

Idaho Provider Frequently Asked Questions and Answers (FAQs)

Listed below are Frequently Asked Questions and Answers. First Health Services Corporation (FHSC) will add to this list as we receive more questions in regards to the Idaho Medicaid Program.

| Question | Answer |
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| What is a Pharmacy Benefit Management (PBM)? | PBM stands for Pharmacy Benefit Management system. Pharmacy Benefit Management companies are third party administrators of prescription drug programs. They are primarily responsible for processing and paying prescription drug claims; however, they can provide additional services as well. |
| When will the new PBM be implemented? | The new PBM will be implemented in February 2010. |
| What National Council on Prescription Drug Programs (NCPDP) format or version needs to be utilized to process claims? | Send NCPDP Version 5.1 only. Any lower version will be denied. |
| Who will administer the PBM for the Idaho Medicaid Program? | First Health Services has contracted with Idaho Medicaid to provide the PBM system. First Health Services will provide Point-of-Sale (POS) claims processing for pharmacies. Highlights of the new system include a direct pharmacy provider call center, as well as, an online Web portal. |
| What routing information will my software vendor need to change so that claims can be submitted to FHSC? | <ul style="list-style-type: none"> ▪ BIN # (NCPDP #101-A1) = 014864 ▪ PCN (NCPDP #104-A4) = P043014864 ▪ Group ID (NCPDP #301-C1) = IDMEDICAID |
| Will there be a downtime period between the shutoff of the current pharmacy vendor and the start-up of the First Health Services' system? | Yes, the planned downtime is currently January 31, 2010. The current pharmacy vendor (EDS) will shut down claims processing at 6:00 p.m. MT. FHSC will begin processing claims at 7:00 a.m. PT, 8:00 a.m. MT, 10:00 a.m. ET, on February 1, 2010. |
| What should I do if I need to submit a claim during this downtime window? | Providers should hold all claims for this window of time. Providers will be able to submit these claims immediately following system start-up at 7:00 a.m. PT, 8:00 a.m. MT, 10:00 a.m. ET, on February 1, 2010. |
| What should I do if I need to reverse a claim during this downtime window? | Please hold the reversal and submit after the system start-up at 7:00 a.m. PT, 8:00 a.m. MT, 10:00 a.m. ET, on February 1, 2010. |

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| What ID will I use for the recipient, provider, or prescriber? | <ul style="list-style-type: none"> ▪ Cardholder ID = Recipients Idaho Medicaid ID Number ▪ Provider ID = National Provider Identifier (NPI) ▪ Prescriber ID = National Provider Identifier (NPI) |
| How often will recipient eligibility be updated? | Eligibility will be updated daily (government work days) |
| What paper claim form will be used? | Use the Universal Claim Form (UCF), DAH-2PT for Standard Version 5.1 |
| What address can I mail paper claims to? | Format: UCF Version DAH-2PT for Standard Version 5.1 <u>Address</u> First Health Services Idaho Paper Claims Processing Unit Post Office Box C85042 Richmond, VA. 23261-5042 |
| Can I submit Coordination of Benefits (COB)/Third Party Liability (TPL) claims through First Health Services' POS? | Yes |
| How will compound pharmacy claims be submitted in the new PBM system? | The new PBM system will accept compound pharmacy claims through online POS. This will expedite faster payment of compound pharmacy claims. |
| Do I have to submit claims via POS? | POS submission is preferred for timely response; however; paper claims submitted on the Universal Claim Form (UCF), Version DAH 2PT, will be accepted. Pharmacies that submitted claims through PES will submit claims through the new First Health Services online portal. Pharmacies will access this Web-based portal through a secure logon. |
| Will the payment schedule change? | Checkwrite schedule will not change. The State will be processing the checks. |
| Will I be able to reverse a claim through FHSC that I submitted to EDS? | Yes |
| What will happen to prior authorizations that were submitted through EDS? | FHSC will convert 10 years (based on PA termination date) of existing prior authorization records. Records with a PA End Date within five years of February 1, 2010 will be converted. All lifetime PA records will be converted. |
| Who will process prior authorizations? | IDHW will process all clinical prior authorizations. |

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| Can I request prior authorizations online? | Yes, prior authorization requests can be done online through the First Health Services online portal, Web Claims Submission. Providers will access this portal through a secure logon. |
| Can the current PA request forms still be used? | Yes, the current PA request forms will be utilized. |
| Will the Prescription Origin Code be required when submitting a claim? | <p>Yes. The NCPDP Field Number for the Prescription Origin Code is: 419-DJ.</p> <p>Values</p> <ul style="list-style-type: none"> ▪ 0 = Not Specified ▪ 1 = Written ▪ 2 = Telephone ▪ 3 = Electronic ▪ 4 = Facsimile |
| Is the Prescription Origin Code only to be sent on new Rx(s) or refills also? | The Prescription Origin Code is to be sent on all claims, new, and refills. |
| Who can I contact about Durable Medical Equipment (DME) or Nutritional Supplements? | <p>Contact the DME Specialist Monday – Friday 8:00 a.m. – 5:00 a.m. M.T.</p> <ul style="list-style-type: none"> ▪ 208-364-1954 ▪ 208-364-1830 ▪ 1-866-205-7403 <p>Fax: 208-332-7280 or 1-800-352-6044 Attn: DME Specialist</p> |
| What is the advantage of using Web Claims Submission? | It is of most use to those submitting paper claims. In addition, you will be able to check eligibility, and search for claims that were submitted via Web Claims Submission. |
| What is the User Administration Console (UAC) Application? | <p>The User Administration Console is the FHSC Web-based enterprise solution to Web registration and security. It is designed to allow</p> <ul style="list-style-type: none"> ▪ One way to register ▪ One presentation to our clients ▪ One way to administer Web users ▪ This Web-based platform will be deployed across all First Health Services' Web applications and will allow a single login of a user to access applications for multiple providers. |

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| What is a Delegated Administrator? | <ul style="list-style-type: none"> ▪ This role manages the entire organization's access and use of any FHSC Web-based applications such as Web Claims Submission and Web PA. ▪ The Del. Admin. is the one to initially register on behalf of the organization and can assign Local Administrators and/or users to work on behalf of the organization. ▪ The Del. Admin. authorizes and registers Local Administrators, and can register and assign users to certain roles, and limit their access to specific FHSC applications and/or providers |
| Can a Delegated Administrator be replaced? | Yes, this can be done by using the UAC applications upgrade feature on the Who are you? page. |
| How does a Delegated Administrator add a user? | Click on the User tab and click the New User button. Then enter the user name, ID and password, email address, phone, fax, and then click Save. Click on the Roles tab; choose application(s) from the drop-down box. Click the Get Roles button and check the boxes of the appropriate roles, then click Save. This process is outlined in the UAC User Guide and can be accessed by clicking the Help icon in the application. |
| When will the UAC PIN letters be sent? | The PIN letter will be sent in 7–10 business days following provider registration via United States Postal Service. |
| Can I search POS claims via the Web? | No, only claims submitted via the Web by your pharmacy can be retrieved. |
| In Web Claims Submission, does the Search feature look up claims for other providers? | No, just the claims your store has entered. |
| How long can the Web Claims Submission screen remain open before timing out? | 60 minutes. |
| Will using Web Claims Submission cause any difference in how claims are paid to a prescriber? | No, the payment process will be the same. |
| Can recipient eligibility be checked via Web Claims Submission? | Yes. |

| Subject | Help Desk Resource | Phone Numbers | Availability |
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| Assistance with claims | FHSC Pharmacy Support Call Center | (800) 922-3987 | 24/7/365 |
| If there are questions regarding the Idaho Medicaid Management Information System (MMIS) transition | Visit our website at: www.idahommis.dhw.idaho.gov or email us at: idproviderenrollment@unisys.com | | 24/7/365 |
| Questions regarding Provider Record Update prior to Go-Live, contact | Unisys | Unisys at (866) 686-4272 or email Unisys at: idproviderenrollment@unisys.com | 24/7/365 |
| If you have question regarding claims processing in the current Medicaid payment system | Contact EDS | (800) 685-3757 | 24/7/365 |
| Assistance with UAC, Web PA, and Web Claims Submission | FHSC Web Support Call Center | (800) 241-8726 | 6:00 a.m. – 6:00 p.m. MT, Monday - Friday |