

2019 MDwise Updates

General Topics

MDwise is restructuring its Delivery System model to:

- Improve claim payment timeliness and accuracy.
- Streamline and reduce administrative redundancy for providers.
- Provide greater access for our members.

What does this mean?

- Starting in 2019, MDwise will only operate one delivery system, MDwise Excel. Providers must be contracted with MDwise Excel in order to serve MDwise members (with the exception of self-referral providers).

What will this include/affect?

- One standard authorization list.
- One point of contact for all authorization requests.
- One claim submission address.

How do I contact MDwise customer service numbers?

- MDwise Excel customer service will accept all calls beginning 1/1/19.
- The Customer Service line is [1-800-356-1204](tel:1-800-356-1204).

Who is McLaren Health Care?

- McLaren Health Care is one of the largest integrated health care systems in Michigan.
- Owns 15 hospitals, including Barbara Ann Karmanos, nationally renowned for their cancer care and outcomes.
- Employs over 500 physicians.
- Trains over 550 residents annually.
- Employs a workforce of over 20,000.
- Owns McLaren Health Plan, who covers over 265,000 members in Medicaid, commercial, and Medicare Supplemental markets.

Provider Relations

What if I am contracted with MDwise but not MDwise Excel?

- **Non-Excel Delivery System contracts:** these providers should reach out to their dedicated Excel PR Rep to become an Excel provider.
 - **Excel PR Rep. Territory Map**
 - Non-Excel Delivery Systems include: Total Health, IU, Select Health, Eskenazi, St. Catherine, St. Vincent.

How do I contract with MDwise Excel?

- Complete the contract inquiry form on mdwise.org/for-providers/forms/provider-enrollment.
- Email the completed form to prenrollment@mdwise.org.
- Your Provider Representative will reach out to you with a contract and directions on submitting your signed contract back to MDwise.
 - Be sure to send your signed contract, a copy of your W-9, a sample claim and your required enrollment forms.

What if I don't want to contract with MDwise Excel? Do I need to do anything?

- Yes! We will need a Non-Contracted provider form to make sure you are loaded correctly in our claims system.
- Non-Contracted provider form is at mdwise.org/for-providers/forms/provider-enrollment.
- Submit completed form with a W-9 and a sample claim.

Are notifications going out to providers?

- Notifications will be mailed, emailed and will be on our Provider homepage, under news and announcements. Please check this page frequently, as we will post updated claim and authorization information as it becomes available.

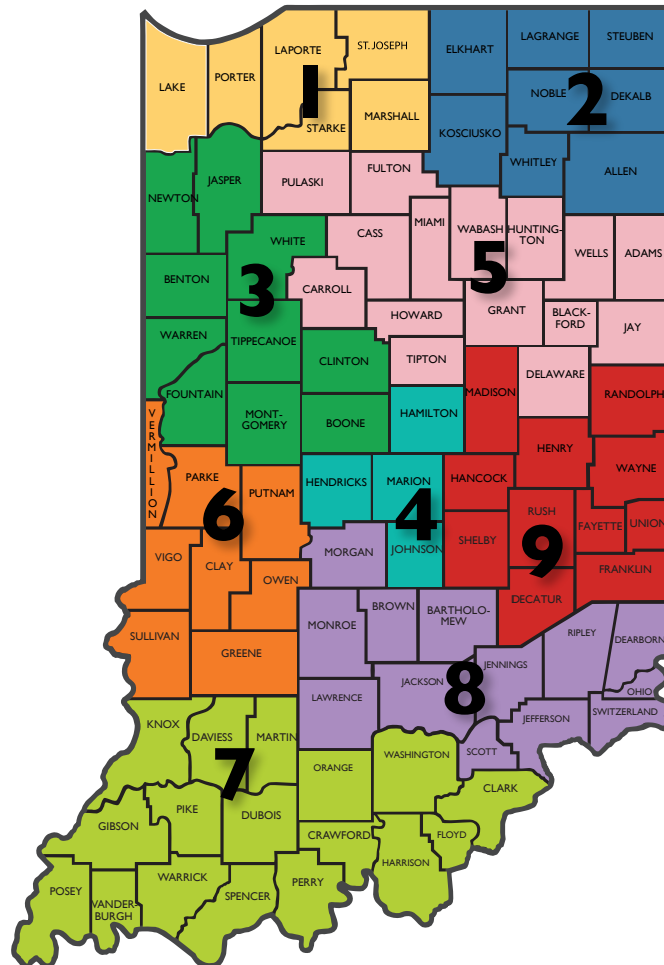
Will the portal change?

- MDwise will continue to use the MDwise Provider Portal. The Evolent claims portal will not be used for claims 2019 and forward.
- The Provider Portal will show the members claim history, eligibility history, PMP history.

I still have questions regarding contracting and who my PR Rep is. Who can I call?

- Provider Relations direct line is **317-822-7300 ext. 5800**.
- Provider Relations Territory List (next page).

Representative	Territory	Phone	Email
Paulette Means	Region 1	317-822-7490	pmeans@mdwise.org
T.A. Ward	Region 2	317-983-6137	tward@mdwise.org
Michelle Phillips	Region 3, Hospice, Home Health	317-983-7819	mphillips@mdwise.org
Jamaal Wade	Region 4	317-822-7276	jwade@mdwise.org
David Hoover	Region 5	317-983-7823	dhoover@mdwise.org
Tonya Trout	Region 6	317-308-7329	ttrout@mdwise.org
Rebecca Church	Region 7	317-308-7371	rchurch@mdwise.org
Sean O'Brien	Region 8	317-308-7344	sobrien@mdwise.org
Whitney Burnes	Region 9	317-308-7345	wburnes@mdwise.org
Nichole Young	Behavioral Health (CMHC, OTP, IMD or Residential)	317-822-7509	nyoung@mdwise.org



Claims

Will the claims submission information change?

- Yes, but only for claims with dates of service in 2019. Claims with a 2018 date of service should not be mailed to this address.
- The address will change effective 1/1/19 to:
 - **MDwise/McLaren Health Plans**
P.O. Box 1575
Flint, Michigan 48501
- The Electronic Submission Payer ID (a.k.a. EDI numbers) will also change.
 - Hoosier Healthwise Payer ID: 3519M
 - Healthy Indiana Plan Payer ID: 3135M
- This address is date of service driven. Paper 2018 date of service claims should still go to Evolent in Eagan, MN.

Who is the new claims payor going to be?

- MDwise will be processing claims in house through our parent company, McLaren Health Care.

Why is MDwise changing to a new payer?

- MDwise is excited to bring our claims payment in house for 2019. McLaren, MDwise's new parent company, has over 20 years of experience in paying claims in house. By moving to the new platform we will be able to draw upon McLaren's expertise and have more control over claims payment. On the same platform McLaren adjudicates over 97% of their claims in 7 days.

Do I need to re-enroll for electronic payments?

- MDwise is moving to Optum Clearinghouse for 2019. To receive electronic payments for 2019 dates of service you need to enroll with Optum at optum.com/eps. If you are already enrolled with Optum for other payers, there is nothing else you need to do, Optum will add MDwise to your profile.
 - Providers will go through Optum to sign up.
 - Can begin signing up 11/1/18 for 2019 dates of service.
 - Optum: www.optum.com/eps

How should I check eligibility in 2019?

- Eligibility should be checked using the IHCP Provider Healthcare Portal.
- This will show the members IHCP program, assigned MCE (MDwise), Assigned PMP, and will show the member with MDwise Excel delivery system. ALL members will have MDwise Excel beginning 1/1/19.

How do I contact the MDwise claims department for questions?

- Prior to 2019, call Claims Customer Service: **1-800-356-1204**.
- For dates of service after **1/1/19** contact the Provider Customer Service Unit (PCSU) at **1-833-654-9192**.

Is claim timely filing changing?

- Claims should be submitted according to IHCP timely filing:
 - In-network/Contracted providers: 90 days from date of service.
 - Non-Contracted providers: **effective 1/1/19, MDwise will follow IHCP and change the timely filing limit to 180 days from the date of service.**
 - Secondary claims: 90 days from the date of the primary EOP.
 - Disputes: 60 days from the date of the EOB.

Can I submit secondary claims electronically?

- Effective 1/1/19, secondary claims can be submitted electronically.
- Secondary claims submitted via paper must include a copy of the EOP.
- All secondary claim submissions, paper and electronic, must include the members Medicaid ID, not the primary insurance ID.

How do I sign up for EFT's?

- Providers will go through Optum to sign up.
- Can begin signing up 11/1/18 for 2019 dates of service.
- Optum: www.optum.com/eps

Will there be a new place for me to retrieve claims status?

- Providers will continue to use the same MDwise provider portal to see 2018 and 2019 claims.

Prior Authorization

If I have an authorization with a non-Excel delivery system for dates of service that will carry over into 2019, is there anything I need to do?

- No. MDwise Excel will work with the other Delivery Systems to have the authorization carry over to MDwise Excel for the members services.

What does “One standardized authorization list” mean?

- MDwise will combine the Hoosier Healthwise and Healthy Indiana Plan authorization lists.
- We will also condense the number of services that require authorization.
- The 2019 authorization list will be posted to the MDwise Provider webpage at mdwise.org/for-providers/forms/prior-authorization.
- Authorizations inquiries can be made by calling **1-888-961-3100**.

Will the authorization submission information change?

- Effective 1/1/19, all authorizations will be submitted to the MDwise Excel authorization department:
 - Hoosier Healthwise/Healthy Indiana Plan PA Phone: **1-888-961-3100**
 - Hoosier Healthwise Fax: **1-888-465-5581**
 - Healthy Indiana Plan Fax:
 - Inpatient: **1-866-613-1631**
 - Outpatient: **1-866-613-1642**

If Delivery Systems are going away, what will require an authorization?

- Only the services listed on the authorization list will require PA.