)
- Problem list
- Medications
- Immunization records
- Documentation of clinical findings and evaluation for each visit (including appropriate treatment plan and follow-up schedule)
- Preventive services/risk screenings
- EPSDT services
- Health teaching and/or counseling is documented
- Age appropriate anticipatory guidance
- Appropriate notations concerning tobacco, alcohol and substance use (for members age  $\geq$  10 years)
- Advance directives
- Documentation of failure to keep an appointment
- Documentation of physical health medical record information sent to Behavioral Health providers, if applicable
- Documentation of cultural, interpreter or linguistic needs of member documented; if not applicable, then documented as N/A
- Electronic health records (EHRs) should facilitate meeting the above-listed requirements. For providers not utilizing EHRs, MHS has provided a set of Well-Child/Adolescent Visit documentation templates for specific age groups. These can be found on the MHS website.

### Medical Records Release

Medical records of members shall be confidential and shall not be released without the written consent of the member or a responsible member's legal guardian except as described in this manual or otherwise required by law. When the release of medical records is appropriate, the extent of that release should be based upon medical necessity or on a need-to-know basis.

Pursuant to Indiana Administrative Code 405 IAC 1-5-2, records maintained by providers under section one of this rule shall be openly and fully disclosed and produced to the OMPP or any authorized representative, designee, or agent thereof, forthwith, upon reasonable notice and request. Therefore, upon request by MHS, practitioners must provide the medical records of members without having to obtain the written consent of the member.

Written consent is required for the transmission of the medical record information of a current MHS member or former MHS member to any practitioner not connected with MHS. Practitioners may not bill MHS members or MHS for release of medical records.

### Medical Records Transfer for New Members

All PMPs are required to document, in the member's medical record, attempts to obtain old medical records for all new MHS members. If the member or member's guardian is unable to remember where they obtained medical care or are unable to provide an appropriate address then this should also be noted in the medical record.

### Medical Records Expense

Neither MHS contracted providers nor non-contracted providers may charge a member for medical records access, duplication or transfer. Federal and state regulations prohibit providers from charging any member or member's family for any amount not paid by the program after your claim is adjudicated. The State of Indiana has made clear the intent of the federal and state regulations is that by participating in and accepting the payments of the plan, the practitioner agrees those payments are payments in full for the services rendered, including the medical record duplications and transfers that are a regular part of running a medical practice. The state of Indiana considers a practitioner who bills for records duplications or transfers to be in violation of his or her agreement to be an IHCP provider and may be subject to a State SUR audit.

### Medical Records Audits

Medical records will be periodically audited to determine compliance with MHS' standards for documentation. The coordination of care and services provided to members as well as the outcome of such services shall also be assessed during the medical record audit. In addition, medical records will also be audited for compliance with EPSDT guidelines.

### Audit Scoring

Audit scores will be computed and documented using a Medical Records Audit Tool. Results will be reported for every provider audited in terms of overall performance of the medical records reviewed against MHS' standards during the exit interview.

A minimum score of 80% is required to achieve compliance with MHS guidelines. A provider who receives a score of 79% or below may be required to submit a written response to MHS, which could include a corrective action plan and completion dates for improving any deficiencies identified. The MHS Chief Medical Director and/or HS Clinical and Service Quality Improvement Committee (CASQIC) reviews corrective action plans. Practitioners who receive a score of 79% or below will be re-audited six months after a corrective action plan has been approved. Practitioners who remain non-compliant will be discussed with the MHS Chief Medical Director and the MHS Vice President of Contracting and Network Management for further action. Medical record audit results will be reported to CASQIC for trend analysis and response to any identified network-wide improvement needs. Audit results are also shared with MHS Credentialing for consideration during the re-credentialing process.

## Chapter 18: Provider Relations

MHS Provider Relations is designed around the concept of making your experience with MHS a positive one by being your advocate within the MHS health plan. MHS Provider Relations is responsible for providing services to all contracted, prospective and non-contracted plan providers.

This includes but is not limited to:

- Contracting and contract review
- Eligibility distribution
- Maintenance of existing MHS provider relationships
- Development of alternative reimbursement strategies
- HEDIS performance review and updates
- Provider manual updates
- Physician and office staff orientation
- Hospital and ancillary staff orientation
- Ongoing provider education, updates and training

The goal of Provider Relations is to support providers and their staff with the necessary tools to offer the highest quality of healthcare to MHS members. To contact a Provider Partnership Associate, please call MHS at 1-877-647-4848.

### Assistance with Claims Issues

For assistance with claims issues, please call MHS Provider Services at 1-877-647-4848. You may also contact us online at [mhsindiana.com](https://mhsindiana.com) for general questions, or contact us online securely through the MHS Secure Provider Portal at [mhsindiana.com/login](https://mhsindiana.com/login). Your messages will be returned within one business day. Provider Services staff is available to providers and their staff members to answer questions about filing and processing claims, including:

- Claim status
- Claim adjustments
- Questions about claim submission
- Question about claim appeals
- Claim research
- Updates with regard to billing changes

### Provider Complaints

MHS strives to serve your needs. The only way to do this effectively is to listen to your feedback about our services. If you have a concern or complaint related to MHS services, an MHS member, an MHS process, one of MHS' vendors (e.g., behavioral health, vision services, etc.) or any other aspect of working with MHS, please notify your MHS Provider Partnership Associate or MHS QI staff right away.

If your complaint pertains to some aspect of MHS operations, your interactions with MHS or an MHS vendor, we will inform you of the outcome in writing. If your complaint pertains to another MHS provider, we will review the nature of the issue through our QI department. If that complaint is deemed a quality-of-care or quality-of-service issue, MHS will review, investigate and follow up according to the established MHS process for those issues. MHS QI partners with MHS Provider and Member Services to investigate complaints and resolve issues. If the complaint cannot be resolved in this manner, the issue will be put before CASQIC. This group of physicians and MHS management will review the concern and determine the best course of action.

If you want to discuss an MHS UM decision with the MHS clinician who worked on that case, please call the MHS appeals coordinator to arrange for that peer-to-peer meeting. If you want to appeal an MHS UM decision, you should also call or write the MHS appeals coordinator within 33 calendar days of the date you learned of MHS' decision.

**Q. How do I set up an account for the website?**

A. Please visit [mhsindiana.com](http://mhsindiana.com) and click on Login. On the portal log in page, you will find step-by-step instructions for creating an account.

**Q. What are some of the features of the Secure Portal?**

A. Check eligibility and view panel information  
 Submit/check status of authorizations  
 Submit/check status of claims  
 Adjust claim  
 Secure messaging  
 And much more!

**Q. How do I enroll with MHS for the Secure Portal?**

A. Be an active provider with IN Medicaid and then be set up with MHS. This can be done one of two ways, as a contracted or non-contracted provider.

**Q. What are the benefits of being a contracted provider with MHS?**

A. While your timely filing decreases from 365 days to 90 days, we will require fewer authorizations for procedures including office visits, and you will be assigned a Provider Partnership Associate.

**Q. How do we know when an authorization is needed?**

A. Authorizations are issued based on the status of the provider, contracted or non-contracted, and the procedure code you are billing. This information can be found on our website or by calling us at 1-877-647-4848. Please keep in mind some services will always require authorization, such as infertility.

**Q. Do you allow retro authorizations?**

A. An authorization can be requested up to 72 hours after the date of service.

**Q. What are your claims and claims appeals addresses?**

A. Our addresses are as follows:  
 Claims: P.O. Box 3002, Farmington, MO 63640  
 Claims Appeals: P.O. Box 3000, Farmington, MO 63640

**Q. Can I bill MHS secondary claims electronically?**

A. Primary insurance information can be accepted by MHS electronically from vendors or via the MHS Secure Provider Portal.

**Q. What do I do if primary insurance fails to respond within 90 days?**

A. MHS will process claims if you have not received a response within 90 days from primary insurance. Please see Chapter 4 for more details.

**Q. What does MHS accept as proof of timely filing?**

A. EDI rejections require the provider to contact their clearing house and obtain a payer rejection report.

**Q. My claim rejected because the members DOB is missing or invalid. I have the correct DOB, but the IHCP Provider Healthcare Portal has the incorrect date. What should I do?**

A. Member information needs to match what is on file with Indiana Medicaid. The member should work with Indiana Medicaid to update.

**Q. Can I have handwriting on my claim?**

A. MHS cannot process claims with handwriting. Please see Chapter 4 for more details.

**Q. Can I bill HIP members for copays that were not collected at the time of service?**

A. Yes, copayments are the responsibility of the member.

**Q. Does MHS offer any tools for providers to identify HIP members that have a copay?**

A; Yes, the MHS Secure Provider Portal details the name of the HIP member's benefit package and cost-sharing responsibility on the provider's patient list.

**Q. When does maternity coverage term for HIP members?**

A. For HIP members, maternity coverage terms 60 days after the pregnancy ends. Members are responsible for notifying MHS or the Division of Family Resources (DFR) prior to 60 days postpartum to avoid a lapse in healthcare coverage.

AVR – Automated Voice Response  
 CASQIC – Clinical and Service Quality Improvement Committee  
 CC – Credentialing Committee  
 CHF – Congestive Heart Failure  
 CHIRP – Children & Hoosiers Immunization Registry Program  
 CMS – Centers for Medicare & Medicaid Services  
 CPG – Clinical Practice Guidelines  
 DFR – Division of Family Resources  
 DME – Durable Medical Equipment  
 EOP – Explanation of Payment  
 EPSDT – Early & Periodic Screening, Diagnosis & Treatment (aka HealthWatch)  
 HCC – Hoosier Care Connect (program)  
 HEDIS – Healthcare Effectiveness Data & Information Set  
 HHW – Hoosier Healthwise (program)  
 HIP – Healthy Indiana Plan (program)  
 HIPAA – Health Insurance Portability & Accountability Act  
 HIV – Human Immunodeficiency Virus  
 HPV – (genital) Human Papilloma Virus  
 IAC – Indiana Administrative Code  
 IHCP – Indiana Health Coverage Programs  
 ISDH – Indiana State Department of Health  
 MAC – Member Advisory Council  
 MCE - Managed Care Entity  
 MHS – Managed Health Services  
 NCQA – National Committee for Quality Assurance  
 NOP – Notification of Pregnancy  
 NPI – National Practitioner Identification number  
 OMPP – Office of Medicaid Policy and Planning  
 PA – Prior Authorization  
 PE – Presumptive Eligibility  
 PMP – Primary Medical Provider  
 QI – Quality Improvement  
 RCP – Right Choices Program  
 RID – Recipient Identification (number)  
 STI – Sexually-Transmitted Infection  
 TPL – Third Party Liability  
 UM – Utilization Management  
 USPSTF – United States Preventive Services Task Force  
 VFC – Vaccines for Children

## NOTES

