



# MedicAide

An informational newsletter for Idaho Medicaid Providers

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

February 2010

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

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

### Idaho MMIS Transition News

In the spring/summer of 2010, Idaho Medicaid will replace its medical/dental claims processing system. The new system is a Medicaid Management Information System, referred to as Idaho MMIS. The new system will be supported by Unisys Corporation.

There will be changes with the new system, and many things will remain the same. Below is a **preview** of some of the changes that will take place when the new system goes live. A new, detailed *Provider Manual* will be available in May, and provider training is being planned and will be conducted before the new system goes live. The manual and training will give you all the information you need to transition to the new system successfully.

Continue to look for more information in the *MedicAide* newsletters and log on to our Web site at [www.idmedicaid.com](http://www.idmedicaid.com) for the most up to date information about the transition.

Current Process	Future Process
<b>Healthy Connections (HC) Referrals</b>	
<p><b>Currently</b>, a Primary Care Physician (PCP) can make a referral for a participant by:</p> <ul style="list-style-type: none"> <li>• Filling out an Idaho Department of Health and Welfare (IDHW) referral form and giving it to the participant to take to the specialist, or sending it directly to the specialist.</li> <li>• Ordering services on a prescription pad.</li> <li>• Calling orders to the specialist.</li> <li>• Documenting referral.</li> </ul>	<p><b>In the future</b>, referrals for a participant will be made by:</p> <ul style="list-style-type: none"> <li>• Logging into your secure provider account at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> and submitting the referral online.</li> <li>• Submitting written referrals, if an alternative is necessary; the referral will be entered into the medical claims processing system.</li> </ul>
<b>HC Referral Numbers</b>	
<p><b>Currently</b>, when providers enroll in HC:</p> <ul style="list-style-type: none"> <li>• The PCP receives an HC referral number. This number is given in conjunction with the PCP's medical orders as part of making a referral to another provider for services.</li> </ul>	<p><b>In the future</b>, when providers enroll in HC:</p> <ul style="list-style-type: none"> <li>• The PCP will no longer receive an HC referral number.</li> </ul>

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Distributed by the Division of Medicaid  
Department of Health and Welfare  
State of Idaho

Current Process	Future Process
<b>HC Referral Numbers (cont...)</b>	
<ul style="list-style-type: none"> <li>Those providers receiving referrals must enter the HC referral number on their claims in order to be reimbursed. This indicates that they are providing services authorized by the HC PCP.</li> </ul>	<ul style="list-style-type: none"> <li>The PCP will log into <b>www.idmedicaid.com</b> and submit a referral for services to be provided by another provider. This will generate a unique Healthy Connections Referral number. More detailed information will be available in the new <i>Provider Manual</i> coming in May.</li> <li>Providers will not be required to enter the referral number on their claim. The claims processing system will automatically search for the referral.</li> </ul>
<b>Prior Authorizations (PA) for Medical Services</b>	
<p><b>Currently</b>, to render a medical service that requires Medicaid PA:</p> <ul style="list-style-type: none"> <li>Contact Medicaid or Qualis Health by fax, mail, phone, or iExchange and submit any required prior authorization forms and other documentation justifying medical necessity.</li> </ul>	<p><b>In the future</b>, to render a medical service that requires Medicaid PA:</p> <ul style="list-style-type: none"> <li>Contact Medicaid or Qualis Health by fax, mail, phone, or iExchange and submit any required prior authorization forms and other documentation justifying medical necessity; or</li> <li>Log into your provider account at <b>www.idmedicaid.com</b> and request a Prior Authorization online.</li> <li>Log back into <b>www.idmedicaid.com</b> to receive the status of the Prior Authorization request.</li> </ul>
<b>Customer Service</b>	
<p><b>Currently:</b> Call Medicaid Automated Voice Information Service (<b>MAVIS</b>): (800) 685-3757 or (208) 383-4310.</p>	<p><b>In the Future:</b> Call Medicaid Automated Customer Service (<b>MACS</b>): (866) 686-4272 or (208) 373-1424.</p>
<b>General Provider Services</b>	
<p><b>Currently:</b> Provider Enrollment PO Box 23 Boise, ID 83707 Phone Toll free: (800) 685-3757 Local: (208) 383-4310 Fax: (208) 395-2198 Technical Support Toll free: (800) 685-3757 Fax: (208) 395-2198</p>	<p><b>In the Future:</b> Provider Enrollment PO Box 70082 Boise, ID 83707 Phone Toll free: (800) 686-4272 Local: (208) 373-1424 Fax: (877) 517-2041 Technical Support Toll free: (800) 686-4272 Local: (208) 373-1424 Fax: (877) 517-2040</p>
<b>Provider Maintenance</b>	
<p><b>Currently</b>, after enrolling, providers must notify Provider Enrollment, in writing, when there are changes in their status.</p>	<p><b>In the future</b>, providers will notify Provider Enrollment of changes to their file by:</p> <ul style="list-style-type: none"> <li>Logging into their secure provider account at <b>www.idmedicaid.com</b> and</li> </ul>

### 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

## 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)

Current Process	Future Process
<b>Provider Maintenance (cont...)</b>	
<p>The written notice must include the provider name and current Medicaid provider number.</p> <p>Status changes include:</p> <ul style="list-style-type: none"> <li>• Change in address.</li> <li>• New phone number.</li> <li>• Name change (individual or group practice, etc.).</li> <li>• Change in ownership.</li> <li>• Change in tax identification information.</li> <li>• Change in provider status (voluntary inactive or retired, etc.).</li> </ul>	<p>making changes directly in the provider portal.</p> <ul style="list-style-type: none"> <li>• Submitting the information by fax to (877) 517-2041.</li> <li>• Submitting the information by e-mail to: <b>idproviderenrollment@unisys.com</b>.</li> <li>• Submitting the information by mail to PO Box 70082, Boise, ID, 83707.</li> </ul> <p>Any written notice that is not an online submission must include:</p> <ul style="list-style-type: none"> <li>• Provider name.</li> <li>• Current NPI or Idaho Medicaid provider number.</li> </ul> <p>Status changes include:</p> <ul style="list-style-type: none"> <li>• Change in address.</li> <li>• New phone number.</li> <li>• Name change (individual or group practice, etc.).</li> <li>• Change in ownership.</li> <li>• Change in tax identification information.</li> <li>• Change in provider status (voluntary inactive or retired, etc.).</li> </ul>

## Afraid You Might Miss Something Important?

Keep in mind this is just a high level *preview* of some changes that will take place when the new system goes live. A new, detailed *Provider Manual* and provider training will be made available to you before the system goes live. The manual and training will give you all the information you need to transition to the new system successfully.

## IRS Hotline Numbers

Along with spring flowers, tax time is just around the corner. Please see your tax consultant for specific tax information, or call the Internal Revenue Service (IRS) hotlines. (HP cannot provide tax advice.)

### (800) 829-1040 IRS Tax Help Line for Individuals

This service is for individual and joint filers who need procedural or tax law information, help to file their 1040-type individual returns (including Schedules C and E), or general account information for filing 1040 forms.

Automated self-service interactive applications are also offered on this line.

### (800) 829-4933 Business and Specialty Tax Line (New)

This service is for small businesses, corporations, partnerships, and trusts that need information or help related to their business returns or business accounts.

Services cover Employer Identification Numbers, 94x Returns, 1041, 1065, 1120S, Excise Returns, Estate and Gift Returns, and issues related to federal tax deposits.

For more information, go to: [www.irs.gov/newsroom/article/0,,id=103554,00.html](http://www.irs.gov/newsroom/article/0,,id=103554,00.html).

# Medicaid Program Integrity

## Medicaid Fraud and Abuse

Abusing taxpayer dollars by submitting fraudulent Medicaid claims wastes valuable state resources that could be used to provide health care assistance to children and adults with legitimate needs.

The Medicaid Program Integrity Unit (MPI Unit) reviews Medicaid billings and identifies billings resulting in unnecessary loss of program dollars. Reviews are initiated from periodic utilization monitoring, complaints, self-reporting by providers, referrals, and pro-active targeting of potential problem areas.

The MPI Unit also conducts preliminary fraud investigations to determine whether there is sufficient basis to warrant a full investigation. Once fraud is identified, the case is referred to the Attorney General's Medicaid Fraud Control Unit (MFCU) for further investigation and possible criminal prosecution. The MFCU investigates and prosecutes Medicaid fraud by health care providers and the abuse, neglect, or financial exploitation of patients in any facility that accepts Medicaid funds.

The MPI Unit reviews and preliminary investigations can result in provider education, recoupment of overpayments, assessment of civil monetary penalties, termination of provider agreements, provider exclusion from the Medicaid program, referrals to licensing boards or agencies, and/or referral for prosecution.

### Examples of Provider Fraud/Abuse Schemes

Some examples of provider fraud/abuse include:

- Altering and/or falsifying records to match services billed.
- Balance-billing Medicaid participants for services above the Medicaid payment rate.
- Billing for services not performed.
- Documenting services after receiving requests for records.
- Billing for more time/services than actually provided.
- Billing for services provided by unlicensed and/or unqualified staff.
- Misrepresenting excluded or non-covered services as covered services.
- Billing mid-level practitioner services as physician services.
- Billing services for participants after they died.
- Paying "kickbacks" in exchange for referring business.
- Changing service dates to match participant eligibility dates.
- Requiring the participant to return to the office for unnecessary services.
- Billing used equipment as new.
- Delivering more supplies/items than needed.
- Concealing ownership in provider applications/enrollment.
- Using false credentials.
- Billing Medicaid multiple times in order to get paid more than once for the same services.
- Providing services that are medically unnecessary.
- Upcoding—providing a specific service and billing for a more expensive or extensive service.
- Unbundling—billing related services separately and charging a higher amount than if the services were billed as one service/group of services/panel of services.
- Violating Medicaid program policies, procedures, rules, regulations, and/or statutes.

### Report Medicaid Provider Fraud and Abuse

Fraud and abuse of public programs affect all of us. Everyone can take responsibility for reporting fraud and abuse. When reporting Medicaid fraud and abuse, provide as much

### 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

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

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## 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 Hilline 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

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detail as possible and include a contact name, phone number, and/or e-mail address. This will allow the MPI Unit to contact you if we have additional questions regarding the information submitted. To report Medicaid fraud and abuse, send complaints by:

- Phone at: **(208) 334-5754** (message phone)
- E-mail at: **prvfraud@dhw.idaho.gov**
- Fax to: **(208) 334-2026**
- Mail to:  
Medicaid Program Integrity Unit  
PO Box 83720  
Boise, ID 83720-0036

Provider fraud complaint forms are found on the Idaho Department of Health and Welfare's Medicaid Provider Web site at: <http://www.healthandwelfare.idaho.gov/AboutUs/FraudReportPublicAssistanceFraud/ReportHealthCareFraud/tabid/322/Default.aspx>.

## Dental Providers—Units for Bitewing X-rays

**Note:** This information *only* applies to Medicaid Enhanced Plan participants; Basic Plan participants are covered under Idaho Smiles.

The MPI Unit has identified dental providers who are incorrectly billing bitewing x-rays with multiple units.

In the *Current Dental Terminology* (CDT) manual, there are different codes for bitewing x-rays, depending on how many bitewings are taken. For example, four bitewing films should be billed under CDT code D0274 with a unit of one.

Providers are responsible for the accuracy of submitted claims and, in accordance with provider agreements, are required to immediately repay the Department for services improperly paid. Please review your billing practices to ensure bitewings have been submitted under the correct codes with the appropriate units. If you have incorrectly billed, review your past billings, identify incorrect claims, and refund any identified overpayments. Instructions for refunding overpayment and adjusting claims are found in *Section 2 General Billing Information* of the *Idaho Medicaid Provider Handbook*.

Contact the MPI Unit at (208) 334-5754 for additional information and assistance with refunding. In 2010, the MPI Unit will begin reviewing unresolved bitewing billings and contacting providers, as necessary, to address provider billing practices as well as review provider records to support services billed to Medicaid.

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## DHW Offices Statewide Will Cut Hours

To meet Governor Otter's recommended personnel budget holdbacks, Idaho DHW will close offices every other Friday afternoon, beginning at 12 noon, on the following dates:

- January 22, 2010
- February 5, 2010
- February 19, 2010
- March 5, 2010
- March 19, 2010
- April 2, 2010
- April 16, 2010
- April 30, 2010
- May 14, 2010
- May 28, 2010
- June 11, 2010

As required by law, the Director's Office will have someone available to answer incoming calls during the time when all other offices will be closed. Other essential services, such as state hospitals that operate 24 hours a day, seven days a week, may be exempt.

# Preventive Health Assistance for Wellness

The Preventive Health Assistance (PHA) Wellness benefit provides assistance to families whose children are:

- Enrolled in the Medicaid Basic Plan, and
- Required to pay a monthly premium to maintain eligibility.

These children are automatically enrolled in the Wellness PHA.

## How Does It Work?

1. The claims processing system is searched to determine if a child is current on receiving recommended Well Child checks and immunizations.
2. If the child is current, PHA points are earned.
3. The PHA points are applied as a reduction to the family's monthly premium.

PHA follows the American Academy of Pediatrics' (AAP) recommended schedule for Well Child checks and the Center for Disease Control (CDC) recommendations for immunizations.

## Well Child Check-up Schedule

Age	✓	✓	✓	✓	✓	✓
Babies	1 week-1 month	2 month	4 month	6 month	9 month	12 month
1-3 yr	15 months	18 months	24 months	30 months	36 months	
3-19 yr	1 check-up every year					

## How Can Primary Care Providers (PCPs) Help?

Be sure to bill Well Child checks with the primary diagnosis V20.2 and the appropriate CPT code (see the *Provider Handbook*). Please note that if a child comes in for a Well Child check and presents sick, you can bill for both, as long as both exams were performed.

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 toll free at **(877) 364-1843**.

## Provider Handbooks and Other Provider Resources

The *Idaho Medicaid Provider Handbooks* have been updated and are accessible on the DHW Web site at: <http://healthandwelfare.idaho.gov/Providers/MedicaidProviders/tabid/214/default.aspx>.

Click *Provider Handbook* on the left navigation bar to choose a specific handbook section. A few of the other resources available on this Web page include the following:

- Bureau of Facility Standards for providers of care facilities
- Durable Medical Equipment Program
- Medicaid Basic and Enhanced Plan Rules
- Payment Error Rate Measurement (PERM)
- Pharmacy Program
- Therapy Services
- Transportation
- Information Releases
- *MedicAide* newsletters
- Medicaid Fee Schedule
- A link to *Qualis Health Provider Manual*

**Note:** These provider resources will not be mailed to you on a CD. Please refer to the Web site for the most current versions of these documents.

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# WIC Program Adds Fresh Produce and Other Healthy Foods

Over 30 years ago, a program was started to provide healthful foods to pregnant women for healthier babies. This simple premise grew into the Special Supplemental Nutrition Program for Women, Infants, and Children, commonly referred to as WIC. WIC serves over 9 million participants a month nationally. In Idaho, 46,000 WIC participants, including over half of all infants born in Idaho, receive healthy foods each month. The Idaho WIC Program has clinics in all seven health districts and in two tribal health agencies.

Based largely on the recommendations of the Institute of Medicine, comprehensive revisions to the WIC food packages have been made. Starting October 1, 2009:

- Formula will not be issued to **breastfeeding** infants less than one month old, which continues WIC's tradition of promotion and support for the establishment of successful, long-term breastfeeding.
- Juice will no longer be available for infants. Children and women will receive fresh fruits and vegetables and less juice, which aligns WIC supplemental foods with the 2005 Dietary Guidelines for Americans and infant feeding practice guidelines of the American Academy of Pediatrics.
- The new foods will offer some cultural food choices like soft corn tortillas.

Obesity has become a major health concern in America for adults and children. The new food packages may help prevent obesity by:

- Reducing amounts of higher calorie foods like cheese, eggs, and juice.
- Limiting fats by substituting whole milk with low-fat or fat-free milk for women and children over age two.
- Providing more fiber in the form of whole grains, beans, fresh fruits, and vegetables.
- Promoting healthy eating habits for infants, such as delaying solids until six months of age.

A sample WIC food package for a three-year-old child for one month includes:

- \$6.00 of fresh fruits and vegetables
- 2 64-ounce containers of 100% fruit juice (approximately 4 oz per day)
- 4 gallons of low fat milk (3 quarts can be substituted for 1 pound of cheese)
- 1 dozen eggs
- 1 pound of dried beans, peas, or lentils, or 18 ounces of peanut butter
- 36 ounces of iron-fortified cereal
- 32 ounces of whole wheat bread or soft corn tortillas

WIC provides supplemental foods to all WIC participants and can provide specialized nutritional products (like those purchased from a pharmacy or medical supply company) for those participants who are not on Medicaid. The maximum quantity provided is limited based on participant age and WIC regulations. To request these products, WIC requires a medical documentation form per federal regulations. The form can be found on the Idaho WIC Web site at:

**[www.wic.dhw.idaho.gov](http://www.wic.dhw.idaho.gov)**.

WIC, by design, addresses the needs of low-income pregnant women, breastfeeding and non-breastfeeding postpartum women, infants, and children up to five years of age who are at nutritional risk. The WIC Program is intended to serve as an adjunct to good health care during critical times of growth and development to prevent the occurrence of health problems and to improve the health status of participants. WIC affects the nutritional status of participants through the provision of healthy foods in a supplemental amount, nutrition education, breastfeeding promotion and support, and referrals to health and other social services.

To request more information about the WIC Program or if you have questions, please contact your local WIC clinic or the state WIC office at **(208) 334-5948**.



HP ENTERPRISE SERVICES  
PO BOX 23  
BOISE, IDAHO 83707

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



## February Office Closures

The Idaho Department of Health and Welfare and  
HP Enterprise Services offices will be closed for the  
following holiday:  
**President's Day – February 15, 2010**

### Reminder that MAVIS

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

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Chris Roberts,  
Division of Medicaid

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

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or

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PO Box 83720  
Boise, ID 83720-0036  
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