



Online Provider Toolkit Quick Start Guide

MDwise.org

INTRODUCTION

This booklet is designed to help you find all the forms for providers located on the MDwise web site quickly and easily. Simply go to the section with the program you need to find a list of forms and where to find them online.

TABLE OF CONTENTS

Introduction	1
Hoosier Healthwise Providers	3
<i>Care Select</i> Providers	17
Healthy Indiana Plan Providers	33
Quick Tips	back cover

HOOSIER HEALTHWISE PROVIDERS

There are two ways to get to the Hoosier Healthwise provider section of the site at MDwise.org.

1. Roll your mouse over the “Providers” drop down on the home page and select “Hoosier Healthwise.”
2. Select “Providers” from the home page, and then select the “Hoosier Healthwise” box on the next page.

1.



2.



You are now in the Hoosier Healthwise provider section of the site, which may be located by typing **MDwise.org/hoosierhealthwise/providers** into the address bar.

Now you are in the main page of the Hoosier Healthwise Providers section of the MDwise website. This page includes any important updates or provider news. You also have several menu options to the left:

- Manual & Overview
- Pharmacy
- Contact Info
- Provider Tools
- Forms
- Behavioral Health
- Newsletter

The screenshot shows the MDwise website's 'Hoosier Healthwise Providers' page. At the top, there is a navigation bar with links for 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. Below this is a search bar and a 'Log In' button. The main content area features a large blue banner with the text 'Hoosier Healthwise Providers' and an illustration of a doctor in a white coat talking to a pregnant woman. Below the banner, the section is titled 'Presumptive Eligibility (PE) and Notification of Pregnancy'. The text explains that OHIP implemented test programs in July 2009 aimed at improving birth outcomes. It lists criteria for presumptive eligibility (PE) for pregnant women: a notification of pregnancy (NOPA). The goal of the PE program is to offer antenatal care to women early in their pregnancies, so they stay healthy and have healthy babies. It defines a 'Qualified Provider (QP)' as a medical professional who has been determined to be 'presumptively eligible' for a QP. A 'What is a Qualified Provider?' section lists criteria: being enrolled as a provider in the Indiana Health Coverage Program (IHCAP) and having a history of notifying pregnancy via a self-reported, administered pregnancy test. A sidebar on the left lists 'Providers' categories: 'Hoosier Healthwise' (Manual & Overview, Pharmacy, Contact Info, Provider Tools, Forms, Behavioral Health, Newsletter) and 'Healthy Indiana Plan' (Indiana Care Select). A sidebar on the right contains 'Announcements' (Looking for a NEW? New Photo Gallery, New Content, All Content, IHCAP Information) and 'Helpful links' (St. Vincent, effective 11/1/12, Claims, Insurance, Reference Guide, Common Questions, Download Audio Reader).



Manual & Overview

If you select the first option on the left menu, you come to the Manual & Overview section of the website. You may also reach it by typing [MDwise.org/hoosierhealthwise/providers/overview.html](https://www.mdwise.org/hoosierhealthwise/providers/overview.html) into your address bar. The following documents may be downloaded from this page:

- Hoosier Healthwise Provider Manual
- Hoosier Healthwise Common Questions

Pharmacy

The next option on the menu is the *Care Select* Pharmacy Section found at MDwise.org/hoosierhealthwise/providers/pharmacy.html. The MDwise pharmacy benefit for Hoosier Healthwise is managed by the Office of Medicaid Policy and Planning (OMPP). Providers are advised to the Medicaid preferred drug list for the list of preferred pharmacy products that are covered. A copy of the preferred drug list can be found on the Indiana Medicaid pharmacy benefit website at www.indianapbm.com.

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with links for Home, Providers, and About Us. The main content area is titled "Hoosier Healthwise Pharmacy Benefits" and includes a "PROVIDER LINK" button. The page contains text about the pharmacy benefit, a "Questions?" section, and a "What's on the PDL?" section. A list of links is provided at the bottom of the page.

MDwise

Home Providers About Us

Providers

- Hoosier Healthwise
- Manual & Overview
- Pharmacy
- Current Info
- Provider Tools
- Forms
- Behavioral Health
- Newsletters
- Healthy Indiana Plan
- Indiana Care Select

PROVIDER LINK
Download the latest provider resources

Hoosier Healthwise Pharmacy Benefits

The MDwise pharmacy benefit for Hoosier Healthwise is managed by the Office of Medicaid Policy and Planning (OMPP).

Information about the Hoosier Healthwise pharmacy benefit can be found on the Indiana Health Coverage Programs website, IHCP.promiss.informationusa.com (or enter specific information Pharmacy services page) and also at www.inianapbm.com

Questions?
For more information, call us today at 1-800-335-1334 or 317-630-2021 if you are in the Indianapolis area.

What's on the PDL?
Drugs in classes included on the PDL are given an either "preferred" or "non-preferred."

In general, preferred drugs do not require prior authorization and non-preferred drugs do require prior authorization.

The PDL is not intended to show all drugs covered by the IHCP. Some drug classes are purposefully left off the PDL, and most drugs in these classes are covered by the IHCP and do not require prior authorization.

Legacy drug products that are used as they preferred in the IHCP PDL require prior authorization.

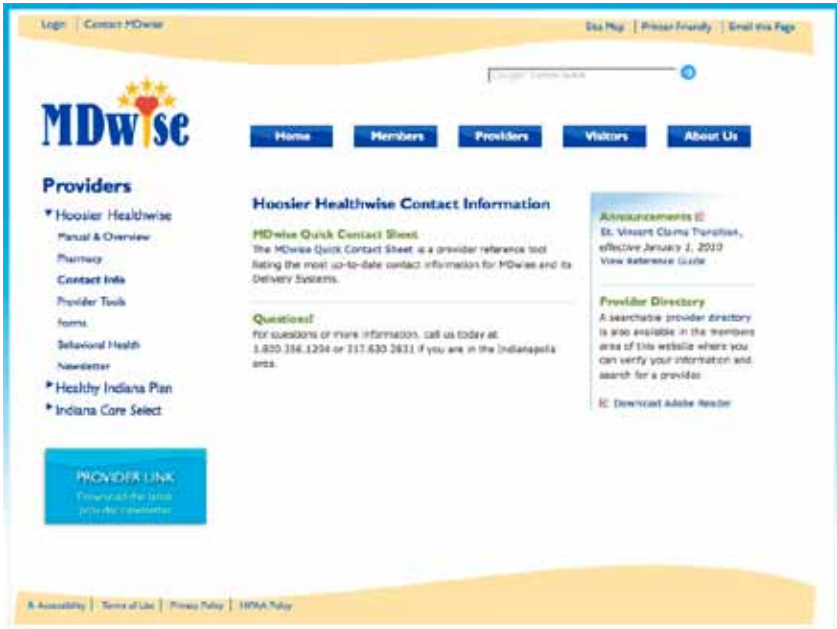
Providers are advised to refer to the IHCP PDL for the list of preferred pharmacy products or call the ACP Clinical Call Center at 1-888-876-8338.

Download Adobe Reader

This site contains important information about the pharmacy benefit program, including:

- Correct information
- Clinical edit and prior authorization criteria
- The Pharmacy Review Process and Forms
- Answers to frequently asked questions about the pharmacy benefit
- Information about Boards and Committees that oversee the pharmacy benefit
- Links to the preferred drug list (PDL) and the OTC Drug Formulary
- Search for IHCP Pharmacy Providers throughout the State

Accessibility | Terms of Use | Privacy Policy | 100% Policy



Contact Info

The Contact Info section on the site is located at MDwise.org/hoosierhealthwise/providers/contact.html and includes a link to the MDwise Quick Contact booklet which lists the important numbers and addresses for all programs. If you prefer, a PDF of the quick contact booklet with this information and more can be downloaded as well. There is also a link to the MDwise Provider Directory.

Provider Tools

The Provider Tools section of the site is located at MDwise.org/hoosierhealthwise/providers/tools.html and contains a large quantity of documents designed to help MDwise Providers.

1. Behavioral Health:
 - Behavioral Health Provider Search
 - Behavioral Health Guidelines
 - Behavioral Health Forms
2. Clinical Health Guidelines
 - Asthma
 - Chronic Kidney Disease
 - Chronic Obstructive Pulmonary Disease
 - Congestive Heart Failure
 - Coronary Artery Disease
 - Diabetes



The screenshot displays the MDwise website interface. At the top, there is a navigation bar with links for Home, Providers, Providers, Visitors, and About Us. The main content area is titled "Hoosier Healthwise Provider Tools" and is organized into several sections:

- Behavioral Health:** Includes links for Behavioral Health Provider Search, Behavioral Health Guidelines, and Behavioral Health Forms.
- Clinical Health Guidelines (NEW!):** Lists guidelines for Asthma, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Congestive Heart Failure (CHF), Coronary Artery Disease, and Diabetes.
- MDwise Disease Management Programs (DMP):** Lists Asthma and Diabetes.
- HEEDHQ Quality Initiatives:** Mentions AMF Remedy and Learning Seminars, Quality LHM for Program Initiation, Birth and Period Screenings, Diagnosis, and Treatment (SPS27).
- Indiana WSC Authorized Formulas:** Explains that for all except (X) Infant Formula and Medical Foods (MF), the WSC participant requires a physician's completed prescription. It also notes that Medicaid is the primary payer for prescribed animal infant formula and medical foods, and provides a link to learn more about WSC-authorized formulas.

Additional features include a "Related Info" sidebar with links to Common Questions, Provider Directory, and Hoosier Mail, and a "Helpful Documents" sidebar with links to WSC Participation Requirements, Incentive Agreement, Local Screening Agreement, ISM, and Directory of Medical Organizations. A "Member Eligibility" section also provides information on how to verify member eligibility and a link to download the Able Number.

3. MDwise Disease Management Programs
 - Asthma
 - Diabetes
4. HEDIS/Quality Initiatives
 - AAP Periodicity and Screening Schedule
 - Coding LMP for Pregnant Women
 - Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
5. Indiana WIC Authorized Formulas
6. Preventive Health Guidelines
 - Guidelines for Childhood and Adolescent Immunization
 - Guidelines for Health Supervision and EPSDT/Healthwatch in Children and Adolescents
 - Guidelines for Adult Health Supervision
 - Guidelines for Pregnancy Care
7. Helpful Documents
 - PMP Participation Requirements
 - Doctor/Patient Agreement
 - Lead Screening Agreement, ISDH
 - Directory of Medical Interpretation
8. Member Eligibility
 - A link to IHCP Web interChange website to look up member eligibility

Forms

The Forms section of the site is located at MDwise.org/hoosierhealthwise/providers/forms.html. This section of the site includes a variety of forms for Hoosier Healthwise Providers divided into the following sections:

1. Behavioral Health Forms
2. Claims Dispute Form

The screenshot shows the MDwise website interface. At the top, there are navigation links for 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The main content area is titled 'Hoosier Healthwise Forms' and is divided into three sections: Behavioral Health Forms, Claims Dispute, and Managed Care. Each section lists various forms available for download. A 'Questions?' box on the right provides contact information for more details. A 'PROVIDER LINK' button is visible on the left side of the page.

Behavioral Health Forms
For behavioral forms and resources, please visit the behavioral health area of our website.

Claims Dispute
Claims Dispute Process**
Claims Dispute Form

**For Hoosier Healthwise Member claims disputes, please review "Claims Dispute Process" document (see above) before submitting your form.

Managed Care
MCP Enrollment Cover form without Reassignment
MCP Enrollment with Reassignment Form
MCP Enrollment Form
MCP Enrollment Update Form
MCP Renewal and Renewal Hold Form
MCP Billing Provider Form
MCP Hospital and Facility Provider Form
MCP Office and Clinic Provider Form
MCP Termination Request Form

MDwise Provider Forms
Supplemental Enrollment Form
MCP Enrollment Signature Page
Re-Birth Selection Form / Spanish Version
Re-Birth Selection Form for Package E (DLX), Fee to Enroll
Enrollment Roster
MCP Change Form / Spanish Version
Provider Request for Member Reassignment
Request for Member Intervention or Education
MDwise OB-Only (MPO)
MDwise Full Renewal Add Request
MDwise HSD Renewal Add Request

Prior Authorization
MDwise Hoosier Alliance Prior Authorization Service List
MDwise Hoosier Alliance Prior Authorization Form
MDwise Hoosier Alliance (MPO) Prior Authorization Form
MDwise Wishard Prior Authorization
MDwise Wishard (MPO) Prior Authorization
MDwise PATHAGE
MDwise St. Francis
MDwise Pro Health
MDwise St. Catherine

Questions?
For more information, call us today at 1.800.356.1204 or 317.636.8891 if you are in the Indianapolis area.

Download Adobe Reader

PROVIDER LINK
Download the forms provider resources

3. Managed Care

- PMP Disenrollment Cover Form without Reenrollment
- PMP Disenrollment with Reenrollment Form
- PMP Enrollment Form
- PMP Enrollment Update Form
- PMP Panel Limit and Panel Hold Form
- IHCP Billing Provider Form
- IHCP Hospital and Facility Provider Form
- IHCP Group and Clinic Provider Form
- IHCP Termination Request Form

4. MDwise Provider Forms

- Supplemental Enrollment Form
- PMP Enrollment Signature Page
- Pre-Birth Selection Form (English & Spanish Version)
- Pre-Birth Selection Form for Package E ONLY, Fax to Indiana Enrollment Broker
- PMP Change Form (English & Spanish Version)
- Provider Request for Member Reassignment
- Request for Member Intervention or Education
- MDwise OB-Only PMPs
- MDwise Full Panel Add Request
- MDwise Hold Panel Add Request

5. Prior Authorization Form

Behavioral Health

The Behavioral Health section of the site is located at MDwise.org/hoosierhealthwise/providers/behavioral.html.

This section of the site includes Behavioral Health news and updates as well as forms Providers need, including:

1. MDwise Behavioral Health Provider Directory

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with links for Home, Members, Providers, Visitors, and About Us. The main content area is titled "Hoosier Healthwise Behavioral Health" and features a "MDwise Behavioral Health Provider Directory" section. Below this, there are several resource links categorized under "Behavioral Health Guidelines", "Behavioral Health Forms", and "Rating Scale Resources". A sidebar on the left lists various provider categories like "Mental Healthwize" and "Healthy Indiana Plan". A right sidebar contains "Useful Documents" and "Continuing Ed" sections. The footer includes accessibility information and social media icons.

2. Behavioral Health Guidelines

- Attention Deficit Hyperactivity Disorder
- Anxiety Disorders in Children and Adults
- Bipolar Disorder in Adults
- Depression in Children and Adolescents
- Developmental Testing
- Eating Disorders
- Major Depression in Adults
- Metabolic Status
- Neuropsychological Testing
- Pervasive Developmental Disorders
- Psychological Testing
- Substance Use Disorders in Adults

3. Behavioral Health Forms

- BH / PMP Communication Form
- Therapy OTR
- Psychological Testing Request Form
- Neuropsychological Testing Request Form

4. Rating Scale Resources

The “Helpful Info” section on the right side of the page includes other valuable information, including:

- Hoosier Healthwise Behavioral Health Contact Sheet
- Transition FAQs
- BHI-Non Emergent
- Training Presentation
- Updates about MDwise Behavioral Health

Newsletter

The Newsletter section of the site keeps you up to date on the current “ProviderLink” issue, or you may view issues from the past year. It is located at MDwise.org/providers-newsletter.html.



The screenshot displays the MDwise.org website interface. At the top, there is a navigation bar with links for "Sign In", "Contact MDwise", "Site Map", "Privacy Policy", and "Send us Feedback". Below this is a search bar and a main navigation menu with buttons for "Home", "Members", "Providers", "Visitors", and "About Us".

The main content area is divided into several sections:

- Providers:** A list of services including "Hoosier Healthwise", "Healthy Indiana Plan", and "Indiana Care Select".
- ProviderLink Newsletter:** A section titled "ProviderLink Newsletter" with a sub-header "In an effort to be more environmentally friendly, the ProviderLink newsletter will now only be available electronically. You can also sign-up to receive e-mail alerts for this object." Below this is a featured article titled "New E-Book Format" with a sub-header "Turn and view pages just like a printed newsletter. Readers can find and print topics easily with the table of contents, dynamic search and forward to a friend." The article is dated "2010" and includes links for "Full pdf" and "Full E-book".
- E-News Sign-Up:** A section titled "E-News Sign-Up" with the text "Sign-up to receive our newsletter electronically".
- Newsletter Archives:** A section titled "Newsletter Archives" with the text "2008 - 2010".
- Questions?** A section titled "Questions?" with the text "For questions regarding ProviderLink, please contact:"
- Can We Help:** A section titled "Can We Help" with the text "Director of Provider Relations & Industry Systems Manager 317.322.7226" and "Provider Relations Manager 317.322.7125".
- Download Adobe Reader:** A link to "Download Adobe Reader".

At the bottom of the page, there is a footer with links for "Accessibility", "Terms of Use", "Privacy Policy", and "MDNA Policy".

NOTES

CARE SELECT PROVIDERS

There are two ways to get to the *Care Select* provider section of **MDwise.org**.

1. Roll your mouse over the “Providers” drop down on the home page and select “*Care Select*.”
2. Select “Providers” from the home page, and then select the “*Care Select*” box on the next page.

1.



2.



You are now in the *Care Select* provider section of the site which may be located by typing **MDwise.org/caresselect/providers** into the address bar:

Now you are in the main page of the *Care Select* Providers section of the MDwise website. This page includes any important updates or provider news. You also have several menu options to the left:

- Manual & Overview
- Pharmacy
- Contact Info
- Provider Tools
- Forms
- Behavioral Health
- Online Services
- Newsletter

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with links for 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The 'Providers' section is highlighted. Below the navigation, there is a search bar and a large banner for 'Care Select Providers' featuring an illustration of a doctor and two patients. To the left of the banner is a sidebar menu under the heading 'Providers', listing links for 'Indiana Care Select', 'Manual & Overview', 'Pharmacy', 'Contact Info', 'Provider Tools', 'Forms', 'Behavioral Health', and 'Newsletter'. Below the sidebar is a 'PROVIDER LINK' button with the text 'Download the latest provider overview'. The main content area contains a 'Provider News' section with a sub-heading 'Provider News' and a paragraph of text dated August 24th, 2018, regarding changes to the Indiana Care Select Program. Below this is a 'Questions?' section with contact information for MDwise. At the bottom, there is a section titled 'PHPs enjoy the following benefits of participation' with a list of benefits.



Manual & Overview

If you select the first option on the left menu, you come to the Manual & Overview section of the website. You may also reach it by typing MDwise.org/caresselect/providers/overview.html into your address bar. The following documents may be downloaded from this page:

- *Care Select Provider Manual*
- *Care Select Common Questions*
- *Care Select Provider Overview Presentation*

Pharmacy

The next option on the menu is the *Care Select Pharmacy* Section found at MDwise.org/caresselect/providers/pharmacy.html. The MDwise pharmacy benefit for *Care Select* is managed by the Office of Medicaid Policy and Planning (OMPP). Providers are advised to refer to the Medicaid preferred drug list for the list of preferred pharmacy products that are covered. A copy of the preferred drug list can be found on the Indiana Medicaid pharmacy benefit website at www.indianapbm.com.



The screenshot displays the MDwise website interface. At the top, there is a navigation bar with links for "Home", "Members", "Providers", "Visitors", and "About Us". The main content area is titled "Providers" and includes a sidebar with links for "Indiana Care Select", "Plan & Overview", "Pharmacy", "Contact Info", "Provider Tools", "Forms", "Behavioral Health", "Newsletter", "Hoosier Healthwise", and "Healthy Indiana Plan". The main content area features a section titled "Indiana Care Select Pharmacy Benefits" with the following text:

The pharmacy benefit for Care Select members in the MDwise plan includes those drug products that are listed on:

- Indiana Health Coverage Programs (IHCP) Preferred Drug List (PDL)
- Over-the-Counter (OTC) Drug Formulary

The PDL is not intended to show all drugs covered by the IHCP
Some drug classes are purposefully not shown on the PDL and most drugs in these classes are covered by the IHCP and do not require prior authorization. Legend drug products that are listed as non-preferred in the IHCP PDL require prior authorization.

The IHCP PDL and OTC Drug Formulary can be found on the IHCP website, <http://www.ihcp.org> and <http://www.ihcp.org/ihcp/provider-specific-information/pharmacy-product.aspx> and also at www.indianapbm.com.

Below this text is a screenshot of the Indiana Medicaid Pharmacy Benefit website, showing a list of "PHARMACIES PARTICIPATING" and "PHARMACY SERVICES PROVIDED".

At the bottom of the screenshot, there is a section titled "Questions Concerning the PDL or Prior Authorizations?" with the text: "Pharmacies and prescribing providers should contact the ACS Central Call Center with any questions concerning the PDL and prior authorizations at 1.800.878.7100."



Contact Info

The Contact Info section on the site is located at MDwise.org/caresselect/providers/contact.html and includes a link to the MDwise Quick Contact booklet which lists the important numbers and addresses for all programs. There is also a link to the MDwise Provider Directory.

Provider Tools

The Provider Tools section of the site is located at MDwise.org/caresselect/providers/tools.html and contains a large quantity of documents designed to help MDwise Providers. They are divided into several sections:

1. Clinical Health Guidelines
 - Asthma
 - Chronic Kidney Disease
 - Chronic Obstructive Pulmonary Disease

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with links for "Home", "Members", "Providers", "Visitors", and "About Us". The main content area is titled "Providers" and includes a sidebar with links for "Indiana Care Select", "Manual & Overview", "Primary", "Contact Us", "Provider Tools", "Forms", "Scholar's Health", "Newsletter", "Hoosier Healthwise", and "Healthy Indiana Plan". The main content area features a search bar and a list of clinical health guidelines, including Asthma, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Congestive Heart Failure (CHF), and Coronary Artery Disease. There are also sections for "Claims Payment and Denial Questions" and "Member Eligibility".

- Congestive Heart Failure
 - Coronary Artery Disease
 - Diabetes
2. Claims Payment and Denial Questions
 - Indiana Medicaid Provider Manual
 - *Care Select* Quick Contact Sheet
 3. Member Eligibility
 - Eligibility Guidelines
 - Determine Member Eligibility Online
 - Learn more about MDwise and its health plans
 4. Right Choices Program
 5. Disease Management
 - Learn more about Disease Management Services at MDwise
 6. Network Composition and Referral Policies
 - Find an IHCP enrolled specialist, hospital or ancillary provider online

Forms

The Forms section of the site is located at MDwise.org/caresselect/providers/forms.html. This section of the site includes a variety of forms for *Care Select* Providers divided into the following sections:

I. MDwise Provider Forms

- Full Panel Add Form
- Hold Panel Add Request Form
- Pre-Birth Selection Form
- Provider Request for Member Reassignment

The screenshot shows the MDwise website interface. At the top, there are navigation links for 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The main content area is titled 'Indiana Care Select Provider Forms' and lists various forms available for download, including 'Full Panel Add Form', 'Hold Panel Add Request Form', 'Pre-Birth Selection Form', 'Provider Request for Member Reassignment', 'Admission', 'Enrollment Form/Notice A', 'Member Intervention Education Form', 'W-9 Request for Taxpayer Identification Number', 'Member Wrong Provider Doctor Change Address Form', and 'Member Address Action Plan Form'. There are also sections for 'Care Select' and 'Prior Authorization' forms. A 'Pharmacy?' section is also visible, along with a 'Questions?' section. The footer contains copyright information for 2014.

- Addendum
- PMP Enrollment
- Member Intervention Education Form
- Member Asthma Action Plan Form

2. *Care Select*

- RBMC Medical Primary Medical Provider Disenrollment Cover Form
- Managed Care PMP Disenrollment with Re-enrollment Form
- Managed Care PMP Enrollment Form
- Managed Care PMP Enrollment Update Form
- Managed Care PMP Panel Limit and Panel Hold Form

3. Prior Authorization

- Prior Authorization – System Update Request Form
- Prior Review and Authorization Dental Request Form
- Prior Review and Authorization Request Form

Behavioral Health

The Behavioral Health section of the site is located at MDwise.org/caresselect/providers/behavioral.html. This section of the site includes Behavioral Health updates for *Care Select* and also provides necessary contact information.



The screenshot displays the MDwise website interface. At the top, there is a navigation bar with links for "Home", "Members", "Providers", "Visitors", and "About Us". The main content area is titled "Indiana Care Select Provider Behavioral Health Services". It features several sections: "Continuing Education" with a link to "Providers Earn Free Continuing Education Credits NEW!"; "Helpful BH Document(s)" with a link to "Indiana Healthcare Programs Year Sheet"; "BHPI operates a 24/7 behavioral health crisis line for MDwise Care Select members" with contact information for Behavioral Health Management, Inc. (BHMI); "Rating Scale Resources" with links to Spanish and English versions of the Vanderbilt ADHD rating scale, an overview of many rating scales, a Pediatric Symptom Checklist, and downloadable versions of several rating scales. At the bottom, there are links for "Get Adobe Reader", "Get Microsoft Reader", and "Get Firefox from Mozilla".

Newsletters

The Newsletter section of the site keeps you up to date on the current “ProviderLink” issue, or you may view issues from the past year. It is located at MDwise.org/providers-newsletter.html

The screenshot shows the MDwise.org website's ProviderLink Newsletter section. At the top, there are navigation links for "Login", "Contact MDwise", "Site Map", "Privacy/Security", and "Print the Page". The MDwise logo is on the left, and a search bar is in the center. Below the logo, there are navigation buttons for "Home", "Members", "Providers", "Visitors", and "About Us".

Providers

- Hoosier Healthwise
- Healthy Indiana Plan
- Indiana Care Select

ProviderLink Newsletter

In an effort to be more environmentally friendly, the ProviderLink newsletter will now only be available electronically. You can also sign-up to receive e-mail alerts for the shows.

New E-Book Format
Turn and view pages just like a printed newsletter. Readers can find and print topics easily with the table of contents, dynamic search and forward to a friend.

2019
Full PDF | Full E-book

E-News Sign-Up
Sign-up to receive our newsletter electronically

Newsletter Archives
2008 - 2013

Questions?
For questions regarding ProviderLink, please contact:

Dan Westlake
Director of Provider Relations & Delivery Systems Manager
317.822.7226

Sheryl Myers
Provider Relations Manager
317.822.7335

Download Adobe Reader

At the bottom, there are links for "Accessibility", "Terms of Use", "Privacy Policy", and "HIMA Policy".

NOTES

HEALTHY INDIANA PLAN (HIP) PROVIDERS

There are two ways to get to the HIP provider section of MDwise.org.

1. Roll your mouse over the “Providers” drop down on the home page and select “Healthy Indiana Plan.”
2. Select “Providers” from the home page, and then select the “Healthy Indiana Plan” box on the next page.

1.



2.



You are now in the HIP provider section of the site, which may be located by typing MDwise.org/healthyindiana/providers into the address bar.

Now you are in the main page of the HIP Provider section of the MDwise website. This page includes any important updates or provider news. You also have several menu options to the left:

- Manual & Overview
- Pharmacy
- Contact Info
- Provider Tools
- Forms
- Behavioral Health
- Online Services
- Newsletter

The screenshot shows the MDwise website interface. At the top, there is a search bar and navigation links for 'English', 'Contact MDwise', 'Site Map', 'Print-Friendly', and 'Email this Page'. The MDwise logo is prominently displayed on the left. Below the logo is a vertical menu with the following items: Providers, Healthy Indiana Plan, Manual & Overview, Pharmacy, Contact Info, Provider Tools, Forms, Behavioral Health, Online Services, Newsletter, Indiana Care Selector, and Hoosier Healthwise. A blue button labeled 'PROVIDER LINK' is also present in the sidebar. The main content area features a large banner with an image of a doctor and a patient, and the text 'Healthy Indiana Plan (HIP) Providers'. Below the banner, there are three columns of information: 'Billing Instructions for Claims', a table of provider rates, and 'Eligible Institutions'. The table lists various providers and their rates, such as 'HMO Home Office Visit' at \$100.00 and 'HMO Home Office Phone' at \$100.00. The 'Eligible Institutions' section lists 'Hennepin County Health Center' and 'Hennepin County Health Center - East'.

The screenshot shows the MDwise website interface. At the top, there are links for 'Log In', 'Contact MDwise', 'Site Map', 'Privacy/Security', and 'Email Us Page'. The MDwise logo is prominently displayed on the left. A navigation menu includes 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The 'Providers' section is expanded, showing 'Healthy Indiana Plan Manual & Overview' as the selected option. Below this, there are links for 'Provider', 'Contact Info', 'Provider Tools', 'Forms', 'Behavioral Health', 'Online Services', 'Newsletter', 'Indiana Core Select', and 'Hoosier Healthwise'. A blue 'PROVIDER LINK' button is visible. The main content area features the 'Healthy Indiana Plan (HIP) Provider Overview' section, which includes a 'PROVIDER LINK' button and a 'Healthy Indiana Plan (HIP) Provider Overview' section. The overview section contains text about the HIP Provider Manual, a 'PROVIDER LINK' button, and contact information for MDwise Provider Relations.

Manual & Overview

If you select the first option on the left menu, you come to the Manual & Overview section of the web site. You may also reach it by typing MDwise.org/healthyindiana/providers/overview.html into your address bar. The following documents may be downloaded from this page:

- HIP Provider Manual
- FSSA HIP FAQs

Pharmacy

The next option on the menu is the Healthy Indiana Plan Pharmacy Section located at MDwise.org/healthyindiana/providers/pharmacy.html. The MDwise pharmacy benefit for HIP is managed by the Office of Medicaid Policy and Planning (OMPP). Providers are advised to refer to the Medicaid preferred drug list for the list of preferred pharmacy products that are covered. A copy of the preferred drug list can be found on the Indiana Medicaid pharmacy benefit website at www.indianapbm.com.

The screenshot shows the MDwise website's 'Healthy Indiana Plan (HIP) Pharmacy Benefits' page. The page layout includes a top navigation bar with 'Home', 'Members', 'Providers', 'Visitors', and 'About Us' tabs. The main content area is titled 'Healthy Indiana Plan (HIP) Pharmacy Benefits' and contains the following text:

Questions?
For more information, call us today at 1.800.352.1234 or 317.633.3321 if you are in the Indianapolis area.

What's on the PDL?
Some drugs included on the PDL are listed as either "preferred" or "non-preferred."

In general, preferred drugs do not require prior authorization and non-preferred drugs do require prior authorization.

The PDL is not intended to show all drugs covered by the HIP. Some drug classes are completely not shown on the PDL, and most drugs in these classes are covered by the DCP and do not require prior authorization.

Legend: drug products that are listed as non-preferred on the HIP PDL require prior authorization.

Providers are advised to refer to the HIP PDL for the list of preferred pharmacy products or call the ACC Clinical Call Center at 1.800.676.0104.

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At the bottom of the page, there is a footer with links for 'Accessibility', 'Terms of Use', 'Privacy Policy', and 'HIPAA Policy'.

Contact Info

The Contact Info section on the site is located at MDwise.org/healthyindiana/providers/contact.html and includes a link to the MDwise Quick Contact booklet which lists the important numbers and addresses for all programs. There is also a link to the MDwise Provider Directory.



Provider Tools

The Provider Tools section of the site is located at MDwise.org/healthyindiana/providers/tools.html and contains a large quantity of documents designed to help MDwise Providers. They are divided into several sections:

1. Claims

- Learn information on submitting claims

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with 'Log In' and 'Contact MDwise' on the left, and 'Site Map', 'Privacy Policy', and 'Feedback Page' on the right. Below the navigation bar is a search bar and a set of menu buttons: 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The main content area is titled 'Providers' and features a sidebar with links for 'Healthy Indiana Plan', 'Pharmacy', 'Contact Info', 'Provider Tools', 'Forms', 'Behavioral Health', 'Opioid Services', 'Newspaper', 'Indiana Care Select', and 'Hoosier Healthwise'. A blue button labeled 'PROVIDER LINK' is also present. The main content area is titled 'Healthy Indiana Plan (HIP) Provider Tools' and contains several sections: 'Claims' (MDwise accepts claims in electronic format through central clearinghouses...), 'Clinical Health Guidelines (C)' (listing Asthma, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Congestive Heart Failure (CHF), Coronary Artery Disease, and Diabetes), 'PISA Resources' (PISA HSP FAQ's and Billing Requirements for Regulatory Services ()), 'Provider Eligibility' (For online member eligibility lookup, please visit the BCP Web InterChange® website), and 'Prior Authorization Services List (NEW)' (Provide statement listing services, codes/types, and comments). On the right side, there are sections for 'Helpful Info (C)' (Medical Interpretation, Directory, Provider Directory, Provider Info Sheet, Provider Manual) and 'Questions?' (If you have questions, please contact MDwise Provider Relations at 1.877.822.7196 or (800) 822.7196, with a copyright notice for DeltaNet Adobe Reader).

2. Clinical Health Guidelines

- Asthma
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Diabetes

3. FSSA Resources

- FSSA HIP FAQ's
- Billing Requirements for Pregnancy Services

4. Member Eligibility

- Look up member eligibility

5. Prior Authorization Service List

- MDwise document listing services, codes/types, and comments

Forms

The Forms section of the site is located at MDwise.org/healthyindiana/providers/forms.html. This section of the site includes a variety of forms for HIP Providers divided into the following sections:

1. MDwise Provider Forms
 - HIP Full Panel Add Request
 - HIP Hold Panel Add Request
 - Member Intervention or Education Request

2. Prior Authorization Form

3. Claims Forms



Search | Type in keyword

Home

Members

Providers

Visitors

About Us

Providers

- Healthy Indiana Plan
 - Home & Overview
 - Pharmacy
 - Contact Us
 - Provider Tools
 - Forms
 - Behavioral Health
 - Diabetic Services
 - Newletter
- Indiana Care Select
- Hosier Healthwise

PROVIDER LINK
 Download the forms
 provide assistance

Healthy Indiana Plan (HIP) Provider Forms

Behavioral Health Forms

For behavioral health forms and resources, please visit the behavioral health area of our website.

MDwise Provider Forms

HIP Full Panel MHI Request
 HIP MHI Panel MHI Request
 Member Intervention or Education Request

Prior Authorization Forms

MDwise Hoosier Alliance Prior Authorization
 Prior Authorization Service List
 MDwise Methodist Prior Authorization
 MDwise St. Catherine
 MDwise St. Catherine Family Planning
 MDwise Hoosier Alliance DME Prior Authorization
 MDwise Wishard NOR DME Prior Authorization
 MDwise Wishard DME Prior Authorization

Claims Forms

Claims Dispute Form **NEW!**
 Billing Instructions for Claims
 Billing Requirements for Pregnancy Services

How to Claim a bill

MDwise accepts claims in electronic format through several clearinghouses learn more...

Download Adobe Reader

Behavioral Health

The Behavioral Health section of the site is located at MDwise.org/healthyindiana/providers/behavioral.html. This section of the site includes Behavioral Health updates and helpful documents for HIP and also provides necessary contact information.

The screenshot shows the MDwise website interface. At the top, there is a navigation bar with 'Home', 'Members', 'Providers', 'Visitors', and 'About Us'. The main content area is titled 'Behavioral Health Services' and includes sections for 'Behavioral Health Guidelines', 'Behavioral Health Forms', and 'Rating Scale Resources'. A sidebar on the right contains 'Helpful Documents', 'Continuing Education', 'OTR Instructional Guide', 'E.I.E.O.R. CompCare Notice to Providers', and 'Previous Notices'. A footer at the bottom contains 'Accessibility', 'Terms of Use', 'Privacy Policy', and '1878A Policy'.

Online Services

The online services portion of the HIP Provider section provides a link to look up member eligibility at the IHCP Web interChange or on the myMDwise HIP Provider Portal. The online services page is located at MDwise.org/healthyindiana/providers/onlineservices.html



Newsletters

The Newsletter section of the site keeps you up to date on the current “ProviderLink” issue, or you may view issues from the past year. It is located at

MDwise.org/providers-newsletter.html.

The screenshot shows the MDwise.org website's ProviderLink Newsletter section. At the top, there is a navigation bar with links for "Login", "Contact MDwise", "Site Map", "Privacy/Privacy", and "Send the Page". Below this is the MDwise logo and a search bar. A horizontal menu contains buttons for "Home", "Members", "Providers", "Visitors", and "About Us".

The main content area is divided into three columns:

- Providers:** A list of services including "Hoosier Healthwise", "Healthy Indiana Plan", and "Indiana Care Select".
- ProviderLink Newsletter:** A central section with a yellow background. It features a "New E-Book Format" announcement, stating that the newsletter is now available electronically and can be signed up for via email alerts. Below this is a thumbnail of the "2010 Fall PDF" and "Fall E-Book".
- E-News Sign-Up:** A section on the right with a blue header, inviting users to sign up to receive the newsletter electronically. It includes a "Newsletter Address" field (2006 - 2013) and a "Questions?" section with contact information for Dan Westlake, Director of Provider Relations & Delivery Systems Manager (317.822.7229), and Sherri Miles, Provider Relations Manager (317.822.7130).

At the bottom of the page, there is a footer with links for "Accessibility", "Terms of Use", "Privacy Policy", and "HIMA Policy".

NOTES

QUICK TIPS

Here are some tips to keep in mind for **MDwise.org**:

- Try setting a bookmark in your browser for pages you use the most often.
- Remember that if you need to switch from one program (Hoosier Healthwise, *Care Select* or Healthy Indiana Plan) section of the site to the other, you can select another program from the left menu or the top “Providers” drop down.
- If you are having difficulty locating a document or section of the site, search for it in the customer search bar at the top of every page.

