

# CoreMMIS and Provider Healthcare Portal Implementation

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning  
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# Agenda

- *Project Background*
- *Upcoming milestones and transition*
- *Post-implementation Items*



# Background

- +4-year project to update Medicaid Enterprise systems
  - Pharmacy Benefit Manager and Enterprise Data Warehouse already implemented
- Will replace IndianaAIM and Web interChange
- Claims will process more accurately according to policy and providers will have more self-service features available through the Portal



# Provider Healthcare Portal

- Proven platform to enable more self-service
- Providers can now enroll and update online more quickly
- Ability to upload documents instead of faxing for PAs and claims
- Changes in the way eligibility is displayed, so must familiarize yourself with the new screens



# Transition

- The State is planning to go live on 12/5; systems conversion will begin 11/30.
  - Continued testing to mitigate risks
  - Working with Hewlett Packard Enterprise and other partners to minimize disruption and impact
  - Some suspension of business (new and updated enrollments, payments, etc.) will occur



## Transition (*cont.*)

- Updated billing guidance has been published to ensure claims are paid correctly
- Providers must download their Remittance Advices from Web interChange before 1/4
- Training available online and at the annual seminar on how to use the new Portal
  - Live webinars currently being offered to assist with portal registration, viewing eligibility, and submitting claims



# Post-Implementation

- Efforts will be focused on stabilizing the system and preparing for CMS certification
  - Reduced bandwidth for major initiatives until Fall 2017
  - Additional call center staffing to handle increased call volume
  - Temporarily expanding call center hours
  - Implementing command center and triage plan to address issues as identified



# Triage Plan

- Daily touch point with associations and partners to track major issues and provide updates
- Direct e-mail for associations to share specific items ([coremmis.golive@hpe.com](mailto:coremmis.golive@hpe.com))
- Command Center will assign severity and priority in consultation with state
  - state will have two daily touch points and an operations dashboard to monitor efforts





## Triage Plan (*cont.*)

- Publications will continue through normal and emergency processes to address ongoing and ad hoc issues
- HPE Provider Consultants will focus on provider issues



# What You Can Do

- Encourage your membership to sign up for bulletins – more guidance forthcoming
- Be prepared for suspension of business
- Remind your membership to register for the healthcare portal and set up delegates
- Aggregate issues and report them to the state through daily call or e-mail



Questions?

