

# Iowa's Medicaid Program Updates

Provider Services  
Iowa Medicaid Enterprise

April 22, 2019

# Agenda

- Electronic Billing Overview
  - Software and technical support
  - IMPA documentation upload process
- Secondary Billing
- Incarceration
- IA Health Link Open Choice
- Future Quarterly Training
- Top Ten Claim Denial Reasons
- UnitedHealthcare Withdrawal

# Electronic Billing

The IME will be implementing an electronic billing requirement for all Medicaid enrolled providers, excluding individual CDAC, later this year.

# Electronic Billing

Options for provider to consider for electronic billing include:

- Ability PC-Ace Pro
- MCO Portals
- Electronic Data Interchange (EDI)  
Clearinghouse Options

# Electronic Billing Support Fee-for-Service (FFS) Contacts

- IME Provider Services for FFS members
  - Provider email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).
  - Provider Services: 1-800-338-7909
- Electronic Data Interchange Support Services (EDISS)
  - Website: <http://www.edissweb.com/med/index.html>
  - Email: [support@edissweb.com](mailto:support@edissweb.com)
  - Phone: 1-800-967-7902

# Electronic Billing Support MCO Contacts

## **Amerigroup Iowa, Inc. Provider Services**

- Provider Portal (for electronic claims submission): [www.Availity.com](http://www.Availity.com)
- Website: <https://providers.amerigroup.com/ia/Pages/ia.aspx>
- Provider Services: 1-800-454-3730

## **Iowa Total Care Provider Services**

- Provider Portal (for electronic claims submission): [www.Payspanhealth.com](http://www.Payspanhealth.com)
- Website: <https://www.iowatotalcare.com>
- Provider Services: 1-833-404-1061

## **UnitedHealthcare Plan of the River Valley, Inc. Provider Services**

- Provider Portal (for electronic claims submission): [www.UHCProvider.com/Link](http://www.UHCProvider.com/Link)
- Website: <https://uhcprovider.com/iaprovider>
- Provider Services: 1-888-650-3462

# IMPA Documentation Upload

- Register on the IMPA website
  - Go to <https://secureapp.dhs.state.ia.us/impa/Default.aspx>
  - Click on “Register New Account” in the upper left hand corner
- Complete the IMPA System Document Upload access Form
  - <https://www.tfaforms.com/4705523>
- Log into IMPA website
- Under “File” dropdown menu choose “Upload File”
- Choose “Electronic Billing Attachments” under secondary menu

# IMPA Documentation Upload


The screenshot shows the Iowa Medicaid Portal Access interface. At the top, the text "Iowa Medicaid Portal Access" is displayed next to a graphic of hands. Below this is a navigation bar with the following items: [File](#), [Review](#), [Manage](#), [Information](#), [Messages](#), and [Logout](#). A dropdown menu is open under the "File" tab, listing the following options: Reenrollment, Claim PIN, Health Home, MCO-Member Lookup, Upload File, Dental Plan-Member Lookup, MCO-Measures, Facility CP Notice, Eligibility Review Date, Verify Habilitation Eligibility, and Interviewer. The "Upload File" option is highlighted with a red arrow pointing to it. A secondary dropdown menu is open under "Upload File", listing: CSA, Document to IME, Vendor, Critical Incident Report, Wraparound Payment Request, Unassigned Member Assessment, HCBS Residential Assessment, and [Electronic Billing Attachments](#). The "Electronic Billing Attachments" option is highlighted with a red arrow pointing to it. In the background, a partial message is visible: "...the Iowa Medicaid Portal Application!".



# IMPA Documentation Upload

1. In “Document Types” drop down menu choose “Claim Attachment”
2. Enter an “Attachment Control Number (ACN)” format should be member ID number with date of service i.e. 1234567A01012019
3. Enter ten digit “Provider NPI”
4. Select “File” and click on “Upload”

# IMPA Documentation Upload

Iowa Medicaid Portal Access  Good Afternoon Satish Yeluri

[File](#) ▶ [Review](#) ▶ [Manage](#) ▶ [Information](#) ▶ [Messages](#) [Logout](#)

**Upload File** : Electronic Billing Attachments

Document Types  
Claim Attachment ▼

ACN(16 digits):

Provider NPI(10 digits):

Please select file(s) of the following type: .avi,.bmp,.bt,.cal,.clp,.dcx,.doc,.eps,.gif,.ico,.iff,.jpg,.pct,.pcx,.pdf,.ppt,.ras,.rtf,.tga,.tif,.txt,.wav,.wpg,.wmf,.xbm,.xls,.xlsx,.xml,.xpm,.xwd,.csv

File Name	Size	Progress	Remove
REST Web API Web Service.docx	1 MB(s)		<a href="#">Remove</a>

Maximum File Size 20 MBs  
[History of Uploaded Documents](#)

# IMPA Documentation Upload

- Once uploaded successfully, user can see uploaded document information
  - Document type
  - File Name
  - Uploaded Date
  - Created User

# IMPA Documentation Upload

Select...

Please select file(s) of the following type: .avi,.bmp,.bt,.cal,.clp,.dcx,.doc,.eps,.gif,.ico,.iff,.jpg,.pct,.pcx,.pdf,.ppt,.ras,.rtf,.tga,.tif,.txt,.wav,.wpg,.wmf,.xbr,.xls,.xlsx,.xm

File Name	Size	Progress	Remove
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Upload... Clear

Maximum File Size 20 MBs  
History of Uploaded Documents

Document Type	File Name	Uploaded Date	Created User
Claim Attachment	hawk-i Master Test Plan - V1.0.docx	11/28/2018 10:39:00 AM	syeluri

# IMPA Documentation Upload

- It is important to follow ACN field format to route documentation with appropriate claim
- Maximum file size 20 MBs
  - If file is larger than 20 MBs send in 2 separate files
- File types accepted:  
.avi,.bmp,.bt,.cal,.clp,.csv,.dcx,.docx,.doc,.eps,.gif,.ico,.iff,.jpg,.pct,.pcx,.pdf,.ppt,.ras,.rtf,.tga,.tip,.txt,.wav,.wpg,.wmf,.xbm,.xls,.xlsx,.xml,.xpm,.xwd

# Recoupments and Adjustments

- Paper Adjustment form 470-0040 and Recoupment form 470-4987 will not be accepted
- Must be submitted electronically (via HIPAA 837 transaction)
- Refer to IL 1160 dated September 26, 2012 for instruction

# Provider Inquiries

Provider Inquiry form 470-3744 will be accepted for appropriate requests

- Requesting Medical Services/Policy review of HCPCS code
- Requesting Medical Services/Policy review of fee schedule for a HCPCS code
- Disputing denial of a previously reviewed claim
- May not be submitted for the purpose of attaching documentation
  - No claim in system with documentation
  - Letter to provider (inquiry will not be processed)

# Incarceration

- Incarceration:
  - Public Correctional Facility – Jail, Prison, Work Release program and living in a halfway house/residential facility, or serving a sentence in a halfway house/residential facility.
  - An inmate RELEASED on probation or parole are not considered incarcerated and can get full Medicaid benefits.
- Available Services for Incarcerated Members:
  - Limited Inpatient Services
    - Physician Services
    - Diagnostic Testing and
    - Related laboratory service



# Incarceration

- DHS receives incarceration records from the following sources:
  - Electronic data file sent by the DOC
  - Social Security Administration – PUPS
  - County Jails
- DHS checks files and compares to Medicaid members.
- Members incarcerated more than 30 days will be moved to limited benefits only.

# Incarceration

- Incarceration date is at least 45 days in the past therefore, by the time the information has flowed through all systems, there may be at least 2 months of enrollment that need to be adjusted retroactively.
- MCOs receive eligibility changes through daily enrollment file.
- Only persons authorized (under State or other applicable law) to act on behalf of the member can make changes to the members' Medicaid application information.

# Future Quarterly Training

- The IME intends to do quarterly training
- Trainings will be in the following formats:
  - Webinar
  - Recordings
  - Live trainings for specific provider types in locations throughout the state

# Top Ten Claim Denial Reasons

- The member is enrolled with a Medicaid MCO.
- Service not covered for member/limited or no Medicaid eligibility.
- The procedure code billed in not valid for the provider billing the service.
- No provider rate on file.
- Duplicate billing of a previously paid claim.

# Top Ten Claim Denial Reasons

- Medicare allowed amount is zero.
- Medicare eligible claim not billed as a crossover.
- TPL on file not on claim.
- The claim denied but is being submitted for Medically Needy/Spenddown consideration
- Claim exceeds the timely filing limit

# Informational Letter Search Function

- Updating IL webpage to make more user friendly by having a search box and search topics to help narrow search
- Search by provider type, provider topics, and/or year
- Available in the next month

# Informational Letter Search Function

Search Criteria

Search for Information Letters..



Search

## Advance Search

Close

### Provider Types

- IME ACO (Accountable Care Organization)
- IME Adult Rehab
- IME Ambulance
- IME Ambulatory Surgical Center
- IME Area Education Agency
- IME Assertive Community Treatment (ACT)
- IME Audiologist
- IME Behavioral Health
- IME Behavioral Health Intervention Source (BHIS)

### Provider Topics

- Affordable Care Act (ACA)
- Billing / Claims
- Coding
- Cost Reporting
- Crossover Claims
- Electronic Health Records (EHR)
- Electronic Visit Verification (EVV)
- Incident Reporting
- International Classification of Diseases, 10th Edition (ICD-10)/(ICD-9)

### Programs

- Assessments
- Breast and Cervical Cancer (BCCT)
- Consumer Choices Option (CCO)
- EPSDT / Care for Kids
- Family Planning Program (FPP)/ Iowa Family Planning Network (IFPN)
- Family Planning Services
- hawk-I
- Health Insurance Premium Payment (HIPP)
- Home- and Community-Based Services (HCBS)

Year

Search

Clear

Close

# IME Eligibility Verification Tools

## Iowa Medicaid Enterprise

- Automated Line: 1-800-338-7752 (toll free) or 515-323-9639 (locally in Des Moines)
- Provider Services: 1-800-338-7909, Monday to Friday, 7:30 a.m. to 4:30 p.m.
- Web portal: <https://imeediss5010.noridian.com/iowaxchange5010/>



# Contact Information and Updates

# IME Provider Services

Provider Services Contact Information	
Iowa Medicaid Provider Services	<p>Phone: 1-800-338-7909  Hours: 8:00 AM – 5:00 PM, Monday – Friday  Fax: 515-725-1155  Email: <a href="mailto:IMEProviderServices@dhs.state.ia.us">IMEProviderServices@dhs.state.ia.us</a>  Website: <a href="https://dhs.iowa.gov/ime/providers">https://dhs.iowa.gov/ime/providers</a></p>
Iowa Medicaid Provider Outreach	<p>Phone: 1-800-338-7909  Hours: 8:00 AM – 5:00 PM, Monday – Friday  Email: <a href="mailto:IMEProviderOutreach@dhs.state.ia.us">IMEProviderOutreach@dhs.state.ia.us</a></p>
Iowa Medicaid Provider Enrollment	<p>Phone: 1-800-338-7909  Hours: 8:00 AM – 5:00 PM, Monday – Friday  Email: <a href="mailto:IMEProviderEnrollment@dhs.state.ia.us">IMEProviderEnrollment@dhs.state.ia.us</a>  Address: Iowa Medicaid Enterprise  Provider Enrollment Unit  PO Box 36450  Des Moines, IA 50315</p>
Verify Medicaid Member Eligibility	<p><b>Electronic Data Interchange Support Services (EDISS)</b>  Website: <a href="https://connect.edissweb.com/">https://connect.edissweb.com/</a>  <b>Eligibility Verification via Telephone</b>  Phone: 515-323-9639 (locally in Des Moines)  1-800-338-7752 (toll-free)</p>

# IME Member Services

Medicaid Member Contact Information	
Iowa Medicaid Member Services	Phone: 1-800-338-8366 Hours: 8:00 AM – 5:00 PM, Monday – Friday Email: <a href="mailto:IMEMemberServices@dhs.state.ia.us">IMEMemberServices@dhs.state.ia.us</a> Fax: 515-725-1351 Website: <a href="https://dhs.iowa.gov/ime/members">https://dhs.iowa.gov/ime/members</a>
Hawki	Phone: 1-800-257-8563 Hours: 8:00 AM – 6:00 PM, Monday – Friday Website: <a href="https://dhs.iowa.gov/hawki">https://dhs.iowa.gov/hawki</a>
DHS Contact Center (Help applying for Medicaid or checking on an application)	Phone: 1-855-889-7985 Hours: 8:00 AM – 5:00 PM, Monday – Friday
DHS Customer Service (Report a birth, change of address, income change, etc.)	Phone: 1-877-347-5678 Hours: 8:00 AM – 5:00 PM, Monday - Friday

# Non Emergency Medical Transportation (NEMT) Contact Information

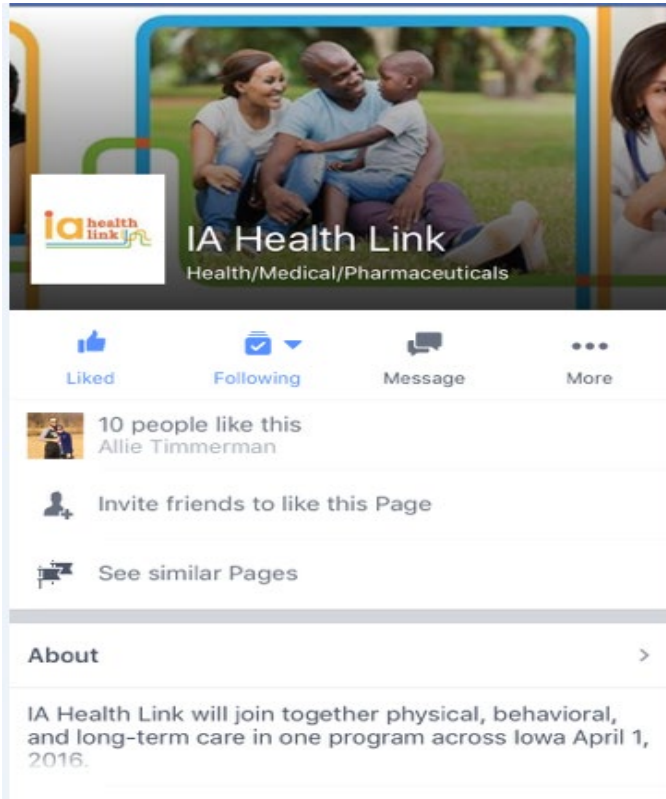
FFS Non-Emergency Medical Transportation (NEMT)	
Access2Care	Phone: 866-572-7662 (toll-free) Fax: 866-584-7601 Address: 525 SW 5 <sup>th</sup> Street, Ste. E Des Moines, IA 50309-4501 Website: <a href="https://www.access2care.net/">https://www.access2care.net/</a>

# Webpages

## Department of Human Services Website

General information	<a href="https://dhs.iowa.gov/ime/providers">https://dhs.iowa.gov/ime/providers</a>
IA Health Link	<a href="https://dhs.iowa.gov/iahealthlink">https://dhs.iowa.gov/iahealthlink</a>
Dental Wellness Plan	<a href="https://dhs.iowa.gov/dental-wellness-plan">https://dhs.iowa.gov/dental-wellness-plan</a>
Informational Letters	<a href="https://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins">https://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins</a>
Medicaid e-News	<a href="https://dhs.iowa.gov/ime/about/IMENewsletters">https://dhs.iowa.gov/ime/about/IMENewsletters</a>

# Social Media



**Facebook**

[www.facebook.com/iahealthlink](http://www.facebook.com/iahealthlink)



**Twitter**

[www.twitter.com/IAHealthLink](http://www.twitter.com/IAHealthLink)