
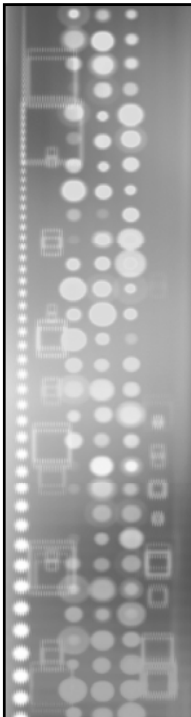


**IMGMA 2010**

**Panel of Payors**



**Medicaid Enterprise**



**IME Overview**

## Iowa Medicaid Statistics

- Over 559,000 members will be served SFY 2011 (18% of Iowa's population)
- Iowa Medicaid is the 3<sup>rd</sup> largest health care payer in Iowa, following Wellmark and Medicare
- 51,468 enrolled Iowa Medicaid Providers
- SFY 2009 total Iowa Medicaid expenditures were \$2.8 billion.



## Iowa Medicaid- Enrollment

*As of January 2010:*

- Total Medicaid enrollment was 405,912; compared to 389,305 in January 2009
- MediPASS enrollment was 178,566; compared to 157,709 in January 2009



## Iowa Medicaid- Distribution

- 54% Medicaid members are children, accounting for only 17% of the expenditures
- 9% are elderly, accounting for 20% of the expenditures
- 21% are disabled, accounting for 52% of the expenditures.

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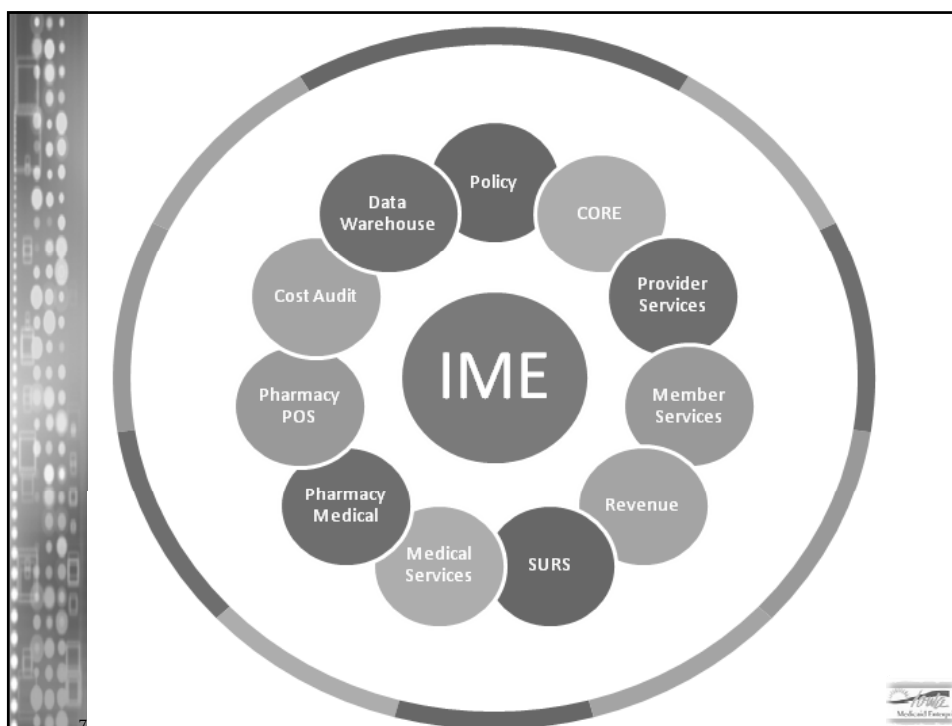
## IME Facts

*In January 2010*

- Provider Services call center received **29,089** phone calls with an average wait time of less than **20 seconds**.
- Member Services received **13,172** calls with an average wait time of **17 seconds**.
- An average of **1.2 million claims** processed each month.

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## Medical Assistance Card


- Medical assistance card is “good” as long as the individual has Iowa Medicaid
  - Lost, damaged or stolen cards can be replaced
- No specific eligibility month or program will be indicated on the card
- Providers must verify eligibility through ELVS or the Web Portal

# IME Programs

## IowaCare and IowaCare Card

 <p>IowaCare</p> <p>Member Name Member SID</p> <p>60E</p>	<table border="1"><tr><td data-bbox="867 1346 1187 1495">Iowa Department of Human Services 1305 E Walnut Street Des Moines, IA 50319-0114</td><td data-bbox="1187 1346 1252 1495"></td></tr></table>	Iowa Department of Human Services 1305 E Walnut Street Des Moines, IA 50319-0114	
Iowa Department of Human Services 1305 E Walnut Street Des Moines, IA 50319-0114			

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## IowaCare Expansion

- Expansion tentatively scheduled to begin October 1, 2010
- Will expand to include
  - Hospitals for emergency services *only*
  - Federally Qualified Health Clinics (FQHC)
    - One or two FQHC's will be phased in
    - Beginning on the western side of the state

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## Iowa Family Planning Network

- Covers only *specifically identified* family planning services
- Members may receive family planning services from any Iowa Medicaid provider
- Members can have IowaCare and IFPN
- See Informational Letters 483 and 485
- Request the covered services list from IME Provider Services

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## Overview of MediPASS

- Purpose
  - Assure access to services
  - Assure coordination & consolidation of care
  - Educate members to access medical care from the most appropriate point
- Mandatory in many counties
- IME pays administrative fee of \$2.00 per member per month.

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## MediPASS Providers

- **Provider types that provide primary care services:**
  - MD
  - ARNP
  - RHC
  - DO
  - Midwives
  - FQHC
- ***Provider specialties:***
  - Family practice
  - General Practice
  - Pediatric
  - Obstetrics
  - Internal Medicine

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## MediPASS Members

- Children, families with children, pregnant women
- Sent enrollment packet outlining program
- Must make 1<sup>st</sup> choice within 10-45 days
- Can continue to make choices for 90 days
- Close enrollment for 6 months after end of open period
- Not required of:
  - American Indians
  - Children receiving comprehensive Title V services
  - Elderly and Disabled

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## MediPASS Referrals

- Treating provider must obtain a referral from the MediPASS provider
- Paper referrals not required by the IME
- Referrals should be solicited **prior to service**
  - MediPASS provider must either treat or refer
  - IME staff can mediate when necessary
- If solicited after service, then choice is up to MediPASS provider; no mediation available

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## MediPASS Referrals

- It is not appropriate to maintain a list of NPI numbers rather than contacting MHC provider
- Exempt from referral:
  - Vision
  - Dental
  - Ambulance
  - Family Planning
  - Skilled nursing care
  - Emergent diagnosis
  - EPSDT screenings
  - Childhood immunizations
  - Prescription drugs
  - Other misc programs

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## Iowa Plan Expanded

- Magellan began managing Medicaid enrollees 65 and over beginning July 1, 2010
- IL #899 dated 4/26/10
- Medicare Cross-overs still processed at the IME
- Non-Medicare covered services are processed by Iowa Plan

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## Contacting Magellan

- Providers call:
  - Toll-free (800) 638-8820
  - Local Des Moines area (515) 223-0306
- Website: [www.magellanofiowa.com](http://www.magellanofiowa.com)



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## Miscellaneous Topics

## Adult Routine Physicals

- Payable for both regular Medicaid and IowaCare adult (19+) members
- Members may receive annual preventative physicals from any enrolled Medicaid provider
- See Informational Letters 640 and 789 for complete details

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## Updating TPL to the IME

- Members can call Member Services to update their insurance information
- Complete the Insurance Questionnaire (IQ) found at <http://www.ime.state.ia.us/Providers/Forms.html>
- Form #470-2826
- The IQ form can be emailed to [revcol@dhs.state.ia.us](mailto:revcol@dhs.state.ia.us) or faxed to 515-725-1352
- It can take 10 days for TPL to be updated

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## Correct Coding Initiative

- Providers must use the NCCI coding convention effective 2-1-10
- Allows IME to more closely follow national standards/Medicare
- Enhanced prospective & retrospective reviews were delayed but will be part of FY 2011
- Refer to IL 875, 882, 912



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## Iowa Medicaid Health Information Technology

- Federal 'incentive grants' to Medicaid providers
- To encourage adoption and meaningful use of EHRs (electronic health records)
- Administered by the State Medicaid Program
- Eligible providers must meet minimum patient volume thresholds
- 90% federal matching funds for statewide initiatives that promote the adoption and use of HIT
- Up to \$63,750 is available to each eligible professional over a six year period



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## Medicaid Integrity Program

- CMS audit program to combat Medicaid fraud & abuse
- Effective 11/1/09
- Iowa contractor is Health Integrity, LLC
- Communication is between Health Integrity and the provider
- Failure to comply with request from Health Integrity can cause claim recoupment
- Refer to IL 841

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## EFT/Debit card payments

- Effective with 8/23/10 payment cycle
- Sign up for EFT, call Provider Services
- Debit cards can be used at retailer, banks, ATM
- Special toll-free number for balance & account info
- Web access to balance & account info

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## **HIPAA 5010 & ICD-10**

- Contract awarded to Chicago Systems Group, Inc. (CSG)
- Assisting the IME in meeting the goals established by CMS



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## **Billing**

## Top Claim Denial Reasons

- Duplicate claim
- Member not eligible
- Missing or invalid MediPASS referral number
- Third-party insurance, or Medicare, should have been billed primary
- Concurrent care
- Procedure/provider type conflict

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## Timely Filing Guidelines

- Claims must be filed within 365 days of the through date of service (DOS).
- If a claim is filed timely but denied, an additional 365 days from the denial date is allowed, up to 2 years from the DOS.
- Claims up to 2 years from the date of service may be submitted electronically, as it is no longer required to attach the remittance advice denial.

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## Timely Filing Guidelines

*...continued...*

### Claim Adjustments

- Requests for claim adjustments must be made within 365 days of the payment date
- Claim credits are not subject to a time limit

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## Exceptions to the Timely Filing Guidelines

- Retroactive eligibility
  - Needs to be billed with the Notice of Decision (NOD)
  - Submit claims within 365 days of the date on the NOD
- Third-party related delays
  - Need to include reason for delay
  - Within 365 days of TPL payment

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## Guidelines for Medicare Crossovers

- Medicaid will pay coinsurance and deductibles (unless SLMB)
- Necessary information must be added to the EOMB copy
  - See Informational Letters 638, 658, 687 and 693 for information needed on EOMB
  - TPL payment declaration (if applicable)
- IME will now automatically reprocess electronic Medicare cross-over claims that Medicare denied for reasons PR-96 & PR-204



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## Medicare Cross-over Template

- Can submit this form rather than submitting the Medicare/HMO EOB
- Cleaner claim processing
- Template and instructions are located on the Provider home page of the IME website



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## Exception to Policy

- What is an Exception to Policy? (ETP)
- Request an Exception to Policy at:  
[http://www.dhs.state.ia.us/dhs/appeals/ask\\_exception.html](http://www.dhs.state.ia.us/dhs/appeals/ask_exception.html)
- If an Exception to Policy has been approved:
  - Submit claim with a copy of the Exception to Policy approval letter to the address on the approval letter
  - Submit claim electronically, see IL 757.

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## Credits and Adjustments

- When to credit vs. adjust?
- The Credit/Adjustment form is located on the IME provider website. Form # 470-0040
- Use most recently paid TCN
- If crediting with this form , do **not** send a refund check
- Include either a new corrected claim or a copy of the remittance advice with corrections
- Include appropriate documentation

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## Provider Inquiry

- Form found on IME provider website.  
Form # 470-3744
- When to use:
  - To initiate an investigation into a claim denial
  - To request Medical Services review
- When not to use:
  - To add documentation to a claim
  - To update/change/correct a paid claim

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## Fraud

To report instances of possible fraud or abuse, contact one of the following telephone numbers:


- Medicaid Fraud Control Unit  
800-831-1394
- Medicaid Surveillance & Utilization Review  
877-446-3787 or  
515-256-4615(Des Moines area)

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# IME Tools & Resources



## How can you receive information from the IME?

- IME Website- [www.ime.state.ia.us](http://www.ime.state.ia.us)
- Provider Services phone line
- Remittance Advice comments
- Email Updates
- Informational Letters



## [www.ime.state.ia.us](http://www.ime.state.ia.us)

- Download forms
- Access provider manuals
- Access Informational Releases
- Find links to the Web Portal for claims submission and eligibility information
- Provider training documents & Webinars

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## ELVS

- Voice response system
- Eligibility information available 24/7
- Providers can verify:
  - Monthly eligibility
  - Spenddown
  - TPL insurance
  - Managed Health Care information
  - Current check amounts
  - Limited vision and dental history
  - Iowa Plan

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## EDISS Webportal

- Available 24/7
- Check member eligibility
- Check claim status
- Submit batch claims
- Enroll with EDISS through Total OnBoarding



## Iowa Medicaid Portal Access

<https://secureapp.dhs.state.ia.us/impa/>

## Remittance Advice

- View weekly remittance advice online 24/7
- History going back 2 years
- Iowa Medicaid discontinued paper remittance advices March 1, 2010
- Imeservices.org no longer supports remittance advices as of 7/5/10

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## HCBS Waiver Authorization

- Providers can view Waiver Program information:
  - Number of authorized units
  - Services Rates
  - Procedure Codes

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## Presumptive Eligibility

- **NEW** – Presumptive Eligibility for Children
  - Currently only *hawk-i* outreach workers are eligible to enter applications into IMPA for this group
- Online tool for Presumptive eligibility for Woman with breast or cervical cancer (BCCT) & pregnant presumptive will be available on IMPA beginning Summer 2010.
- ILs will be mailed as soon as more information becomes available

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## Provider Incident Reporting

- Providers can report, track & monitor incidents in "real time"
- Required of HCBS waiver & habilitation providers
- online forms, instructions, & tutorial are available on Provider home page of the IME website

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## Provider Reenrollment 2010

- Provider must designate:
  - Provider Administrator
  - Provider Signatory
  - Provider Reenrollment
- Ownership Control Disclosure
- Background Checks Disclosure

*Coming Soon...*



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## Provider Services Outreach Staff

- Outreach Staff provides the following services:
  - On-site training
  - PC-Ace training
  - Escalated claims issues
  - Please send an email to [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)



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