Exclusively serving Indiana families since 1994.

MDwise Portal

2016 Annual IHCP Seminar
Agenda

• Creating a myMDwise Provider Portal Account
• Utilizing the myMDwise Web Portal
  – Checking Eligibility
  – Claims Search
  – HIP Prepayment Tool
  – Requesting and Viewing Quality Reports (PMPs Only)
  – Case Management/Disease Management (CM/DM) Referrals
• Portal Help Guide
• Questions and Answers
Creating myMDwise Portal Account

1. Visit MDwise.org/providers to get started
2. Click the link for the myMDwise Provider Login
3. After clicking the link, the log in screen will appear
4. If you already have an account, you can login as usual

5. If you need to create a username and password, click “Request a new account”
Creating myMDwise Portal Account

Step 1 of 6: License Agreement

• In Step 1, you will need to review the licensing agreement.

• When finished, click on “Agree.”
Creating myMDwise Portal Account

Step 2 of 6: Personal Information

• For Step 2, you will complete the required demographic fields

• Once finished, click on Next
Creating myMDwise Portal Account

- In Step 3, you enter the Tax IDs and NPIs for your practice here.
- You will only be able to view claim and authorization information that is linked to the NPIs and Tax IDs you include.
- Once you have completed this step, click next.
- You are able to input multiple NPI's and TIN's separated by a comma (,).
Creating myMDwise Portal Account

- You are able to input multiple NPI’s and TIN’s separated by a comma (,).
Creating myMDwise Portal Account

- In **Step 4**, Primary Medical Provider need to select the appropriate option from the drop down.

- This will enable you to see quality reports associated with members on your panel.

- Specialists who do not hold a panel should choose “other”.

- Once you make a selection, click “next”.

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MDwise

Step 4 of 6: Additional Information

Please Select
- Please Select
- PNP
- OB/GYN
- PNP Office Staff Member
- OB/GYN Office Staff Member
- Other
Creating myMDwise Portal Account

• In **Step 5**, you will create a username and password for the myMDwise web portal.

• Follow instructions on the screen for “username” and “password”.

• When you are finished, click “next”.
Creating myMDwise Portal Account

- In **Step 6**, verify that the information entered is correct and click “finish”
- After submitting, you will be taken to your myMDwise home screen
- Please note: Until your access is approved, you will not be able to view eligibility and claims
- Please allow up to **three business days** for MDwise Provider Relations to process your request
Utilizing the myMDwise Portal

Checking IHCP/Medicaid Eligibility

• On the homepage, click “MDwise Member Eligibility” under IHCP/Medicaid programs
Utilizing the myMDwise Portal

Checking IHCP/Medicaid Eligibility

• Input the Member ID (RID Number) to search for eligibility information
• click “Search”
Utilizing the myMDwise Portal

Checking IHCP/Medicaid Eligibility

- After you hit search, the member’s eligibility information will appear.
- Then click the member’s name for a more detailed view of the member’s benefits and coverage.
Utilizing the myMDwise Portal

Checking IHCP/Medicaid Program

- The detailed view will provide a summary of the member’s eligibility information such as:
  - Member ID (RID)
  - IHCP Program
  - Delivery System
  - Eligibility Status
  - Coverage Snapshot
Utilizing the myMDwise Portal

Claims Search

• Select Claims & Eligibility under the Medicaid Menu
Utilizing the myMDwise Portal

Claims Search

• Click on the Claims Tab
• Search by Member ID (RID), Date of Service or Claim Number (if available)
• Input appropriate data
• Click Search
Utilizing the myMDwise Portal

Claims Search

- Claim detail will appear
- What if the member does not show up

enrollmentquestion@mdwise.org

- Name
- Member ID (RID)
- DOB
Utilizing the myMDwise Portal

Claims Search

• Clicking on the Claim number will populate this box with claim processing detail
  - Payment Amount
  - Check Number
  - Paid Date
  - Claims Status
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Provider logs into their account and requests access to Pre-Payment form via HIP Prepayment Tool link
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Provider clicks on “Pre-Payment Form Request” link to request access
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Provider must complete online form to request access to the tool
- MDwise Provider Relations team approves access
- Provider will receive email when access is approved
- Upon approval “Pre-Payment Tools” link will display in the menu bar on providers next log-in.
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Provider selects “Search eligibility & submit pre-payment form” from Pre-Payment tools drop-down menu and searches for member eligibility
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Provider clicks on link to select “submit a pre-payment request form for this member”
Utilizing the myMDwise Web Portal

HIP Prepayment Tool

- Servicing provider and member information pre-populates in form fields
- Provider enters CPT code(s), number of units and clicks submit
- Provider receives transaction confirmation and printable member receipt
Utilizing the myMDwise Web Portal

Requesting Quality Reports (PMPs only)

- Primary care providers who do not yet have access to quality reports can request access

- Click on Quality Reports from the home page
Utilizing the myMDwise Web Portal

Requesting Quality Reports (PMPs only)

• If you do not have access to Quality Reports, you will see this page

• Providers can click the appropriate link to request access
Utilizing the myMDwise Web Portal

**Requesting Quality Reports (PMPs only)**

- Provider needs to complete all required fields and click “submit” to request access to these reports.
Utilizing the myMDwise Web Portal

Requesting Quality Reports (PMPs only)

- Provider will receive a submission confirmation
- Your practice details will display after you have successfully submitted your request for Quality Report Access
- Once your access is approved by MDwise you will be able to view your quality progress reports
Utilizing the myMDwise Web Portal

Viewing Quality Reports (PMPs only)

- Primary care providers have access to quality information on the myMDwise provider portal
- To see your progress reports click on Quality Reports
Utilizing the myMDwise Web Portal

Viewing Quality Reports (PMPs only)

- From this page, MDwise primary care providers can access lists of members in need of services.

- The reports available include patient rosters, members in need of well care, and recent emergency visits of members on their panel.

- Reports are posted monthly.
### Utilizing the myMDwise Web Portal

#### Sample Progress Report

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWC (Well-Care Ages 12-21)</td>
<td>W34 (Well-Care Ages 3-6)</td>
<td>W15 (Well-Care Ages 0-15 mo.)</td>
<td>AAP (Adult Preventive Care)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50th %tile</td>
<td>75th %tile</td>
<td>90th %tile</td>
<td>50th %tile</td>
<td>75th %tile</td>
<td>90th %tile</td>
<td>50th %tile</td>
<td>75th %tile</td>
<td>90th %tile</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>49.15%</td>
<td>59.98%</td>
<td>66.58%</td>
<td>72.02%</td>
<td>78.46%</td>
<td>83.75%</td>
<td>59.76%</td>
<td>66.24%</td>
<td>74.47%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligible Members</td>
<td>Meets Criteria</td>
<td>% Meets Criteria</td>
<td>Eligible Members</td>
<td>Meets Criteria</td>
<td>% Meets Criteria</td>
<td>Eligible Members</td>
<td>Meets Criteria</td>
<td>% Meets Criteria</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MDwise Total</td>
<td>82,684</td>
<td>11,093</td>
<td>13.42%</td>
<td>51,467</td>
<td>12,287</td>
<td>23.87%</td>
<td>14,410</td>
<td>6,509</td>
<td>45.17%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Provider Group Name**

- **PROVIDER A**: 999999999, 3, 0, 0.00%, 111, 19, 17.12%, 0, 0, -
- **PROVIDER B**: 111111111, 258, 36, 13.95%, 0, 0, -

**Progress Report**

- **APD LIST**
- **AWC MEMBERS IN NEED OF SERVICE**
- **W34 MEMBERS IN NEED OF SERVICE**
- **W15 MEMBERS IN NEED OF SERVICE**
- **AAP MEMBERS IN NEED OF SERVICE**
- **ER High Flyers**
- **HIV PANEL**
- **HIV**
Utilizing the myMDwise Web Portal

CM/DM Referral

- Must have a portal account to submit a case management / disease management referral
- Provider fills in relevant fields regarding the reason for referral
- Once completed, provider must agree to the disclaimer and then click submit
For Hoosier Healthwise:

• Paper claims should be submitted to:
  MDwise Claims – DST
  P.O. Box 830120
  Birmingham, AL 35283-0120

• CMCS pays Hoosier Healthwise claims for:
  - St. Margaret Mercy
  - St. Anthony
  - St. Vincent
  - St. Catherine / Select Health

• All electronic EDI:
  – Emdeon/WebMD
    • Institutional Payer ID: 12K81
    • Professional Payer ID: SX172
  – McKesson/Relay Health
    • Institutional Payer ID: 4976
    • Professional Payer ID: 4481
For Healthy Indiana Plan:

- Paper claims should be submitted to:
  MDwise Claims – DST
  P.O. Box 830120
  Birmingham, AL 35283-0120

- All electronic EDI:
  - Emdeon/WebMD
    • Institutional Payer ID: 12K81
    • Professional Payer ID: SX172
  - McKesson/Relay Health
    • Institutional Payer ID: 4976
    • Professional Payer ID: 4481
For Hoosier Care Connect:

- Paper claims should be submitted to:
  MDwise Claims – DST
  P.O. Box 830120
  Birmingham, AL 35283-0120

- All electronic EDI:
  - Emdeon/WebMD
    - Institutional Payer ID: 12K81
    - Professional Payer ID: SX172
  - McKesson/Relay Health
    - Institutional Payer ID: 4976
    - Professional Payer ID: 4481
Resources

- MDwise Provider Tip Sheets
  - Third Party Liability
  - Vision Claims
    - [http://www.mdwise.org/for-providers/tools-and-resources/additional-resources/](http://www.mdwise.org/for-providers/tools-and-resources/additional-resources/)

- MDwise Provider Manuals

- MDwise Provider Relations Territory Map
  - [http://www.mdwise.org/for-providers/contact-information/](http://www.mdwise.org/for-providers/contact-information/)

- MDwise Customer Service
  - 1.800.356.1204

- IHCP Provider Modules
  - [Indianamedicaid.com](http://Indianamedicaid.com)
Questions & Answers