

Prenatal Care Coordination Services for Medicaid Recipients: *Quick Tips Reference Guide* (April 2011)

PROVIDER ENROLLMENT/ DOCUMENTATION

1. Find out if your organization already has a Medicaid provider number. If not, enroll at www.indianamedicaid.com.
2. Contract with **all** Managed Care Organizations (MCOs – no matter which medical provider your client chooses or is assigned to, you'll be able to provide services).
3. Make sure you have a National Provider Identifier (NPI) on file with HP (formerly EDS). To apply for an NPI, call 1-800-465-3203 or go to the NPPES website at <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>
4. Remember to check client eligibility each time you provide service. Do this by accessing Web interChange, Automated Voice Response, and/or Omni swipe card device. *For more information about how to verify eligibility, go to www.indianamedicaid.com; access Manuals and the most accurate information can be found within Chapter 2.*
5. Using the Letter of Findings, notify the appropriate MCO within ten (10) business days that you are working with one of their members.
6. Maintain contact and communication with the MCO throughout client's participation. Be sure to include member RID on MCO communications.
7. Maintain documentation for all billed claims.

OUTCOME REPORT FORM

8. Complete the Outcome Report form after final visit with client. Download a copy of the Outcome Report at <http://provider.indianamedicaid.com/general-provider-services/forms.aspx>
9. Fax Outcome Reports to the appropriate MCO for each client.
10. Send **all** Outcome Report forms to Beth Johnson at ISDH. For HIPPA reasons, black out identifying information including name and Medicaid number.
 - You can either **fax** the forms to 317-233-1300 (Attn: Beth Johnson); or **mail** them to ISDH, Section 8C, Attn: Beth Johnson, 2 N. Meridian St., Indianapolis, IN 46204
 - If you need to contact Beth Johnson in person, you can call her at 317-233-1344 or email her at Bmjohno@isdh.in.gov.

CLAIMS

11. Prenatal care coordination claims for women not enrolled with an MCO should be submitted to HP (formerly EDS).
12. Prenatal care coordination claims for women enrolled in an MCO should be sent to the client's current MCO.

FORMS

13. Find all forms and instructions for the Prenatal Care Coordination services on the Forms tab of the Indiana Medicaid provider page (scroll down to Prenatal Care Coordination Forms) <http://provider.indianamedicaid.com/general-provider-services/forms.aspx> . You can also find a link to the PNCC forms at <http://www.indianaperinatal.org/sections/carecoordination.php>.

TIP: To easily open the PNCC forms, download the latest version of Adobe Acrobat Reader at <http://get.adobe.com/reader/>. If you have questions about the forms:

a. Review the Operational Guidelines (find on the Forms Tab) or

b. Consult your area's Provider Field consultant (find yours by visiting this link:

<http://provider.indianamedicaid.com/contact-us/provider-relations-field-consultants.aspx>).

Fee-For-Service Medicaid

- To enroll as an IHCP Provider, go to www.indianamedicaid.com or call HP Provider Enrollment at 877-707-5750.
- For more information about how to submit claims for reimbursement, go to www.indianamedicaid.com; access *Manuals* and the most accurate billing information can be found within Chapter 8.
- For help contact HP Customer Assistance at 317-655-3240 or 800-577-1278 or your area's Provider Field consultant (find yours by visiting this link: <http://provider.indianamedicaid.com/contact-us/provider-relations-field-consultants.aspx>).

Anthem

- To contract with Anthem, contact Colleen McNabb, RN, at colleen.mcnabb@anthem.com or 866-795-5440 ext. 72729
- For questions about billing, contact: Colleen McNabb, RN, at 866-795-5440 ext. 72729
- Fax Letter of Findings to Colleen McNabb at 866-464-9945 with "Letter of Findings and LMP" in subject line
- Fax Outcomes Report forms to Colleen McNabb at 866-464-9945 with "PNCC Outcome Report" in subject line
- To speak with an Anthem representative about your client, contact: Colleen McNabb, RN, at colleen.mcnabb@anthem.com or 866-795-5440 ext. 72729

MDwise

- To contract with MDwise, contact Provider Services at 800-356-1204 or go to <http://www.mdwise.org/hoosierhealthwise/providers/>
- For questions about billing, contact Provider Services at 1-800-356-1204
- Fax Letter of Findings and Outcomes Report forms to Maggie Moss, RN, at 317-822-7533
- To speak with an MDwise representative about your client, contact: Maggie Moss, RN at mmoss@MDwise.org or by calling 317-822-7388

Managed Health Services (MHS)

- To contract with MHS, contact Anthony Tyms at atyms@centene.com or at 877-647-4848 or 219-613-8946
- For questions about billing, contact Anthony Tyms at atyms@centene.com or call 877-647-4848 or 219-613-8946
- Fax Letter of Findings and Outcomes Report forms to Joanne Strano-Smith, Director of Quality Improvement, at 866-912-4254.
- To speak with an MHS representative about your client, contact Joanne Strano-Smith at 877-647-4848 ext. 20208 or josmith@mhsindiana.com