



# Iowa Department of Human Services

## Medicaid e-News

Important Update: VENUE CHANGE

### Public Comment Meeting: Sioux City

The Iowa Department of Human Services continues holding public comment meetings to gather input on the IA Health Link managed care program. Meetings are held once per month, in varying locations throughout Iowa. Access the [IA Health Link Public Comment Meetings webpage](#) for more information.

### NOTE THE LOCATION: The venue has changed

The next public comment meeting will take place at the **Sioux City Public Library**, Gleeson Room, 529 Pierce St., Sioux City, IA 51101, on June 13, 2017, from 5 to 7 p.m.

**Help get the word out in your community by printing and posting a flyer available for download [here!](#)**

### Clarification:

#### Clarification of Informational Letter 1789 (Updated Emergent Diagnosis Codes)

The second paragraph of [Informational Letter 1789](#) reads

*"As a reminder, when billing diagnosis codes, the diagnosis code that is associated with the main reason for the visit should be the primary diagnosis, followed by diagnosis codes that describe any other conditions that affect member care, treatment or management."*

This does not change the current protocol/process for reimbursement of emergency room visits.

This is considered standard coding protocol. The primary reason (diagnosis) for the visit should be



### Member Services

[Amerigroup Iowa, Inc.](#)  
1-800-600-4441

[AmeriHealth Caritas Iowa, Inc.](#)  
1-855-332-2440

[United Healthcare Plan of the River Valley, Inc.](#)  
1-800-464-9484

[Iowa Medicaid Member Services](#)  
1-800-338-8366

### Provider Services

[Amerigroup Iowa, Inc.](#)  
1-800-454-3730

[AmeriHealth Caritas Iowa, Inc.](#)  
1-844-411-0579

[United Healthcare Plan of the River Valley, Inc.](#)  
1-888-650-3462

billed as the primary diagnosis and followed by any secondary diagnoses. The visit is considered emergent as long as the claim includes a diagnosis listed on the emergent diagnosis list, even if not listed in the primary diagnosis field on the claim form (box 66), with the exception that such would not include the "Admit Dx" field or the "Patient Reason Dx" field (boxes 69 and 70 respectively).

## Health Information Technology (HIT) Spotlight:

### Patient Portal Implementation

Broadlawn Medical Center now utilizes a patient portal. This is an online tool that provides patients with the ability to access information and resources needed to coordinate their healthcare services. Patients have the opportunity to communicate securely with their providers, request appointments, review history and access general healthcare information.

The patient portal was introduced to patients beginning in January, 2014. Patient navigators and clinical staff assist patients with portal enrollment. This technology provides resources that patients can leverage to achieve quality healthcare outcomes and access to their personal healthcare information.

Patients are pleased to have access to the portal information and appreciate enrollment assistance that is provided by staff. Portal enrollment has exceeded the original 5% Meaningful Use (MU) threshold.

*The HIT Spotlight features success stories that demonstrate increased functionality that clinics/hospitals have developed as part of the Electronic Health Records (EHR) incentive program and Meaningful Use (MU) adoption.*

Reminder:

### Electronic Health Records (EHR) Assistance: Time is Running Out

Iowa Medicaid Enterprise (IME) has partnered with Telligen to provide EHR Incentive Program Meaningful Use assistance to Iowa dentists through June 30, 2017.

View the informational flyer [here](#).

Provider Tools and Resources:

[Iowa Medicaid  
Provider Services](#)  
1-800-338-7909

### FINAL NOTICE: Provider Enrollment Renewal

Provider enrollment renewal is an Affordable Care Act (ACA) requirement for all providers in order to stay active with the Iowa Medicaid Enterprise (IME). This includes providers who were previously enrolled with Magellan and who recently enrolled with the IME.

More information is available [here](#).

### Informational Letters

Informational letters are posted through the Iowa Medicaid Portal Application (IMPA) system and are available on the DHS website [here](#). These letters communicate important policies and procedures for providers and their administrative staff.

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## **Provider Resource Pages**

Comprehensive provider resource pages are available for each Managed Care Organization (MCO), featuring provider training manuals, webinars and important updates. View them below:

[Amerigroup.com/IAProvider](http://Amerigroup.com/IAProvider)

[AmeriHealthCaritasIA.com/IAProvider](http://AmeriHealthCaritasIA.com/IAProvider)

[UHCommunityPlan.com/IAProvider](http://UHCommunityPlan.com/IAProvider)

## **Verify Eligibility**

The Eligibility and Verification Information System (ELVS) line is very busy during the first of the month. The [ELVS web portal](#) is another option for providers in lieu of calling the ELVS line but each provider must enroll through the Electronic Data Interchange Support Services (EDISS). The ELVS web portal allows for multiple eligibility checks and batch submission, where as the ELVS phone system only allows for one at a time.

Login ID and password may be obtained through EDISS by submitting the following [Access Request Form](#) to EDISS or calling EDISS at 1-800-967-7902.

For more information, please see Informational Letter 1650-MC available [here](#).

## **Looking for an Old Issue of the Medicaid e-News?**

Each edition features useful tools and important updates. Now you can quickly access old issues to find what your looking for. Visit the [Iowa Medicaid newsletter page](#) where you'll find links to each issue.

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