

Todd Stallings

From: Stein-Ordonez, Michelle A [Michelle.Stein-Ordonez@fssa.in.gov]
Sent: Wednesday, October 24, 2007 3:27 PM
To: todd@iahhc.org; Jean Macdonald; Harriet O'Connor; Katie Russell-Sullivan
Cc: daryl.davidson@eds.com; Kim Lashbrook
Subject: Care Select and its Impact on the Medicaid Hospice Program
Importance: High
Attachments: 20071022105122.pdf

All,

The purpose of this e-mail is to provide the training document presented at EDS workshops on Monday and Tuesday of this week. The e-mail is meant to provide some case-specific information regarding the implementation of Care Select and its impact on the Medicaid Hospice Program. Providers are encouraged to look at the Indiana Medicaid website at www.indianamedicaid.com. Please forward to members on your list serve.

The home page has a box with red letters that speaks about Care Select and provides a link to Provider Bulletin BT200723. This bulletin provides detailed information regarding Care Select and its impact on prior authorization, Care Select implementation, restricted card, appeals process, etc. Hospice providers should also look to website for Banner Page BR200743 as it specifies that all hospice authorization paperwork must go to the address for Advantage Health Solutions who will be processing authorizations for fee for service (Traditional Medicaid) members. The administration has exempted hospice from Care Select so hospice providers will only need to work with one prior authorization contractor. I highly encourage hospice providers to print of these documents, have an in-service training with staff and make changes to their internal procedures. **Effective November 1, 2007, hospice providers must send all hospice authorization paperwork to the new Contractor.** EDS is also updating the hospice manual for quarterly release in November 2007 and it will reflect the name, address and contact information for the prior authorization contractor. **Note: Hospice providers must still submit hospice claims for payment to EDS as EDS will process claims for fee for service members and Care Select members.**

HIGHLIGHTS FROM EDS PRESENTATIONS ON CARE SELECT

**Note: Please take this information and make appropriate changes to your current procedures.*

- **Eligibility:** It is important to check eligibility with every transaction (admission, date of service, renewal of hospice benefit period). While prior authorization will only be done by one PA contractor, you still have the possibility of the individual member changing their PMP multiple times and you must still coordinate with the new contractor Advantage to disenroll hospice members from Managed Care prior to the service dates being authorized.
- **Use of Eligibility Verification System (EVS):** Any of the EVS will provide you information, but Web Interchange provider **real time** eligibility information. If you have not yet signed up to have web interchange access, this may be the time to get that started. You can submit hospice authorizations and preserve timeliness requirements, submit claims and check eligibility on one system. Provider who currently use it cannot say enough good things about it.
- **Implementation Schedule:** There is an implementation schedule in the bulletin and the attached handout. As noted previously, hospice members are excluded from Care Select so hospice providers must ensure that hospice authorization paperwork is sent to Advantage effective November 1, 2007. Paperwork must be sent to the address noted in BR200743.

I hope this high level summary has been helpful. I look forward to speaking to association representatives tomorrow. Also, please encourage members to submit questions to the care select e-mail address noted in the

bulletin. This will help us track issues and create a frequently asked questions handout if necessary.

Michelle Stein-Ordonez

Program Director

Home Health, Hospice and RCAP

FSSA Division of Aging

Telephone: (317)233-1956

michelle.stein-ordonez@fssa.in.gov

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From: Ellis, Steve W

Sent: Tuesday, October 23, 2007 9:59 AM

To: Stein-Ordonez, Michelle A

Subject: Scanned Document 10-23-07

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Stephen Ellis

INsite Help Desk

Division of Aging

Indiana Family and Social Services Administration

(317) 232-7858

insite.helpdesk@fssa.in.gov

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