



Gainwell Knowledge Exchange Panel

**Indiana Health Coverage Programs
Gainwell Technologies
2026 IHCP Works Annual Seminar**



Gainwell Team





Introduction: Gainwell Team

- **Rebecca Young Account Delivery Manager**
- **Katherine Gibson Service Desk Manager**
- **Pamela Freed Professional Business Analyst**
- **Jacquie Marsalis, Senior Leader Provider Services**



Agenda

- Discuss key issues, share insight and identify opportunities
 - Claims
 - Provider Correspondence
 - Provider Enrollment
 - Provider Relations
- Helpful Tools



Claims





Working with Claims

Timely Filing Exceptions

- Member Enrollment
- Provider Enrollment
- Provider Authorization
- Primary Insurance

Responsible payer-check eligibility prior to services

Multiple service locations-How is a unique service location identified

Rendering Provider and Billing Groups-Denials for rendering provider linkage



Provider Correspondence





Working with Provider Correspondence

Timely Filing Issues

- Late submissions often delay processing, requiring extra review or denial determinations.

Missing Documentation

- Incomplete claim forms or absent medical records cause significant delays in resolution.

Prior Authorization Problems

- Lack or mismatch of prior authorization causes clarification requests and slows processing.



Provider Common Challenges

Provider Common Challenges

- Challenges that impact provider enrollment, billing claims, and reimbursement
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Provider Common Challenges

Provider Correspondence Bulk Submission

- Majority of the bulk submission received are from Provider's billing company.
- How are bulk submissions reviewed
- Appeals from the bulk submission will be forwarded to OALP (Office of Administrative Law Proceedings) for their resolution.
- Findings and conclusions are sent to the provider via portal or mail



Provider Enrollment



Working with Provider Enrollment



Unauthorized Signatures

Many enrollment delays stem from signatures missing or signed by unauthorized personnel lacking proper authority.

Conflicting W-9 Information

Mismatch between legal business names, tax IDs, or addresses between enrollment forms and W-9s causes frequent discrepancies.

Fingerprinting and Background Checks

Outstanding fingerprinting or background check requirements often cause enrollment approval delays.

Incomplete Applications

Incomplete enrollment applications require multiple correspondence cycles, prolonging approval timelines.

Working with Provider Enrollment



Unauthorized Signatures

Types of Provider Agreements

- IHCP Provider Agreement
- Terms of Agreement
- Rendering Agreement and Attestation

Who is considered an authorized official?

- Owner, Manager or Board Member listed on the *Individual with an Ownership or Controlling Interest and Managing Individuals* section of the Billing or Group provider profile
- Delegated Administrator may only sign Terms of Agreement
- OPR providers sign agreements for their enrollments
- Rendering providers sign the Rendering Agreement and Attestation only

Working with Provider Enrollment



Conflicting W-9 Information

Mismatch between legal business names, tax IDs, or addresses between enrollment forms and W-9s causes frequent discrepancies.

Current W-9 Version – March 2024

W-9 must be signed and dated within 3 years of application submission date

Working with Provider Enrollment



Fingerprinting and Background Checks

Required for high-risk provider specialties

- Individuals with 5% or more ownership or controlling interest
- Board Members for non-for-profit

Obtain prior to submitting application

- Service Code: FSSA Affordable Care Act = **24Y4791**
- Confirmation Code is required on application
- Results are valid for up to 6-months

Working with Provider Enrollment



Application Submission Tips

Gather information and supporting documentation before starting application

Save and Finish Later

Keep track of ATN, Tax ID, and Password

- *Password cannot be retrieved or changed*

Working with Provider Enrollment



Resources

Provider Portal

- Status of Application
- Provider Profile information

Provider Customer Assistance

- Status of Application
- Questions related to Provider Enrollment requirements or returned applications

Provider Relations

- In-depth assistance with Provider Enrollment requirements or returned applications



Provider Relations



Working with Provider Relations



Provider Issue Escalation

Providers often need guidance on how to raise or escalate provider relations issues through proper channels.

Representative Identification

Providers frequently ask who their representative is, requiring redirection based on specialty, region, or contract type.

Provider Healthcare Portal Access Assistance

Common questions include help with provider portal registration, login and navigation support.

Remittance Advice Interpretation

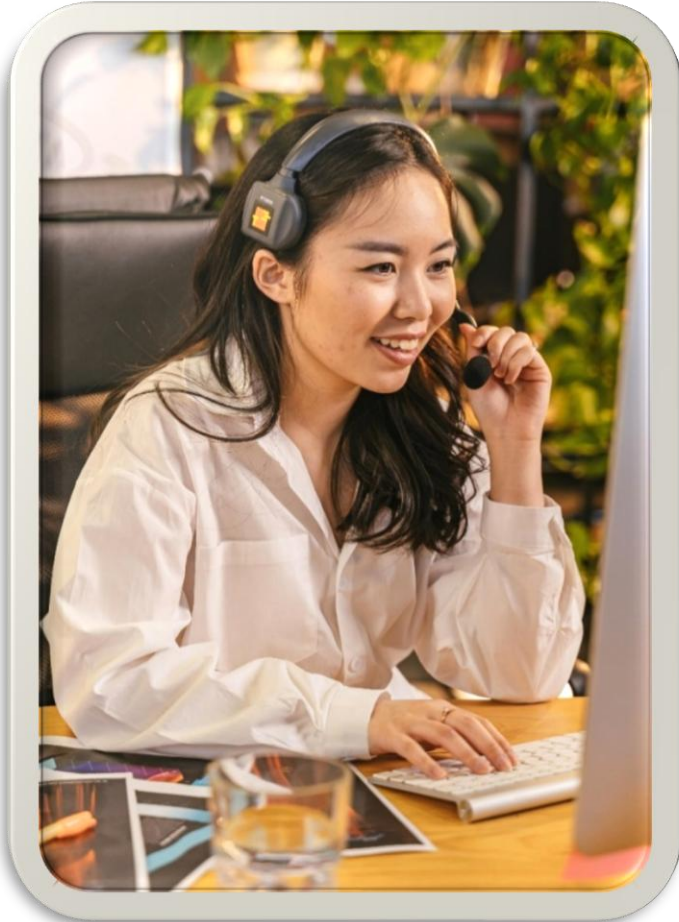
Providers seek clarity on adjustment codes, denial reasons, and payment calculations in remittance advice documents.



Helpful Tools



Useful Information



[Indiana Medicaid for Providers website](#)

[IHCP Provider Reference Modules](#)

[IHCP Bulletins](#)

Sign up for [email notifications](#) to receive weekly summaries of new and updated bulletins, modules and other publications.

Customer Assistance

800-457-4584

8 a.m. - 5 p.m. Eastern Time Monday – Friday

[Provider Relations Consultants](#) by region

Secure Correspondence via the [IHCP Provider Healthcare Portal](#)
(After logging in to the IHCP Portal, click the
Secure Correspondence link to submit a request.)

Provider Relations Consultants



Areas Covered	Consultant	Email	Telephone
Region 1 plus Chicago/Watseka, IL, and Sturgis, MI	Michelle Walls	INXIXRegion1@gainwelltechnologies.com	317-488-5071
Region 2 plus Danville, IL	Jill Harris	INXIXRegion2@gainwelltechnologies.com	317-488-5080
Region 3	Open	INXIXRegion3@gainwelltechnologies.com	317-488-5324
Region 4 plus Cincinnati/Harrison and Hamilton/Oxford, OH	Kassandra Johnson	INXIXRegion4@gainwelltechnologies.com	317-488-5153
Region 5	Virginia Hudson	INXIXRegion5@gainwelltechnologies.com	317-488-5186
Region 6	Open	INXIXRegion6@gainwelltechnologies.com	317-210-2618
Region 7 plus Louisville and Owensboro, KY	Tami Lott	INXIXRegion7@gainwelltechnologies.com	317-286-6894
All out-of-state providers except those in the previously listed cities	Judy Green	INXIX_OOS@gainwelltechnologies.com	317-488-5026



Questions

Thank you for attending!

By taking a few moments to complete the event and session evaluations, you help us understand your experience and shape the future of our programs.

