



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 877

TO: All Iowa Medicaid Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise

DATE: January 27, 2010

SUBJECT: Third Notice Regarding Changes to Remittance Advice, Payment and Informational Letters

The Iowa Medicaid Enterprise (IME) will require electronic processes exclusively for the transmission of remittance advice statements, provider payments, and informational letters in the near future. These changes are designed to help make Medicaid as efficient as possible.

Important Phone Announcement

The Iowa Medicaid Enterprise phone numbers are changing. Iowa Medicaid Provider Services will have a new phone number beginning January 25, 2010. Our new local phone number will be 515-256-4609; the toll free number will remain 800-338-7909. A list of important IME phone numbers are attached for your convenience.

Remittance Advice

The Remittance Advice (RA) is the statement from the IME that explains every individual provider claim transaction for each payment cycle (including both paid and denied claims). Currently, these statements are mailed hardcopy to most providers. Beginning **March 1, 2010**, the RA information will only be available through electronic means; there are 2 mechanisms:

- 1. The 835 is an electronic remittance advice transaction** available through IME's Electronic Data Interchange Support Services (EDISS). (<http://www.edissweb.com/med/>). If you do not already have software capable of translating an 835 transaction, EDISS provides a free (downloadable) software program to view and print the remits. This software can also be used to submit electronic claims to IME. Providers can sign up to get an electronic RA even if they do not submit claims electronically.

To begin receiving 835's from EDISS,

- *If you are new to EDI:*
 - *You must complete both the EDISS Enrollment form for Iowa Medicaid and the EDISS Registration form. Both forms are available at:*
<http://www.edissweb.com/med/forms/enrollment.html>
 - *Providers may also register online at* <http://www.edissweb.com/med/forms/onboard.html>
- *If you are already registered with EDISS for another transaction, you may have an Enrollment form already on file with EDISS.*
- *You have the option to have the 835 remittance advice delivered directly to you, or to a billing service or clearinghouse you designate.*
- *For questions concerning the electronic remittance advice (835) or the paperwork required to get started, please contact EDISS at 1-800-967-7902.*

- 2. Imaged RA's are also available on the IME's web portal.** This is an exact replica of the current paper RA's that are imaged and available on a secure website. To sign up for online access to remittance advice statements, go to www.imeservices.org and click on the Create Account link and follow the online instructions. If you have any questions, call the assistance number at the end of this letter.

Provider Payment

Provider payments will only be transmitted via an electronic format **effective July 1, 2010**. This means paper checks will no longer be issued as of this date. Providers are encouraged to sign up now for Electronic Funds Transfer (EFT) through Provider Services. For providers who cannot establish an EFT account by the July deadline, a debit card-type process for their Medicaid payments will be established.

- **This will not impact CDAC providers who are already dues paying members of AFSCME and receive their payments from BMGI.** Only those CDAC providers who are paid directly by the IME via paper check will need to make a change.
- **Every provider with a bank account that still receives a paper check** from the IME should complete an EFT Authorization (form 470-4202) to set up the EFT transaction. This simple, one-page form is available on our website at: <http://www.ime.state.ia.us/Providers/Forms.html>, or by calling the number below. The form may be faxed to 515-725-1155 or mailed to the address shown on the form.
- **Providers, who do not currently have a bank account, are encouraged to set one up now** and sign up for EFT payments. The IME is in the process of developing an option for those providers who may not have bank accounts by the July deadline to receive a debit card from the IME to withdraw their payment.

Informational Letters (IL)

Informational Letters are currently mailed to the provider's listed correspondence address. On and after **July 1, 2010**, these will only be available electronically. Providers can already access Informational Letters from 2005 forward on the Provider Bulletins section of our website:

<http://www.ime.state.ia.us/Providers/Bulletins.html>.

<p>Note: Providers can go to their local public library to access Informational Letters and other Iowa Medicaid information via the Internet.</p>
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To sign up for e-mail notification of Informational Letters after June 30, 2010, just send an e-mail to: npisupport@dhs.state.ia.us. Put "Informational Letter sign up" in the subject line and include any NPI(s) you would like to associate with an e-mail address. The NPI will help determine that only the correct Informational Letters are sent based on provider category. Please be aware that Informational Letters will not actually start going out through this mechanism until the current paper IL process is finished on July 1, 2010.

Contact us! The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally (in Des Moines) at 515-256-4609, or by e-mail at imeproviderservices@dhs.state.ia.us.