

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT2021104    NOVEMBER 30, 2021

## **IHCP establishes MCE network participation request effective date policy**

The Indiana Health Coverage Programs (IHCP) has established a single network participation request effective date policy for providers wishing to participate with a managed care entity (MCE). A network participation request consists of the following three components:

- **Enrollment** – The process of loading a contracted and credentialed provider to all MCE internal systems, loading for claims payment, and loading to the provider directory (if applicable).
- **Credentialing** – The process of reviewing the qualifications and appropriateness of a provider to join the health plan's network. Credentialing requirements and processes will follow the National Committee for Quality Assurance (NCQA) guidelines.
- **Contracting/Negotiating** – The process of the provider and MCE formally executing an agreement for the provider to deliver medical services that outlines reimbursement rates, scope of services, and so on.



Effective for new network participation requests received on or after Jan. 1, 2022, the IHCP will be using the following policy:

- A brand-new provider that is not part of an existing contract with the MCE will be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date the MCE receives the provider's complete network participation request electronically via an online portal, email, postal mail or fax. All required fields must be completed, and all required supporting documentation must be provided to the MCE for the network participation request to be considered complete.
- A provider that is being added to an existing contract will also be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date the MCE receives the provider's complete network participation request electronically via an online portal, email, postal mail or fax. All required fields must be completed, and all required supporting documentation must be provided to the MCE for the network participation request to be considered complete.

The effective date will be the first of the month following the receipt of a complete network participation request, regardless of the contract execution date or credentialing completion date. The effective date policy applies to all provider types.

If a provider is unable to be credentialed with or agree to contract terms with the MCE, the provider will not be effective with the MCE.

Providers should hold all claims until the final welcome letter from the MCE is received confirming that they are effective with the MCE network. MCEs and providers are expected to complete all pieces of the network participation process timely.

As a reminder, providers must be enrolled and effective with the IHCP prior to being effective with an MCE. Requests for alternative effective dates should be reviewed and directed to the appropriate MCE. The IHCP still allows fee-for-service providers to be retroactively enrolled within 180 days prior to an application received date.



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