



# MedicAide

An informational newsletter for Idaho Medicaid Providers

## In this issue:

- 1 New Medicaid Management Information System (MMIS) Coming in 2010!
- 1 Idaho MMIS Transition News
- 4 Interpretive Services
- 4 Attention ICF/MR and ISSH Providers
- 5 Attention Personal Care Service (PCS) Providers
- 5 Do Your Patients Need to Lose or Gain Weight?
- 5 Get Ready for 1099 Forms
- 6 FAQs About 1099 Forms
- 6 Internal Revenue Service Exempt Status for Personal Care & Residential Habilitation Service Providers
- 7 Voicemail Messages—Help Us Help You

From the Idaho Department of Health and Welfare, Division of Medicaid

January 2010

## New Medicaid Management Information System (MMIS) Coming in 2010!

The most up-to-date MMIS information is available on the Web at [www.idahommis.dhw.idaho.gov](http://www.idahommis.dhw.idaho.gov). Watch the *MedicAide* newsletter for more information pertaining to the new MMIS. This month's article follows on this page.

## Idaho MMIS Transition News

### Pharmacy Point-of-Sale Claims Processing

First Health Services Corporation (FHSC) will begin providing Point-of-Sale (POS) claims processing for the Idaho Medicaid Program on Saturday, January 30, 2010, at 8:00 a.m. MT. All drug claims, regardless of Date of Service, must be submitted through First Health Services Corporation at this time. The current pharmacy vendor, HP Enterprise Services, will cease to process POS claims at 8:00 p.m. MT on January 29, 2010. The last day for HP to process paper drug claims is January 22, 2010. Paper drug claims received by HP after January 22, 2010, will be rejected.

**Note:** Durable Medical Equipment (DME) providers will continue to submit DME claims to HP until the new medical claims processing system is implemented in late spring/early summer 2010.

The new billing media for drug claims effective January 30, 2010, follows.

Billing Media	NCPDP Version	Comments
POS	Version 5.1	Online POS and Web claims submission is preferred.
Paper claim	Universal Claim Form (5.1 UCF)	DAH – 2PT for Standard Version 5.1
Web claims submission	NCPDP 5.1	

Effective January 4, 2010, First Health Services Pharmacy Support Call Center and the Web Support Call Center will be available for pharmacy providers to call with any questions about the upcoming transition. The nationwide toll-free numbers are as follows:

Pharmacy Support Call Center: (800) 922-3987 (24/7/365)

Web Support Call Center: (800) 241-8726 (Monday-Friday 8:00 a.m.-6:00 p.m. MT)

### Tips to Help With a Smooth Transition

- Drug claims will be processed using the National Council for Prescription Drug Program (NCPDP) standardized Version 5.1.
- The new Bank Identifier Number (BIN) for FHSC will be 014864.
- The new Processor Control Number will be P043014864.

Continued on page 2 (Idaho MMIS Transition News)

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Health and Welfare  
State of Idaho

Continued from page 1 (Idaho MMIS Transition News)

- The new Medicaid Group ID will be IDMEDICAID.
- Software vendors can contact Dorothea Roane at (804) 217-7900 at First Health Services Corporation with questions about connectivity testing.
- DME and J-code claims will continue to be processed by HP until the new medical claims system is operable later in 2010.
- Effective January 30, 2010, all paper drug claims will need to be submitted on the Universal Claim Form (UCF). The last day for HP to process paper drug claims is January 22, 2010. Paper claims received by HP after January 22, 2010, will be rejected.
- First Health Services will be offering provider workshops, with Continuing Education (CE) credits, in January 2010. The training will provide instruction for verifying client eligibility, requesting prior authorizations, handling special situations (e.g., emergency guidelines, lock-in clients, and early refill), knowing the availability of the call centers, as well as using Web registration and Web applications.

Upon completion of this training, participants will be able to accomplish the following:

- Describe changes to pharmacy claims processing to be implemented on 2/01/10 by First Health Services Corporation in support of the Idaho Medicaid Program.
- List contact numbers that assist in processing pharmacy claims or answer questions about claims processing.

The Introduction to First Health Services Corporation workshop is primarily designed for pharmacists and technicians who process pharmacy claims for the Idaho Medicaid Program. This workshop is sponsored by the Nebraska Council for Continuing Pharmaceutical Education (NCCPE). NCCPE is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. The workshops will provide **three hours of continuing pharmacy education (CPE) credits** for attendance of the entire workshop and the completion of an evaluation form. This is a knowledge based CPE activity. ACPE Pharmacists UAN #128-000-10-002-L04-P. ACPE Pharmacy Technician UAN #128-000-10-002-L04-T. This workshop is offered several different times. CPE credit will only be offered for one workshop. Participants should not seek duplicate credits. For questions about CPE Statements of Credit, call NCCPE at (402) 420-1500.



To register for the provider workshops, please contact First Health Services Corporation at (800) 922-3987. The schedule for the workshops follows. There is no cost for these training sessions.

City	Address	Phone	Time
Coeur d'Alene	DHW 1120 Ironwood Drive Coeur d'Alene, ID 83814	(208) 665-8844	Thursday, January 7 9:00 a.m.-12:00 p.m. PT 2:00 p.m.-5:00 p.m. PT
Coeur d'Alene	DHW 1120 Ironwood Drive Coeur d'Alene, ID 83814	(208) 665-8844	Friday, January 8 9:00 a.m.-12:00 p.m. PT 2:00 p.m.-5:00 p.m. PT
Idaho Falls	University Place 1776 Science Center Dr. Suite 306 Idaho Falls, ID 83402	(208) 282-7986	Monday, January 11 9:00 a.m.-12:00 p.m. MT 2:00 p.m.-5:00 p.m. MT
Idaho Falls	University Place 1776 Science Center Dr. Suite 306 Idaho Falls, ID 83402	(208) 282-7986	Tuesday, January 12 9:00 a.m.-12:00 p.m. MT 2:00 p.m.-5:00 p.m. MT
Nampa	Northwest Nazarene University 623 Holly St. Nampa, ID 83686	(208) 467-8790	Thursday, January 14 9:00 a.m.-12:00 p.m. MT 2:00 p.m.-5:00 p.m. MT

## DHW Contact Information

◆ **DHW Web site**  
www.healthandwelfare.  
idaho.gov

◆ **Idaho Careline**  
2-1-1  
Toll free: (800) 926-2588

◆ **Medicaid Fraud and Program Integrity Unit**  
PO Box 83720  
Boise, ID 83720-0036  
Fax: (208) 334-2026  
prvfraud@dhw.idaho.gov

## Healthy Connections Regional Health Resources Coordinators

◆ **Region I - Coeur d'Alene**  
(208) 666-6766  
(800) 299-6766

◆ **Region II - Lewiston**  
(208) 799-5088  
(800) 799-5088

◆ **Region III - Caldwell**  
(208) 455-7244  
(208) 642-7006  
(800) 494-4133

◆ **Region IV - Boise**  
(208) 334-0717  
(208) 334-0718  
(800) 354-2574

◆ **Region V - Twin Falls**  
(208) 736-4793  
(800) 897-4929

◆ **Region VI - Pocatello**  
(208) 235-2927  
(800) 284-7857

◆ **Region VII - Idaho Falls**  
(208) 528-5786  
(800) 919-9945

◆ **In Spanish (en Español)**  
(800) 378-3385

Continued on page 3 (Idaho MMIS Transition News)

**Prior Authorization  
Contact Information**

◆ **DME Specialist, Medical Care**  
PO Box 83720  
Boise, ID 83720-0036  
Phone: (866) 205-7403  
  
Fax: (800) 352-6044  
(Attn: DME Specialist)

◆ **Pharmacy**  
PO Box 83720  
Boise, ID 83720-0036  
Phone: (866) 827-9967  
(208) 364-1829  
  
Fax: (208) 364-1864

◆ **Qualis Health (Telephonic & Retrospective Reviews)**  
10700 Meridian Ave. N.  
Suite 100  
Seattle, WA 98133-9075  
Phone: (800) 783-9207  
Fax: (800) 826-3836  
(206) 368-2765  
  
[www.qualishealth.org/idaho/medicaid.htm](http://www.qualishealth.org/idaho/medicaid.htm)

**Transportation**

◆ **Developmental Disability and Mental Health**  
Phone: (800) 296-0509, #1172  
(208) 287-1172

◆ **Other Non-emergent and Out-of-State**  
Phone: (800) 296-0509, #1173  
(208) 287-1173  
  
Fax: (800) 296-0513  
(208) 334-4979

◆ **Ambulance Review**  
Phone: (800) 362-7648  
(208) 287-1157  
  
Fax: (800) 359-2236  
(208) 334-5242

**Insurance Verification**

◆ **HMS**  
PO Box 2894  
Boise, ID 83701  
Phone: (800) 873-5875  
(208) 375-1132  
  
Fax: (208) 375-1134

*Continued from page 2 (Idaho MMIS Transition News)*

City	Address	Phone	Time
Boise	ITT Tech 12302 W Explorer Drive Boise, ID 83713	(208) 322-8844	Friday, January 15 9:00 a.m.-12:00 p.m. MT 2:00 p.m.-5:00 p.m. MT
All	Introduction to First Health Services Corporation Webinars	(866) 705-7362 Participant Code: 7912834	Monday, January 18 9:00 a.m.-12:00 p.m. MT  Thursday, January 21 1:00 p.m.-4:00 p.m. MT

If you cannot attend the provider workshops, Webinars will be offered during the month of January including User Administration Console, Pharmacy Web Prior Authorization (for prescribers), and Pharmacy Web Claims Submission. To register for one of these sessions, please contact First Health Services Corporation at (800) 922-3987.

**Note:** The three hours of CE will not be applicable for the UAC, Web PA, and Web Claims Submission Webinars.

The Webinar schedule is as follows (*no CE hours for these Webinars*).

UAC Webinar	
Tuesday, January 5, 2010 1:00 p.m.-4:00 p.m. (ET) 11:00 a.m.-2:00 p.m. (MT) 10:00 a.m.-1:00 p.m. (PT)	Tuesday, January 12, 2010 3:00 p.m.-6:00 p.m. (ET) 1:00 p.m.-4:00 p.m. (MT) 12:00 p.m.-3:00 p.m. (PT)
Tuesday, January 19, 2010 1:00 p.m.-4:00 p.m. (ET) 11:00 a.m.-2:00 p.m. (MT) 10:00 a.m.-1:00 p.m. (PT)	Tuesday, January 26, 2010 3:00 p.m.-6:00 p.m. (ET) 1:00 p.m.-4:00 p.m. (MT) 12:00 p.m.-3:00 p.m. (PT)
Web Claims Submission Webinar	
Wednesday, January 6, 2010 3:00 p.m.-5:00 p.m. (ET) 1:00 p.m.-3:00 p.m. (MT) 12:00 p.m.-2:00 p.m. (PT)	Wednesday, January 13, 2010 12:00 p.m.-2:00 p.m. (ET) 10:00 a.m.-12:00 p.m. (MT) 09:00 a.m.-11:00 a.m. (PT)
Wednesday, January 20, 2010 3:00 p.m.-5:00 p.m. (ET) 1:00 p.m.-3:00 p.m. (MT) 12:00 p.m.-2:00 p.m. (PT)	Wednesday, January 27, 2010 12:00 p.m.-2:00 p.m. (ET) 10:00 a.m.-12:00 p.m. (MT) 09:00 a.m.-11:00 a.m. (PT)
Web PA Webinar	
Thursday, January 7, 2010 12:00 p.m.-1:00 p.m. (ET) 10:00 a.m.-11:00 p.m. (MT) 09:00 a.m.-10:00 a.m. (PT)	Thursday, January 14, 2010 3:00 p.m.-4:00 p.m. (ET) 1:00 p.m.-2:00 p.m. (MT) 12:00 p.m.-1:00 p.m. (PT)
Thursday, January 21, 2010 12:00 p.m.-1:00 p.m. (ET) 10:00 a.m.-11:00 p.m. (MT) 09:00 a.m.-10:00 a.m. (PT)	Thursday, January 28, 2010 3:00 p.m.-4:00 p.m. (ET) 1:00 p.m.-2:00 p.m. (MT) 12:00 p.m.-1:00 p.m. (PT)

**Attention Pharmacy Providers and PES Users**

1. Do you use the Provider Electronic Solutions (PES) software provided by HP to submit claims or verify eligibility?
2. Do you submit claims **SOLELY** on paper?

*Continued on page 4 (Idaho MMIS Transition News)*

Continued from page 4 (Idaho MMIS Transition News)

If you answered yes to either of these questions please send an e-mail with “PES” in the subject line to [idahommis@dhw.idaho.gov](mailto:idahommis@dhw.idaho.gov) immediately. These processes will change in February 2010 and we need to discuss the options that will be available to you.

## HIPAA Companion Guides for the New MMIS

HIPAA Companion Guides for submitting electronic transactions to the **new MMIS** are available at [www.idahommis.dhw.idaho.gov](http://www.idahommis.dhw.idaho.gov).

## Questions

If you have questions regarding the Idaho MMIS transition, e-mail us at [idahommis@dhw.idaho.gov](mailto:idahommis@dhw.idaho.gov) or visit our Web site at [www.idahommis.dhw.idaho.gov](http://www.idahommis.dhw.idaho.gov).

If you have questions regarding Provider Record Update, call Unisys at (866) 686-4272 or e-mail Unisys at [idproviderenrollment@unisys.com](mailto:idproviderenrollment@unisys.com).

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## Interpretive Services

Medicaid covers interpretation services to assist participants who are deaf or have limited English proficiency (LEP). It is the responsibility of the provider agency to hire an interpreter in order to communicate with a participant when they are providing a direct service.

Payment for interpretation services are subject to the following limitations:

- Payment will **only** be made for interpretive services to assist the participant to understand information or services that are reimbursed by Medicaid.
- Payment will not be made for interpretive services when the provider of the service is able to communicate in the participant’s language or sign language.
- Payment for interpretation services will not be made to providers who cost audit settle with DHW. These services are considered to be included in the provider’s cost of doing business. This includes providers such as hospitals, home health agencies, rural health clinics, and long-term care facilities.

Reimbursement for providers is as follows:

**8296A** – Interpretive Services – \$12.16 per 1-hour unit

**T1013** – Sign Language Interpretive Services – \$12.50 per 15-minute unit

Please refer to “Section 2.1.2.4, General Billing Information,” in the *Idaho Medicaid Provider Handbook* for more information. The *Handbook* is available online at: <http://www.healthandwelfare.idaho.gov/site/3348/default.aspx>

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## Attention ICF/MR and ISSH Providers

Effective January 1, 2010, Medicaid will require that revenue code 189 be used by all ICF/MR and Idaho State School and Hospital (ISSH) providers for Leave of Absence (LOA) days.

Medicaid is implementing the new LOA revenue code, 189, to comply with new MMIS system requirements. Revenue code 189 will replace revenue code 184, which is not an effective national code.

For claim dates of service prior to January 1, 2010, ICF/MR and ISSH providers should continue to use revenue code 184.

## Contact Information

◆ **MAVIS**  
Phone: (800) 685-3757  
(208) 383-4310

◆ **Correspondence**  
PO Box 23  
Boise, ID 83707

◆ **Medicaid Claims**  
PO Box 23  
Boise, ID 83707

◆ **PCS & ResHab Claims**  
PO Box 83755  
Boise, ID 83707

## Fax Numbers

◆ **Provider Enrollment**  
(208) 395-2198

◆ **Provider Services**  
(208) 395-2072

◆ **Participant Assistance Line**  
Toll free: (888) 239-8463

## Unisys – Provider Record Update

◆ **Phone**  
Monday through  
Friday, 8 am to 5 pm MT  
Toll Free (866) 686-4272  
In Boise (208) 373-1424

◆ **Fax**  
(877) 517-2041

◆ **E-mail**  
[IDProviderEnrollment@unisys.com](mailto:IDProviderEnrollment@unisys.com)

◆ **Mail**  
PO Box 70082  
Boise, ID 83707

## Provider Relations Consultant Contact Information

### ◆ Region 1

Prudie Teal  
1120 Ironwood Dr., Suite 102  
Coeur d'Alene, ID 83814

Phone: (208) 666-6859  
(866) 899-2512  
Fax: (208) 666-6856

EDSPRC-Region1@eds.com

### ◆ Region 2

Darlene Wilkinson  
1118 F Street  
PO Drawer B  
Lewiston, ID 83501

Phone: (208) 799-4350  
Fax: (208) 799-5167

EDSPRC-Region2@eds.com

### ◆ Region 3

Mary Jeffries  
3402 Franklin  
Caldwell, ID 83605

Phone: (208) 455-7162  
Fax: (208) 454-7625

EDSPRC-Region3@eds.com

### ◆ Region 4

Angela Applegate  
1720 Westgate Drive, # A  
Boise, ID 83704

Phone: (208) 334-0842  
Fax: (208) 334-0953

EDSPRC-Region4@eds.com

### ◆ Region 5

Trudy DeJong  
601 Poleline, Suite 3  
Twin Falls, ID 83303

Phone: (208) 736-2143  
Fax: (208) 736-2116

EDSPRC-Region5@eds.com

### ◆ Region 6

Abbey Durfee  
1070 Hiline Road  
Pocatello, ID 83201

Phone: (208) 239-6268  
Fax: (208) 239-6269

EDSPRC-Region6@eds.com

### ◆ Region 7

Ellen Kiester  
150 Shoup Avenue  
Idaho Falls, ID 83402

Phone: (208) 528-5728  
Fax: (208) 528-5756

EDSPRC-Region7@eds.com

## Attention Personal Care Service (PCS) Providers

There is a new Personal Care Services (PCS) assessment for children.

PCS agency nurses are currently completing the PCS assessment and plan of care for children receiving PCS. Beginning January 1, 2010, the regional nurse reviewers (RNR) from Regional Medicaid Services will complete a new PCS assessment for children receiving PCS in their own home or a PCS home. The RNRs will send the completed assessment to the child's PCS agency of choice and the agency nurse will develop the plan of care based on the information obtained in the assessment.

The payment methodology for PCS Alternate Care Homes (Children's PCS Homes) will not change until July 1, 2010.

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## Do Your Patients Need to Lose or Gain Weight?

The Preventive Health Assistance (PHA) benefit may be able to help pay for a weight management program. PHA provides assistance to Medicaid participants who meet the Centers for Disease Control definition of being obese or underweight.

To qualify for this benefit, Medicaid participants must:

- Be over the age of five,
- Have a Body Mass Index (BMI) in the obese or underweight range, and
- Want to improve health through weight management.

If you have a patient you think may qualify, please refer him or her to the PHA Unit at (866) 364-1843 or give him or her a PHA brochure.



If you would like to request a supply of PHA brochures, or if you would like more information on PHA benefits, please call the PHA Unit at (877) 364-1843 (toll free).

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## Get Ready for 1099 Forms

The time of year is coming again when we will send your 1099 forms. The information that follows will help ensure that your 1099 information is current.

1. Check your recent Remittance Advice report to make certain we have your correct business name and address and that we have linked this information to the correct provider identification number.
2. Determine if your tax identification number has changed during this past year.

If you need to make any corrections, please submit your updates using the Change of Provider Information Authorization form in "Appendix D: Forms" of the *Idaho Medicaid Provider Handbook*. The provider must sign this form to authorize a change in the pay-to name, address, or tax identification number. You can either fax it to Provider Enrollment at (208) 395-2198, or mail it to HP Provider Enrollment at PO Box 23, Boise, ID, 83707.

By taking a few minutes to verify your correct information now, you can save time and possible frustration in the future. If you have questions, please call HP toll free at (800) 685-3757, or 383-4310 in the Boise area, and ask for "Provider Enrollment."

# FAQs About 1099 Forms

1. If I am tax exempt, why did I receive a 1099 form?

All providers receive a 1099 form regardless of exempt status.

2. What makes a provider tax exempt?

Personal care and residential habilitation service providers are exempt if:

- Services are rendered in the provider's home.
- A state agency (e.g. DHW) is paying for the services.
- The participants require a high level of care and supervision and without the personal care of residential habilitation services, the participant would need care in a nursing home or intermediate care facility for the mentally retarded.
- The Medicaid payment is only for the care provided and not for room and board.

3. Do I have to file my 1099 if I am tax exempt?

Yes. Everyone must file the 1099. For more information, please go to the IRS Web site, [www.irs.gov](http://www.irs.gov), search for Publication 17, page 91. Refer also to the article "Internal Revenue Service Exempt Status for Personal Care and Residential Habilitation Service Providers" following on this page.

## Internal Revenue Service Exempt Status for Personal Care & Residential Habilitation Service Providers

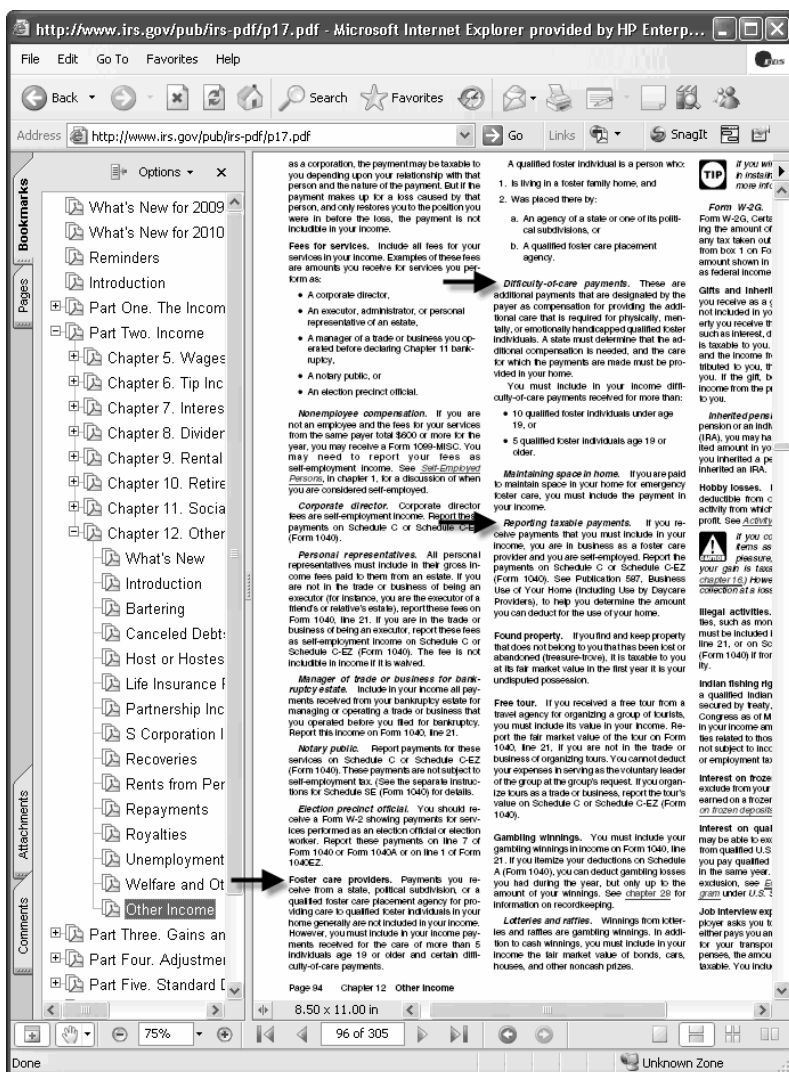
You can use this notice to submit to the Internal Revenue Service (IRS) for your taxes.

In May 2004, the Idaho Department of Health and Welfare (IDHW) met with the Boise IRS to discuss the tax status of personal care and residential habilitation service providers. The current ruling is that the IDHW payments to these providers meet the following tax exempt criteria in Section 131 of the IRS Code:

- Services are provided in the provider's home.
- A state agency, IDHW, is paying for the services.
- The individuals require a high level of care and supervision. Without the personal care or residential habilitation services, the individual would need care in a nursing home or an intermediate care facility for the mentally retarded. In addition, the Medicaid payment is only for the care provided and not for room and board.

For more general tax information, go to [www.irs.gov](http://www.irs.gov). To read an explanation in layman's terms about exempt status for personal care and residential habilitation service providers, go to <http://www.irs.gov/pub/irs-pdf/p17.pdf>, page 94, Chapter 12 of the *IRS Publication 17*. Refer to "Foster Care Providers," "Difficulty-of-Care Payments," and "Reporting Taxable Payments."

It is possible that the IRS might not have all the information on the care component. This article may provide clarification for the IRS. Please consult the IRS or a professional tax preparer if you have additional questions.



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# Voicemail Messages—Help Us Help You

In our ongoing efforts to improve service to Idaho Medicaid providers, we have identified ways to better assist you when you call or leave a voicemail at the HP provider helpline, MAVIS, at (800) 685-3757 or 383-4310 in the Boise calling area.

If your office has a confidential, secure, and password-protected voicemail system, agents can leave answers to your questions on your voicemail. Because the information needed to answer your questions related to Medicaid eligibility and claims contains Protected Health Information (PHI), the Health Insurance Portability and Accountability Act (HIPAA) mandates that messages regarding health information cannot be recorded to non-secure phone lines. However, if we are unable to reach you directly, we can leave answers to your questions in a voicemail if you tell us you have a secure line and you leave a detailed message with all required information needed to research your question. If we are able to leave a message answering your question we will not attempt to call you again.

We can better assist you if you always state the following information when calling or leaving a voicemail:

- Your name
- Provider name
- Your 9-digit Idaho Medicaid provider identification number
- Phone number

**Tip:** When leaving a voicemail, provide an alternate name in case you are unavailable.

For calling about the following types of questions, have the listed information ready:

### *Claims*

- Participant's 7-digit Medicaid Identification number (MID)
- Date(s) of service
- Internal Control Number (ICN) from Remittance Advise (RA), if known
- Prior authorization (PA) number, if known
- Billed amount

### *Medicaid participant eligibility or any other Medicaid participant information for claim billing purposes*

- Participant's 7-digit Medicaid Identification number
- Or,
- Participant's date of birth or Social Security number and
  - Participant's name (first and last)

### *Procedure codes*

- Appropriate national procedure code
- Required modifiers (if applicable)

Remember, the length of time you have to record your message is limited. A brief and concise message that includes the data needed for research will help us resolve your question quickly and easily.

Refer also to "Appendix C: MAVIS" in the *Idaho Medicaid Provider Handbook*, which includes guidelines for calling MAVIS.



HP ENTERPRISE SERVICES  
PO BOX 23  
BOISE, IDAHO 83707

PRSR STD  
U.S. POSTAGE  
PAID  
BOISE, ID  
PERMIT NO. 1



## January Office Closures

The Idaho Department of Health and Welfare and HP Enterprise Services offices will be closed for the following holidays:



**New Year's Day**  
January 1, 2010

**Human Rights Day**  
January 18, 2010

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### Reminder that MAVIS

(the Medicaid Automated Voice Information Service)  
is available on state holidays at:  
(800) 685-3757 (toll free) or  
(208) 383-4310 (Boise local)

*MedicAide* is the monthly informational newsletter for Idaho Medicaid providers.

**Editor:**  
Carolyn Taylor,  
Division of Medicaid

If you have any comments or suggestions, please send them to:

taylorc3@dhw.idaho.gov  
or

Carolyn Taylor  
DHW MAS Unit  
PO Box 83720  
Boise, ID 83720-0036  
Fax: (208) 364-1911