Exclusively serving Indiana families since 1994.

IHCP Annual Workshop
October 2017

MDwise Portal

HHW-HIPP0519(10/17)
Agenda

• Valence Provider Portal
• Portal Registration
• Valence Portal
  – Viewing Eligibility
  – Viewing Claims Status/Search
  – Remittance Advice
  – Provider List
  – Provider Panel Roster
• Helpful Hints
• Resources
• Questions
Valence Provider Portal

• A new Valence provider portal has been created for claims processed by Valence (all claims with date of service January 1, 2017 and forward)

• The Valence portal hosts a number of features designed to enhance the user experience

• Among other services, the portal can be utilized in reviewing member eligibility, claim data, remittance and payment information

• Access to the portal requires new registration for providers
Valence Portal Registration

- Follow new link from the original MDwise provider site at [http://www.mdwise.org/for-providers](http://www.mdwise.org/for-providers)
Welcome to myMDwise

The myMDwise provider portal allows registered providers to view member eligibility information securely online for both IHCP/Medicaid and MDwise Marketplace.

Included are the following online features:

- View member eligibility information.
- View member claims information.
- View member delivery system information.
- View member PMP information.
- View patient roster – PMPs Only.
- HIP POWER Account Prepayment Tool.

Request for Access
Providers must complete the sign-up process to gain access. Users are required to create individual accounts. View our sign-up guide for additional help.

MDwise is Here to Help
If you have questions please contact MDwise Provider Relations at 317-822-7300, ext. 5800.

Supported browsers
myMDwise portal supports the latest 2 versions of the following major browsers: Chrome | Internet Explorer | Firefox | Safari
Older browsers are supported on a limited basis and may display differently from the newer browsers. Organizations that depend on old versions of Internet Explorer may want to consider a dual browser strategy.

Provider Login

Username

Password

Submit

Providers:
Request a new account
Forgot your username or Password?

Provider News: NEW!
MDwise transitioned our claims payment vendor to Valence Health on January 1, 2017. MDwise realizes that a change in claims payment vendor may disrupt claims payment to providers during implementation, and we apologize that some of you have experienced this.

View Provider News and Announcements

Valence Portal: NEW!
2017 Claims Access
Valence Portal Registration

- Select *Request a new account* under the For Providers section
Valence Portal Registration

- Registration requires requesting provider information and Tax ID
- Currently users may only be linked to a single Tax ID
Valence Portal Registration

- User information is required before selecting the “Pend” option
- Requests are reviewed by Provider Relations and approved accordingly
- Confirmation email will be sent once an account has been established

Enter User Information

- Last Name
- First Name
- Middle Initial
- Username
- Password
- Confirm Password
- Password Question 1
- Password Answer 1
- Email
- Confirm Email

< Back  |  Pend  |  Cancel

MDwise
Valence Portal

- Once approved, the confirmation email will direct you to the portal login page.
You now have access to the MDwise Valence Provider Portal.
Valence Portal - Eligibility

- Member Eligibility Search is used to review eligibility and coverage information
- Search parameters are decided by user to narrow or broaden results
Valence Portal - Eligibility

CoreMMIS verifies:
- Program
- MCE
- Delivery System

MDwise Provider Portal verifies:
- Delivery System verification (Hoosier Healthwise/HIP)
- Primary Medical Provider (PMP)

When determining eligibility, verify:
- Is the member eligible on the date of service?
- What IHCP plan are they enrolled?
- Which MCE are they assigned (MDwise, Anthem, CareSource, MHS)?
- Who is the member’s Primary Medical Provider (PMP)?
- Does the member have primary insurance?
Valence Portal - Eligibility

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Relationship</th>
<th>Member No</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMA MEMBER</td>
<td>Self</td>
<td>012345678899</td>
</tr>
</tbody>
</table>

- **Subscriber Name**: IMA MEMBER
- **Subscriber No**: 012345678899
- **SSN**: XXX-XX-1234
- **DOB**: 01/01/2099
- **Gender**: FEMALE

**Marital Status Code**
- **Address**: 1234 Main Street
- **Hometown**: My Hometown, Indiana
- **Zip Code**: 12345

**Home Phone**: (000) 000-0000
**Fax**: (000) 000-0000
**Email**: IMAMEMBER@MDWISE.ORG

### Eligibility Information

<table>
<thead>
<tr>
<th>Policy Benefit Name</th>
<th>Coverage Type Code</th>
<th>Coverage Level Code</th>
<th>Effective Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Plan Basic Caretaker (Zero Cost Share)</td>
<td>Medical</td>
<td>Individual</td>
<td>01/01/2017</td>
<td>12/31/2099</td>
</tr>
</tbody>
</table>

### Primary Care Physician

<table>
<thead>
<tr>
<th>Care Management Type</th>
<th>Provider Name</th>
<th>Coverage Type Code</th>
<th>Provider Type</th>
<th>Network Name</th>
<th>Provider Effective Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Physician</td>
<td>Dr. Who</td>
<td>Physician</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other Coverage

| HOB Coverage Type | CDB Code | Effective Dates | Insurer Name | Insurer Payment Order | Employee ID No |
**Valence Portal - Eligibility**

<table>
<thead>
<tr>
<th>Family</th>
<th>Member Name</th>
<th>Relationship</th>
<th>Member No</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMA MEMBER</td>
<td>Self</td>
<td>0123456788999</td>
<td></td>
</tr>
</tbody>
</table>

**IMA MEMBER**

- **Subscriber Name**: IMA MEMBER
- **Subscriber No**: 0123456788999
- **SSN**: XXX-XX-1234
- **DOB**: 01/01/2099
- **Gender**: MALE
- **Marital Status Code**
- **Address**: 1234 Toto Street, Emerald City, Indiana 12345
- **Home Phone**
- **Work Phone**
- **Fax**: (000) 000-0000
Valence Portal - Eligibility

The bottom portion of the member profile displays coverage and benefit information:

- Program
- PMP
- COB
Checking Claims Status

- Valence Portal
  - [https://mdwportal.valence.care/Logon.jsp](https://mdwportal.valence.care/Logon.jsp)
  - Prior to calling the call center we recommend providers research claims and eligibility issues using the MDwise portal

- Claims Customer Service
  - Please call 1-800-356-1204 for claims questions and follow the prompts for 2016 or 2017 claims
Valence Portal Function – Claim Search

- Users can search all claims billed under the associated Tax ID
- Click on Claims and Claim Status List
- Search parameters are decided by user to narrow or broaden results
  - Search results may be downloaded into a single Excel file
Valence Portal Function – Claim Search

- Search parameters are decided by user to narrow or broaden results

<table>
<thead>
<tr>
<th>Search</th>
<th>Patient/Subscriber Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>RID Number</td>
<td>(123456)</td>
</tr>
<tr>
<td>DOB</td>
<td>(mm/dd/yyyy)</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claim Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servicing Provider Name</td>
</tr>
<tr>
<td>Claim No</td>
</tr>
<tr>
<td>Claim Type</td>
</tr>
<tr>
<td>Claim Status Cat Code</td>
</tr>
<tr>
<td>Service Date From</td>
</tr>
<tr>
<td>Claim Received Date From</td>
</tr>
<tr>
<td>Claim Adjudication Date From</td>
</tr>
</tbody>
</table>
Valence Portal Function – Claim Search

- Search will render all applicable results
- Select the Claim number to access claim details
- View EOB link will display benefit information

<table>
<thead>
<tr>
<th>Claim No</th>
<th>Claim Type</th>
<th>Member Name</th>
<th>Service Date</th>
<th>Provider Name</th>
<th>Claim Status Cat Code</th>
<th>Total Claim Charge Amt</th>
<th>Tot Patient Responsibility Amt</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003003A4005000</td>
<td>Professional</td>
<td>IMA MEMBER</td>
<td>02/15/2017</td>
<td>SUESS, DR.</td>
<td>Finalized/Payment</td>
<td>$365.00</td>
<td>$.00</td>
<td>$72.32</td>
</tr>
<tr>
<td>2003003A4005001</td>
<td>Professional</td>
<td>IMA MEMBER</td>
<td>02/15/2017</td>
<td>SUESS, DR.</td>
<td>Finalized/Payment</td>
<td>$365.00</td>
<td>$.00</td>
<td>$72.32</td>
</tr>
<tr>
<td>2003003A4005002</td>
<td>Professional</td>
<td>IMA MEMBER</td>
<td>02/15/2017</td>
<td>SUESS, DR.</td>
<td>Finalized/Payment</td>
<td>$365.00</td>
<td>$.00</td>
<td>$72.32</td>
</tr>
</tbody>
</table>

View EOB
Valence Portal Function – Remittance Advice

EOB Detail

<table>
<thead>
<tr>
<th>Service Date</th>
<th>Procedure</th>
<th>Diagnosis Code 1</th>
<th>Quantity</th>
<th>Line Item Control No</th>
<th>Charge Amt</th>
<th>Allowed Amount</th>
<th>Non Covered Charge Amt</th>
<th>Deductible</th>
<th>Copay</th>
<th>Coinsurance</th>
<th>3rd Party</th>
<th>Payment</th>
<th>Member Payment Amt</th>
<th>Member Name</th>
<th>Member No</th>
<th>Group Or Policy No</th>
<th>Claim No</th>
<th>Service Date</th>
<th>Provider Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/10/2017 - 02/10/2017</td>
<td>82962</td>
<td>1</td>
<td>001</td>
<td>$24.00</td>
<td>$3.09</td>
<td>$20.91</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.09</td>
<td>$0.00</td>
<td>X479 MX</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Totals: 1
$24.00 | $3.09 | $20.91 | $0.00 | $0.00 | $0.00 | $0.00 | $3.09 | $0.00 |

**Remarks Legend**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MX</td>
<td>PROCESSED PER PARTICIPATING CONTRACT OR FEE SCHEDULE. SERVICES WITH NO ASSIGNED FEE OR WHICH ARE CONSIDERED INCLUSIVE/PACKAGED WILL RESULT IN $0.00 PAYMENT.</td>
</tr>
<tr>
<td>X479</td>
<td>IHCP implemented 3% reduction for Outpatient services applied.</td>
</tr>
</tbody>
</table>
Valence Portal Function – Remittance Advice

• Payment details are also available from the claim detail screen
  – Select “View Payments”
• Remittance advice is linked directly to claim data
Valence Portal Function – Remittance Advice

- Remittance Advice Searches can also be performed
- Search parameters decided by user to narrow or broaden results
  - Search results may be downloaded into a single Excel file
### Search

**Payee Member**  
- Clear

**Remittance Advice No**

**Search Date Type**  
- Service Date  
- Payment Date

**Time Frame**

**Single Date**  
- (mm/dd/yyyy)

**Date Range**

**Check Or Eft Trace No**

**Payer Claim Control No**

**Payment Method Code**

**Patient Control No**

**Payer Name**

**Member No**

**Patient Last Name**

**Patient Name**

**Rendering Provider Name**

[Image of MDwise logo]
Valence Portal Function – Provider List

• The Provider List section allows searches of provider enrollments
• All providers are listed by default and search criteria can be used to narrow or broaden results
  – Search results may be downloaded into a single Excel file
Valence Portal Function – Provider List

Search

Provider Last Name
First Name
Provider No
Provider Type
Specialty
Network Name
Affiliation Type
Par Code
In Directory
City
State
Contact Phone

Search
## Valence Portal Function – Provider List

<table>
<thead>
<tr>
<th>Provider No</th>
<th>Provider Id</th>
<th>Provider Name</th>
<th>Provider Type</th>
<th>Specialty</th>
<th>Network Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>M00100001</td>
<td>1012345678 (NPI), 1023456789 (NPI), 263456789 (EIN)</td>
<td>Dr. Who</td>
<td>Physician</td>
<td>Multi-Specialty - Multi-Specialty, Emergency Medicine - Emergency Medicine</td>
<td>HIP EXCEL NETWORK</td>
<td>123 N Main ST, Mayberry, IN 45678</td>
</tr>
<tr>
<td>M00100001</td>
<td>1012345678 (NPI), 1023456789 (NPI), 263456789 (EIN)</td>
<td>Dr. Who</td>
<td>Physician</td>
<td>Multi-Specialty - Multi-Specialty, Emergency Medicine - Emergency Medicine</td>
<td>HHW EXCEL NETWORK</td>
<td>101 Toto ST, Emeral City, IN 12345</td>
</tr>
<tr>
<td>M00100001</td>
<td>1012345678 (NPI), 1023456789 (NPI), 263456789 (EIN)</td>
<td>Dr. Who</td>
<td>Physician</td>
<td>Multi-Specialty - Multi-Specialty, Emergency Medicine - Emergency Medicine</td>
<td>HIP EXCEL NETWORK</td>
<td>101 Toto ST, Emeral City, IN 12345</td>
</tr>
<tr>
<td>M00100001</td>
<td>1012345678 (NPI), 1023456789 (NPI), 263456789 (EIN)</td>
<td>Dr. Who</td>
<td>Physician</td>
<td>Multi-Specialty - Multi-Specialty, Emergency Medicine - Emergency Medicine</td>
<td>HIP IN UNIV HEALTH NETWORK</td>
<td>123 N Main ST, Mayberry, IN 45678</td>
</tr>
</tbody>
</table>
Valence Portal Function – Provider Panel Roster

- Provider Panel Rosters can be searched from Provider Details
- Select “View Panel Roster” for a list of currently assigned members
Valence Portal Function – Provider Panel Roster

**Panel Roster**

**DR. WHO**

This page enables you to view a list of members currently assigned to a provider as primary care physician (PCP).

**Member Information**

To Search for a specific member, enter the Member information in any of the fields provided.

- **Last Name**
- **Member No** (123456)
- **Line of Business**
- **First Name**
- **DOB** (mm/dd/yyyy)
- **Intervention Code**
- **Time Frame**
- **Date Range** (mm/dd/yyyy)

- **Show Only Inpatient, Maternity Auths**

[Search] [Clear]
• By default, all assigned members will render from a panel search
• Search criteria can be narrowed by Member Name, RID, Program, DOB and Policy Coverage dates
• Results can be downloaded into a single Excel File
Helpful Hints

• Valence customer service only handles issues related to claims for 2017 dates of service

• Member Services handles all member related questions or issues

• Provider Relations handles the following:
  – Portal registration
  – Enrollment issues or demographic updates at preenrollment@mdwise.org or (317) 822-7300 ext. 5800
  – Contract questions and inquiries
  – Provider education and orientations
• MDwise Customer Service
  – 1-800-356-1204

• MDwise Provider Relations
  – 317-822-7300 ext. 5800
  – Enrollment submissions & updates go to preenrollment@mdwise.org

• MDwise Claims Department
  – 1-800-356-1204 (follow the prompts for 2016 or 2017 claims)
  – Claims disputes for 2017 go to cdticket@mdwise.org

• Provider Relations Territory Map
  – http://www.mdwise.org/for-providers/contact-information/
Questions