

# FSSA Updates

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning



# Agenda

- *Coming Enhancements for IHCP Providers*
- *Centralized Provider Credentialing*
- *Procurement Status Update*
- *Provider Audit Workgroup*
- *APN Panel Update*
- *Upcoming Provider Education Opportunities*



# Coming Enhancements for IHCP Providers

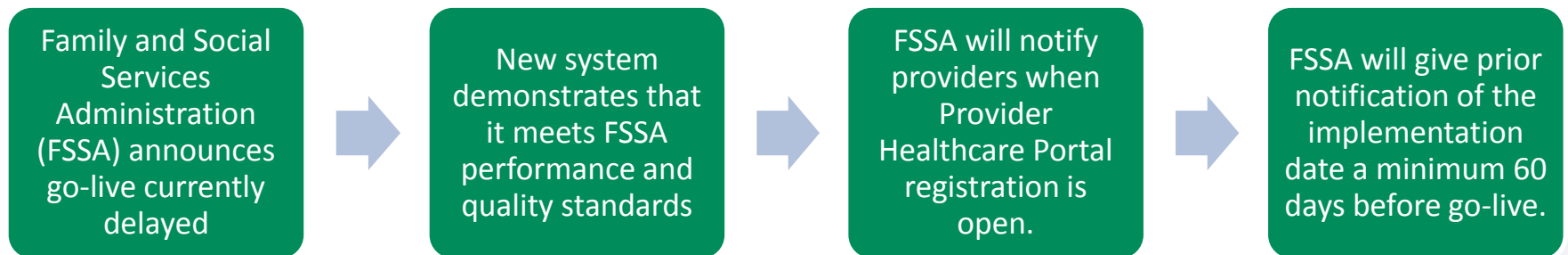
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# New Provider Interface

Indiana Health Coverage Programs (IHCP) will transition to a new system

- *CoreMMIS* replaces *IndianaAIM*
- *Provider Healthcare Portal* replaces *Web interChange*



Providers are encouraged to stay informed about key dates and preparation information.

- *Web-Based training courses*
- *Review CoreMMIS bulletins*
- *Sign up for the indianamedicaid.com email notifications*



# Administrative Functions Will Be Easier on the Provider Healthcare Portal

## Register for the Portal online

- Must be enrolled as an IHCP provider first
- Register online through the Portal
- Authorize staff as “delegates” to perform functions on behalf of the provider
- Set permission levels for delegates

## Improved workflow for delegates

- Delegates authorized by multiple providers at multiple locations can use the *Switch Provider* feature to quickly and efficiently select the appropriate provider and location

## Enroll as an IHCP provider and manage provider profile online

- Enroll as an IHCP provider with the ability to start, save, and resume enrollment
- Add new service locations, phone #s, banking changes
- Enroll new rendering providers
- Revalidate enrollment

## Send and receive secure correspondence

- Communicate with the Portal support team
- Receive secure responses to inquiries



# Enhanced Operational Features Available on the Provider Healthcare Portal

## View comprehensive member information with the *Member Focused Viewing* function

- *Member Focused Viewing* function provides links to detailed member information:
  - View demographic Information
  - Verify eligibility and coverage details
  - See claims history
  - View approved prior authorizations

## Improved prior authorization management

- View up to 5 prior authorization requests and up to 20 active authorizations
- Request new prior authorization for a member, with less data required
- Add electronic attachments and notes to prior authorizations

## Add electronic attachments to claims; view Remittance Advice history

- Submit new claims
- View 5 most recent claims submitted for a member
- Attach up to 5 documents (5MB in total size) with a claim
- No limit to viewable Remittance Advice (RA) history



# Enhanced Operational Features Available on the Provider Healthcare Portal, *cont.*

## View member coverage limitations

- When members use benefits with dollar-based or service-based coverage limitations, the limitations appear on a “Limit Details” panel in the Provider Healthcare Portal.
- View benefit limit and amount remaining for the member, based on processed claims

## Create a “Favorite Provider” list

- Use “Favorite Provider” list to make referrals to other providers and specialists



# Registration on the Provider Healthcare Portal

All IHCP providers will **need to register** on the Provider Healthcare Portal to do business with the IHCP.

Providers are encouraged to stay informed about key dates and preparation information.

- Watch for announced dates of web-based [training courses](#)
  - Provider Healthcare Portal Overview – [AVAILABLE NOW](#)
- Review *CoreMMIS* [bulletins](#)
- Sign up for the indianamedicaid.com [email notifications](#)





# Prepare Now For Provider Healthcare Portal Training



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Identify staff who need training and inform them of training options and availability



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Ensure that staff taking web-based training have a computer with Internet access



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Find available training courses on [indianamedicaid.com](http://indianamedicaid.com) under the “Provider Education” tab



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Sign up at [indianamedicaid.com](http://indianamedicaid.com) to receive bulletins/banners

# New and Updated Training

Providers will need training on how to use the Portal to conduct business with the IHCP. Portal training will be available and will be presented in three formats: web-based training, virtual training, in-person training.

Most training will be offered as **web-based sessions**. The Portal Overview course is available now on [indianamedicaid.com](http://indianamedicaid.com); and others will be added this year.

You and your staff can take the courses when it's most convenient for you.

**Virtual training** will combine the convenience of web-based courses with a supplemental live narrative audio component, similar to an in-person training course.

Your local Provider Relations field consultant will be available to provide **in-person training** through various workshops in the coming months.



# Centralized Provider Credentialing

*FSSA's efforts to streamline and improve provider experience*

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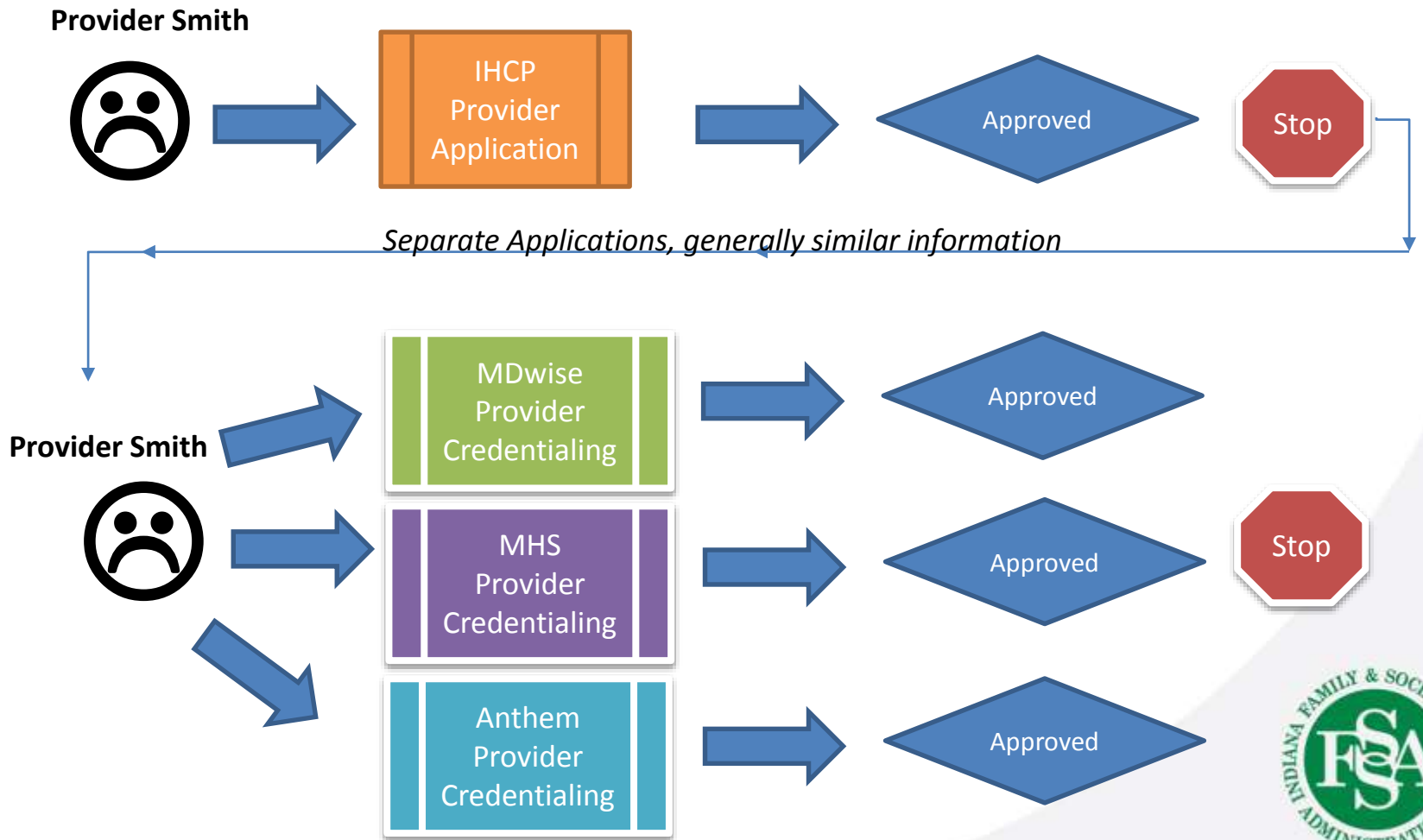


# Provider Experience - Today

- Providers must first enroll as an Indiana Health Coverage Programs (IHCP) provider prior to credentialing with a managed care entity (MCE)
- Hewlett Packard Enterprise (HPE) has 15 day service level agreement to process “clean” enrollments
- MCE has 120 days to credential
- Provider submits substantially similar information up to four times to HPE and MCEs



# Four applications, four decisions



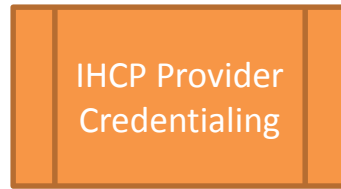
# Goals and Future State

- Unified credentialing process/credentials verification organization (CVO) for all Medicaid programs
- Similar processing times, but in parallel
- Single point of accountability for all provider enrollment and credentialing
- Solution that respects MCEs' ability to make network decisions and maintain NCQA accreditation
- Visibility into the process for providers



# One application, one decision

Provider Smith



# Project Scope

- Intended to include:
  - all providers, including fee-for-service (eventually)
  - all provider enrollment/credentialing functions, revalidations, site visits, fingerprints, and background checks
  - record updates (*e.g.*, addresses, program participation)
  - automation for mandatory terminations and exclusions (*e.g.*, EPLS, PECOS)
  - provider training
- MCEs will play an active role in maintenance and administration of process
  - audits of outcomes
  - seats on the credentialing committee





# Project Timeline

Approximate Date	Milestone
April 14, 2016	Request for Information #16-098 released
May 18	RFI responses due
Mid-June	Possible RFI demonstrations/oral presentations
Late July	Request for Proposal released
Early/Mid-August	RFP responses due
Early September	RFP award announced; contract issued
Sept. 2016 – Feb. 2017	Requirements gathering; design and development
March 2017	Pilot testing
April 2017	Implementation for managed care providers

Target implementation is **April 2017**. *Dates subject to change depending on the requirements, other systems implementations, managed care procurements, and other administration priorities.*



# Next Steps

## *Next Steps*

- Continue according to schedule; create procurement documents for RFP
- After solution is chosen, initiate requirements gathering sessions with key stakeholders (MCEs, FSSA waiver divisions, provider representatives, etc.)
- Monitor interaction of project with other major initiatives

Follow-up questions (unrelated to the procurement) may be addressed to Shane Hatchett ([Shane.Hatchett@fssa.in.gov](mailto:Shane.Hatchett@fssa.in.gov)) and Tatum Miller ([Tatum.Miller@fssa.in.gov](mailto:Tatum.Miller@fssa.in.gov)).



# Procurement Update

## Hoosier Healthwise & Healthy Indiana Plan (HIP)

- Bids received beginning of January
- Currently under review
- State expects to announce those awarded contracts in June 2016



# Provider Audit Workgroup

- First Workgroup Meeting Scheduled
  - Wednesday, June 8<sup>th</sup> from 10 a.m. – 12 p.m
- 3 Public Comment Hearings
  - July 11<sup>th</sup> - Indiana Government Center
  - July 13<sup>th</sup> - Deaconess Hospital, Evansville
  - July 18<sup>th</sup> - St. Joseph Regional, Mishawaka



# APN Panel Update

- [BT201584](#) – IHCP to allow APNs to serve as PMPs
- [BT201585](#) – IHCP to require APNs to enroll as IHCP providers
- [BT201629](#) – IHCP issues policy correction regarding the maximum panel slots for APNs serving as PMPs



# Upcoming Provider Education

- 2<sup>nd</sup> Quarter Workshops (July 6-August 4)
- Save the Date:
  - Annual IHCP Provider Seminar
  - October 18-20

