In This Issue

COVID-19 Vaccination Update ................................................................. 2
Guidance on CMS Vaccine Mandate ......................................................... 2
COVID-19 Policy Flexibilities and Telehealth ............................................ 3
Global Obstetric Services ......................................................................... 3
Screen for and Treat Hepatitis C .............................................................. 4
ECHO Idaho 2022 X-Waiver Trainings ..................................................... 5
Handbook Updates: Healthy Connections Corrective Action Plan (CAP) ......... 6
Survey for providers, patients and families from the Idaho State Independent Living Council...... 6
ECHO Idaho’s CE/CME-eligible Podcast ................................................. 7
Provider Training Opportunities in 2022 ............................................... 15
DHW Resource and Contact Information ............................................... 16
Insurance Verification .............................................................................. 16
Gainwell Technologies Provider and Participant Services Contact Information ........ 17
Gainwell Technologies Provider Services Fax Numbers ............................ 17
Provider Relations Consultant (PRC) Information .................................... 18

Information Releases

MA22-02 ARPA HCBS Spending Plan Update .......................................... 12

The content of this guidance document is not new law, but is an interpretation of existing law prepared by the Idaho Department of Health and Welfare to provide clarity to the public regarding existing requirements under the law. This document does not bind the public, except as authorized by law or as incorporated into a contract. For additional information or to provide input on this document, contact the Idaho Division of Medicaid by emailing medicaidcommunications@dhw.idaho.gov or by calling (208)334-5747.
COVID-19 Vaccination Update

We are unfortunately in crisis standards of care again in parts of the state, with extremely high COVID-19 case counts and resource limitations everywhere. Please continue to encourage your teams and patients to social distance, wear masks, and choose to get vaccinated against COVID-19. Please also take advantage of public health emergency telehealth flexibilities which remain in effect; see Information Releases MA20-07 COVID-19 Telehealth – UPDATED and MA20-13 COVID-19 Telehealth HIPAA Guidance for more information.

Idaho COVID-19 vaccination rates remain well below the national average, and they are even lower among Idaho Medicaid participants. Rates have barely increased over the last month, with only 2.1% of 5-11 year-old participants, 20.3% of 12-17 year-old participants, and 25.5% of 18-64 year-old participants having been fully vaccinated against COVID-19 by mid-January 2022. COVID-19 vaccines are safe and effective and the best defense we have against COVID-19; please encourage all eligible participants to choose to get vaccinated to protect themselves, their families, and their communities against COVID-19.

Billing for vaccine counseling: Idaho Medicaid providers can bill 99211-GT for telephone outreach to participants about COVID-19 vaccines and other vaccines. Vaccine outreach conducted by auxiliary personnel, such as nurses and technicians, may be billed as an incidental service by the physician, nurse practitioner, or physician assistant overseeing vaccine outreach or that participant’s care. Indian Health Service (IHS), Rural Health Clinic (RHC) and Federally Qualified Health Center (FQHC) providers can also bill this code as an incidental service when appropriate

COVID-19 testing: Idaho Medicaid covers up to twelve (12) COVID-19 tests per participant per month without prior authorization. These tests include at-home rapid antigen tests, which are paid at the point-of-sale at the pharmacy. A prescription is required to obtain these tests; however, the prescriber can be the dispensing pharmacist. For more information, see Information Release MA 21-23 COVID-19 Laboratory & Pathology Services.

Guidance on CMS Vaccine Mandate

On November 5, 2021, CMS published an Interim Final Rule with comment period (86 Federal Register 61555), entitled “Medicare and Medicaid Programs; Omnibus COVID-19 Health Care Staff Vaccination,” revising the infection control requirements that most Medicare- and Medicaid-certified providers and suppliers must meet to participate in the Medicare and Medicaid programs.

After a series of court actions, on January 13, 2022 the US Supreme Court upheld this Interim Final Rules. The January 14, 2022 CMS QSO-22-09-ALL Guidance for the Interim Final Rule - Medicare and Medicaid Programs; Omnibus COVID-19 Health Care Staff Vaccination is being distributed to all Federally Certified Providers and Suppliers in Idaho.

Facilities identified as Medicare and Medicaid-certified are expected to comply with all regulatory requirements. This includes:

- **Residential congregate care facilities**
  - Long Term Care Facilities such as Skilled Nursing Facilities and Nursing Facilities
  - Intermediate Care Facilities for Individuals With Intellectual Disabilities (ICFs-IID)
  - Psychiatric Residential Treatment Facilities (PRTFs)

- **Acute Care Settings**
  - Hospitals
Critical Access Hospitals (CAHs)
- Ambulatory Surgical Centers (ASCs)

- Outpatient Clinical Care & Services
  - End-Stage Renal Disease (ESRD) Facilities
  - Community Mental Health Centers (CMHCs)
  - Comprehensive Outpatient Rehabilitation Facilities (CORFs)
  - Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs)
  - Clinics, Rehabilitation Agencies, and Public Health Agencies as Providers of Outpatient Physical Therapy (OPT) and Speech-Language Pathology Services (SLPS)

- Home-Based Care
  - Home Health Agencies (HHAs)
  - Hospice
  - Home Infusion Therapy Suppliers (HIT) Suppliers
  - Programs of All-Inclusive Care for the Elderly (PACE) Organizations

COVID-19 Policy Flexibilities and Telehealth

Idaho Medicaid has implemented many COVID-19 policy flexibilities to support access to Medicaid services. COVID-19 policy flexibilities are available in Information Releases (IRs) from 2020 to the present. New IRs or updates to existing IRs are published each month in the MedicAide provider newsletter available on the provider portal at IdMedicaid.com. The Centers for Medicare and Medicaid Services recently approved POS 10 for telehealth services in the home. Idaho Medicaid does not require POS 02 or POS 10 for telehealth services. As has been standard for Medicaid billing, providers still need to identify the location of the participant at the time of service as the Place of Service (POS) on all claims. Claims must be billed with the GT modifier on the CPT, HCPS or revenue code. See Information Release MA20-07 COVID-19 Telehealth – UPDATED and MA20-13 COVID-19 Telehealth HIPAA Guidance for additional information on telehealth. Questions regarding telehealth services or COVID-19 policy flexibilities can be sent to the Medicaid Policy Team at MCPT@dhw.idaho.gov.

Global Obstetric Services

The Medicaid Program Integrity Unit has identified providers inappropriately billing for global obstetric (OB) services when they did not perform all components of the code. Global OB codes are used when antepartum, postpartum, and delivery services are rendered by the same provider or multiple providers within the same practice. The American Medical Association’s Current Procedural Terminology (CPT®) manual provides individual codes specific to each component of the global OB codes for use when providers from multiple practices are involved in the participants OB care.

The June 1, 2021, Idaho Medicaid Provider Handbook, Physician and Non-Physician Practitioner, addresses obstetric care, covered services and limitations for surgery, and misrepresentation of services.

Section 4.28 states, in part:

Obstetric (OB) care must be billed as a global charge unless the attending physician, or non-physician practitioner did not render all components of the care. Antepartum and postpartum care may only be billed separately from the delivery when the delivery is
performed by a person outside the rendering provider’s practice. Providers eligible for a
global charge may not separately bill per-visit antepartum or postpartum visits.

The global charge includes antepartum, intrapartum and postpartum care, a cesarean
section or vaginal delivery, with or without episiotomy, with or without forceps, or breech
delivery. Prenatal diagnostic laboratory charges, such as a complete urinalysis, are not
included in the global charge, and may be billed according to the Laboratory Services, Idaho
Medicaid Provider Handbook. Any surgical procedures must also abide by the Covered
Services and Limitations – Surgery section.

Charges for total OB care must be billed after the delivery using the date of delivery as the
to and from date. When the Medicaid participant has active eligibility that begins on the
date of delivery or any point prior, the global CPT® must be billed to Idaho Medicaid. Any
previously collected payment from the participant for antepartum care must be reimbursed.
The place-of-service on the claim should reflect where the delivery occurred. The initial
office examination for diagnosis of a pregnancy may be billed separate from the total OB
charges if that is the provider’s standard practice for all OB participants. The initial
examination must be identified as such and billed with the appropriate Evaluation and
Management (E/M) CPT® code.

Section 5 states, in pertinent part:

Medicaid pays all surgical fees based on the global fee concept as defined by CMS and the
preoperative, intra-operative and postoperative services that are normally a usual and
necessary part of the procedure. It also includes all medical and surgical services during the
postoperative period to treat complications that do not require a return to the operating
room...

If a provider, outside of the performing surgeon’s practice, delivers part of the global
components listed above, he/she must bill the appropriate CPT® code for the actual services
delivered with the appropriate modifier.

Section 9.4 states in pertinent part:

All providers, of a provider type and specialty eligible for enrollment, must submit claims
using their own National Provider Identification (NPI) number. Idaho rule and policy requires
payment be made only for claims submitted by the enrolled provider who is physically
present (not simply on-site) and performing the service.

Services billed incorrectly as global OB care may be subject to recoupment and civil monetary
penalties.

Screen for and Treat Hepatitis C

Hepatitis C (HCV) is the leading cause of liver transplants and liver cancer. There are an
estimated 2.4 million people living with HCV, and about 50% of people with HCV do not know
they are infected (CDC, 2021). The Centers for Disease Control and Prevention (CDC) Hepatitis C
screening recommendation has changed to expand universal screening for all adults (18 years
and older) at least once in a lifetime along with screening all pregnant women during each
pregnancy (CDC, 2021).
Today, most people become infected with hepatitis C by sharing needles, syringes, or any other equipment used to prepare and inject drugs (CDC, 2021). To help prevent the spread of hepatitis C, Idaho’s legislature passed the Syringe and Needle Exchange Act in 2019 (Idaho Code § 37-3401). Idaho Safer Syringe Programs prevent the spread of hepatitis C and other infections by providing sterile syringes and other harm reduction supplies, harm reduction education, wound care, HIV and viral hepatitis screening, and access to other wrap-around support and recovery services. Patients who inject drugs can find a local Safer Syringe Program here. This same locator includes information about where to access hepatitis C testing and treatment and can be used by patients or providers.

If your organization offers hepatitis C screening or treatment and would like to be listed on the HIV, STD, Hepatitis Section locator at https://hshslocator.dhw.idaho.gov/prevent/default.aspx please contact DaNae Schoenborn at DaNae.Schoenborn@dhw.idaho.gov.

If you would like to learn more about hepatitis C testing and treatment, consider attending Project ECHO Idaho’s Viral Hepatitis and Liver Care series for free CME and expert input on your own cases.

**ECHO Idaho 2022 X-Waiver Trainings**

**WHO:** ECHO Idaho, in conjunction with Providers Clinical Support System (PCSS)

**WHAT:** Free X-Waiver Training

**WHERE:** Virtual training hosted on the Zoom platform

**WHEN:** 11:30 a.m. to 4 p.m. Pacific time / 12:30 - 5 p.m. Mountain time, Monday, February 7, 2022

**WHY:** Waiver-trained providers can dispense buprenorphine, which can help people struggling with opioid use disorder achieve recovery.

**CONTACT:** For more information, visit ECHO Idaho’s X-Waiver webpage, uidaho.edu/echo/mat, or contact Kayla Blades, project coordinator for ECHO Idaho: kblades@uidaho.edu, 208-364-4569.
Handbook Updates: Healthy Connections Corrective Action Plan (CAP)

Section 8.1.6 in the General Information and Requirements for Providers Handbook outlines the step by step process that will be initiated for clinics found to be out of compliance and the resulting outcome if no corrective action is taken by the clinic. This new process will be implemented effective 4/1/2022.

Survey for providers, patients and families from the Idaho State Independent Living Council

Every three years, the Idaho State Independent Living Council (SILC) works with the Centers for Independent Living (CILs) and the Idaho Commission for the Blind and Visually Impaired (ICBVI), to develop the State Plan for Independent Living (SPIL). The SPIL is a three-year plan that sets goals and guides plans for the delivery of independent living services, systemic advocacy, and public outreach and education.

Before we can develop a Plan, we need to learn more about what is important to Idahoans with disabilities and their families. In the coming months, we’ll be holding town meetings across our state to hear from Idahoans with disabilities. We’re also asking people to take 10 – 20 minutes to complete our survey so we can learn more about your needs and what matters to you. Your responses are confidential unless you choose to share your name.

The survey is available in English and Spanish. Surveys in English and Spanish are also available in hard copy, large print and Braille. Please contact our office at 208-334-3800 if you need help or to request a survey be mailed to you. To print out and mail back a survey, the pdf is available in English and Spanish.

PLEASE NOTE: The survey asks if you are a person with a disability, a family member, a service provider agency or a direct care/community support worker. Many people fall into several of these categories. The electronic survey questions are different depending on how you identify yourself in questions 1 and 2. You may take the survey multiple times if you choose, or just once. If there is something you want us to know, please add it in the comments section.
What’s ECHOing at ECHO Idaho?

February 2022

ECHO Idaho is a virtual platform that gives voice to knowledge. Our series combine interactive learning and case-based discussions that offer every health professional the opportunity to participate in a community where experts and peers share knowledge, experience and expertise using technology to connect.

ECHO Idaho’s CE/CME-eligible Podcast

Something for the Pain is made for Idaho’s healthcare professionals who help prevent, treat and facilitate recovery from opioid and substance use disorders in communities across the state.

It's CE/CME eligible, so you can earn continuing ed on-the-go.

More details and episodes are available wherever you get you podcasts and on the Project ECHO website: www.uidaho.edu/echo-podcast

Medications for Opioid Use Disorder (MOUD) Office Hours Launch This Month

ECHO Idaho is launching a new “drop-in” series for physicians and clinicians treating patients with opioid use disorder. If you have questions about a patient, treatment options or other resources that may be available, join these informal weekly sessions to have your MOUD questions answered. Sessions meet Thursdays, beginning February 10, 11:30 a.m. to 12:30 p.m. Pacific time, 12:30- 1:30 Mountain time. More information is available on our website.
X-Waiver Training
Earn your X-Waiver with ECHO Idaho to become eligible to dispense and prescribe buprenorphine and other lifesaving medications for opioid use disorder to 30 or more patients at a time.

Date: Monday, February 7, 2022
Time: 11:30 a.m. to 4 p.m. Pacific time / 12:30 – 5 p.m. Mountain time

 Featuring:

- Magni Hamso, MD, MPH, FACP, FASAM
  Medical Director, Division of Medicaid, Idaho Department of Health & Welfare,
  Core Faculty, University of Washington - Boise Addiction Medicine Fellowship;
  Clinical Assistant Professor, University of Washington; Staff Physician, Boise
  VA Medical Center

- Todd Palmer, MD
  Medical Director, Addiction Medicine Fellowship and Geriatric Medicine
  Fellowship, Family Medicine Residency of Idaho, Assistant Professor in Family
  Medicine, University of Washington

RSVP here to attend this special 4-hour training.

Free, virtual, 1-hour continuing education opportunities:

Behavioral Health in Primary Care
Date: Wednesday, February 2, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1:00 p.m. Mountain time
Topic: ANXIETY DISORDERS: Therapeutic Interventions for Anxiety: Recreation Therapy
Featuring: Jeremy Stockett, LCSW, Social Worker, St. Luke's Psychiatric Wellness Services, Boise

Date: Wednesday, February 16, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1:00 p.m. Mountain time
Topic: ANXIETY DISORDERS: Therapeutic Interventions for Anxiety: Relaxation Training
Featuring: Rachel Root, PhD, Psychologist, Treasure Valley Psychology, Boise

- Register for Behavioral Health in Primary Care
- 2022 Behavioral Health in Primary Care Series Flyer (PDF)
- ECHO Behavioral Health Education FLYER (PDF)
Counseling Techniques for Substance Use Disorders
Date: Thursday, February 3, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1:00 p.m. Mountain time
Topic: Understanding the Disease of Addiction
Featuring: Craig Lodis, PhD, Clinical Psychologist, Boise VA Medical Center

Date: Thursday, February 17, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1:00 p.m. Mountain time
Topic: Treating Co-Occurring Disorders
Featuring: Timothy Nelson, LMSW, Intermountain Hospital

- Register for Counseling Techniques for Substance Use Disorders
- 2022 Counseling Techniques for Substance Use Disorders Series Flyer (PDF)
- ECHO Idaho Substance Use Disorder Education FLYER (PDF)

COVID-19
Date: Tuesday, February 1, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1 p.m. Mountain time
Topic: Epidemiological Updates & Case Conversations
Featuring: COVID-19 Specialist Panel

Date: Tuesday, February 15, 2022
Time: 11 a.m. to noon Pacific time / Noon to 1 p.m. Mountain time
Topic: Epidemiological Updates & Case Conversations
Featuring: COVID-19 Specialist Panel

- Register for COVID-19
- 2022 COVID-19 Series Flyer (PDF)
- ECHO Idaho Infectious Disease Education Flyer (PDF)

Medications for Opioid Use Disorder (MOUD) Office Hours
Date: Thursday, February 10, 2022
Time: 11:30 a.m. to 12:30 p.m. Pacific time / 12:30 – 1:30 p.m. Mountain time
Topic: Audience Q & A
Featuring: Rotating Expert Panel
MedicAide
February 2022
Page 10 of 19

Medications for Opioid Use Disorder (MOUD) Office Hours (cont.)

Date: Thursday, February 17, 2022
Time: 11:30 a.m. to 12:30 p.m. Pacific time / 12:30 – 1:30 p.m. Mountain time
Topic: Audience Q & A
Featuring: Rotating Expert Panel

Date: Thursday, February 17, 2022
Time: 11:30 a.m. to 12:30 p.m. Pacific time / 12:30 – 1:30 p.m. Mountain time
Topic: Audience Q & A
Featuring: Rotating Expert Panel

- Registration is not required for this series

Opioids, Pain and Substance Use Disorders

Date: Thursday, February 10, 2022
Time: 11:15 a.m. – 12:15 p.m. Pacific time / 12:15 – 1:15 p.m. Mountain time
Featuring: Magni Hamso, MD, MPH, FACP, Idaho Department of Health and Welfare

Date: Thursday, February 24, 2022
Time: 11:15 a.m. – 12:15 p.m. Pacific time / 12:15 – 1:15 p.m. Mountain time
Topic: OFFICE-BASED OPIOID TREATMENT: Urine Drug Screens: What to Do with the Results
Featuring: Radha Sadacharan, MD, MPH, Primary Care Physician, MOUD Provider, Boise VA Medical Center

- Register for Opioids, Pain and Substance Use Disorders
- 2022 Opioids, Pain and Substance Use Disorders Series Flyer (PDF)
- ECHO Idaho Substance Use Disorder Education FLYER (PDF)

Pediatric Autism

Date: Thursday, February 10, 2022
Time: Noon to 1 p.m. Pacific time / 1 – 2 p.m. Mountain time
Topic: Sleep and Autism
Featuring: Oleg Kouskov, MD, St. Luke's Children’s Sleep Medicine
**Pediatric Autism (cont.)**

**Date:** Thursday, February 24, 2022  
**Time:** Noon to 1 p.m. Pacific time / 1 – 2 p.m. Mountain time  
**Topic:** Irritability, Autism and Medication Use  
**Featuring:**
- Christopher Streeter, MD, Pediatric Psychiatrist, Medical Director, St. Luke's Children's Behavioral Health, Boise  
- Travis Haase, LCPC, Clinical Manager, St. Luke's Children's Hospital, Center for Autism and Neurodevelopmental Disabilities, Boise

- [Register for Pediatric Autism](#)  
- [Pediatric Autism Series Flyer (PDF)](#)  
- [ECHO Behavioral Health Education FLYER (PDF)](#)

**Viral Hepatitis and Liver Care**

**Date:** Monday, February 14, 2022  
**Time:** 11 a.m. to noon Pacific time / Noon to 1 p.m. Mountain time  
**Topic:** Staging & Progression of Liver Disease  
**Featuring:** Lesa Morrison, MD, Hepatologist and Gastroenterologist, VA Medical Center, Boise

**Date:** Monday, February 28, 2022  
**Time:** 11 a.m. to noon Pacific time / Noon to 1 p.m. Mountain time  
**Topic:** Alcohol-Related Liver Disease  
**Featuring:** Elsbeth Jensen-Otsu, MD, Hepatologist and Gastroenterologist, VA Medical Center, Boise

- [Register for Viral Hepatitis and Liver Care](#)  
- [Viral Hepatitis and Liver Care Series Flyer (PDF)](#)  
- [ECHO Idaho Infectious Disease Education Flyer (PDF)](#)
January 20, 2022

MEDICAID INFORMATION RELEASE MA22-02

To: Medicaid Home and Community Based Service Providers

From: Juliet Charron, Administrator

Subject: ARPA HCBS Spending Plan Update

The March 11, 2021 American Rescue Plan (ARP) Act, Section 9817 allows state Medicaid programs to receive a temporary ten percent (10%) increase in the Federal Medical Assistance Percentage (FMAP), the federal share of Medicaid funding, for certain home and community-based services (HCBS).

To access the temporary ten percent (10%) increase, state Medicaid programs must submit spending plans to the Centers for Medicare and Medicaid Services (CMS). On May 13, 2021, CMS released a State Medicaid Director letter #21-003 (SMD #21-003) with guidance to states on requirements for the temporary funding and spending plan activities. Prior to using the increased FMAP for spending plan activities:

- All spending plan activities must be approved by CMS.
- All relevant authority documents must be approved by CMS. This includes, but is not limited to, Aged & Disabled and Developmental Disability Waivers Appendix K updates, Disaster Relief state plan amendments, managed care state directed payment preprints, managed care contract amendments, and updated managed care rate certifications.

Providers are welcome to review Idaho correspondence with CMS as well as other ARP HCBS related documents in the Medicaid American Rescue Plan (ARP) link available on our public site.

Initial Spending Plan – June 14, 2021 Submission

2021 House Bill 382 (H382) directed Medicaid ARP funding be used solely for temporary pay increases or bonuses for direct care workers. The Division of Medicaid submitted its initial spending plan on June 14, 2021 and received conditional approval from CMS on July 23, 2021. CMS conditioned approval on resolving to their satisfaction additional questions related to the payment methodology and how payments will be delivered to providers for the temporary pay increases or bonuses for direct care workers outlined in H382.
Information Release MA22-02
January 20, 2022
Page 2 of 3

The Division of Medicaid has been working with CMS, including the CMS ARP HCBS Technical Assistance teams, since receipt of the conditional approval in July to get the appropriate information to resolve CMS requests.

Amended Spending Plans – October 13, 2021 and January 11, 2022 Submissions
The Division of Medicaid submitted amended spending plans to CMS on October 13, 2021 and January 11, 2022 based on the division’s state fiscal year 2023 budget submission to the Division of Financial Management. The amended spending plans includes five (5) proposed provider reimbursement rate increase activities. The proposed provider rate increases include Developmental Disability Agency services, Residential Habilitation Agency services, Personal Assistance Agency services, and Assisted Living Facility services. The amended spending plans increase Idaho’s ARP HCBS funding request from $78 million to $144 million.

In addition to CMS approval on these spending plan activities, the Idaho Legislature must review and approve any related budget requests submitted by the Division.

Necessary Provider Actions
All HCBS providers seeking funding under the initial spending plan and H382 (for direct care worker wages or bonuses) must complete and submit an acknowledgement and attestation letter for applicable uses before receipt of supplemental payment (provider terms and conditions letter and Instructions). This document is an HCBS provider’s application for the funding and their supplemental payment.

HCBS providers who directly bill Idaho Medicaid through Gainwell Technologies (GWT), Optum Idaho, Blue Cross of Idaho, or Molina Healthcare of Idaho, are eligible to submit the provider terms and conditions document from October 20, 2021 through March 1, 2022. Providers must submit their terms and conditions letter for each NPI or Provider Medicaid Identification Number used to submit claims. HCBS providers can email the completed terms and conditions letter(s) to MedicaidReimTeam@dhw.idaho.gov.

HCBS Support Brokers or Community Support Workers who support self-direction participants and directly bill Acumen Fiscal Agent LLC or Idaho Consumer Direct Personal Care LLC should complete the terms and conditions letter sent by either agency. Support Brokers or Community Support Workers are eligible to submit the provider terms and conditions document until March 1, 2022. For those providers, the completed terms and conditions letter should be emailed to either Acumen Fiscal Agent LLC (IDARP@acumen2.net) or Idaho Consumer Direct Personal Care LLC (info@consumerdirectcare.com).

A provider can check if their documents were received on the Medicaid ARP Provider Terms Submissions List.

Upon receipt of CMS approval, the Division of Medicaid will begin distributing the supplemental payments to those HCBS providers with a completed provider terms and
Information Release MA22-02  
January 20, 2022  
Page 3 of 3

conditions letter on file. Each provider will have an identified payment available from the funding allocated to the Division of Medicaid through H382.

Closing
Since March 2021, the Division of Medicaid has been meeting regularly with provider associations and HCBS providers for ARP related activities. Providers, advocates, and the public are invited to give input and feedback on Medicaid’s ARP spending plans. Comments may be submitted through email to ARPAFeedback@dhw.idaho.gov.

Thank you for your continued service as a Medicaid provider and for your dedicated commitment to Idahoans.

JC/js/cb

The content of this guidance document is not new law but is an interpretation of existing law prepared by the Idaho Department of Health and Welfare to provide clarity to the public regarding existing requirements under the law. This document does not bind the public, except as authorized by law or as incorporated into a contract. For additional information or to provide input on this document, contact the Division of Medicaid by emailing medicaidcommunications@dhw.idaho.gov or by calling 208-334-5747.
Provider Training Opportunities in 2022

You are invited to attend the following webinars offered by Gainwell Technologies Regional Provider Relations Consultants.

**February: Coordination of Benefits**
The Coordination of Benefits training will review COB pricing calculations, entering COB in your Trading Partner Account, and attaching EOBs.

Training is delivered at the times shown in the table below. Each session is open to any region, but space is limited to 25 participants per session, so please choose the session that works best with your schedule. To register for training, or to learn how to register, visit [www.idmedicaid.com](http://www.idmedicaid.com).

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If you would prefer one-on-one training in your office with your Regional Provider Relations Consultant, please feel free to contact them directly. Provider Relations Consultant contact information can be found on page 18 of this newsletter.
## DHW Resource and Contact Information

<table>
<thead>
<tr>
<th><strong>DHW Website</strong></th>
<th><a href="https://healthandwelfare.idaho.gov/">https://healthandwelfare.idaho.gov/</a></th>
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<tr>
<td><strong>Idaho CareLine</strong></td>
<td>2-1-1&lt;br&gt;1 (800) 926-2588</td>
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<tr>
<td><strong>Medicaid Program Integrity Unit</strong></td>
<td>P.O. Box 83720&lt;br&gt;Boise, ID 83720-0036&lt;br&gt;<a href="mailto:prvfraud@dhw.idaho.gov">prvfraud@dhw.idaho.gov</a>&lt;br&gt;Hotline: 1 (208) 334-5754&lt;br&gt;Fax: 1 (208) 334-2026</td>
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<tr>
<td><strong>Telligen</strong></td>
<td>1 (866) 538-9510&lt;br&gt;Fax: 1 (866) 539-0365&lt;br&gt;<a href="http://IDMedicaid.Telligen.com">http://IDMedicaid.Telligen.com</a></td>
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<th><strong>Healthy Connections Regional Health Resource Coordinators</strong></th>
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<tr>
<td>Region I&lt;br&gt;Coeur d'Alene</td>
<td>1 (208) 666-6766&lt;br&gt;1 (800) 299-6766</td>
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<tr>
<td>Region II&lt;br&gt;Lewiston</td>
<td>1 (208) 799-5088&lt;br&gt;1 (800) 799-5088</td>
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<tr>
<td>Region III&lt;br&gt;Caldwell</td>
<td>1 (208)-334-4676&lt;br&gt;1 (800) 494-4133</td>
</tr>
<tr>
<td>Region IV&lt;br&gt;Boise</td>
<td>1 (208) 334-4676&lt;br&gt;1 (800) 354-2574</td>
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<tr>
<td>Region V&lt;br&gt;Twin Falls</td>
<td>1 (208) 736-4793&lt;br&gt;1 (800) 897-4929</td>
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<tr>
<td>Region VI&lt;br&gt;Pocatello</td>
<td>1 (208) 235-2927&lt;br&gt;1 (800) 284-7857</td>
</tr>
<tr>
<td>Region VII&lt;br&gt;Idaho Falls</td>
<td>1 (208) 528-5786&lt;br&gt;1 (800) 919-9945</td>
</tr>
<tr>
<td>In Spanish (en Español)</td>
<td>1 (800) 378-3385</td>
</tr>
</tbody>
</table>

## Insurance Verification

| **HMS**<br>PO Box 2894<br>Boise, ID 83701 | 1 (800) 873-5875<br>1 (208) 375-1132<br>Fax: 1 (208) 375-1134 |

# Gainwell Technologies Provider and Participant Services

## Provider Services

| MACS (Medicaid Automated Customer Service) | 1 (866) 686-4272  
|                                          | 1 (208) 373-1424 |
| Provider Service Representatives  
Monday through Friday, 7 a.m. to 7 p.m. MT | 1 (866) 686-4272  
|                                          | 1 (208) 373-1424 |
| E-mail                                  | idproviderservices@gainwelltechnologies.com  
|                                          | idproviderenrollment@gainwelltechnologies.com |
| Mail                                    | P.O. Box 70082  
|                                          | Boise, ID 83707 |

## Participant Services

| MACS (Medicaid Automated Customer Service) | 1 (866) 686-4752  
|                                          | 1 (208) 373-1432 |
| Participant Service Representatives  
Monday through Friday, 7 a.m. to 7 p.m. MT | 1 (866) 686-4752  
|                                          | 1 (208) 373-1424 |
| E-mail                                  | idparticipantservices@gainwelltechnologies.com |
| Mail – Participant Correspondence | P.O. Box 70081  
|                                          | Boise, ID 83707 |

## Medicaid Claims

| Utilization Management/Case Management | P.O. Box 70084  
|                                        | Boise, ID 83707 |
| CMS 1500 Professional                  | P.O. Box 70084  
|                                        | Boise, ID 83707 |
| UB-04 Institutional                    | P.O. Box 70084  
|                                        | Boise, ID 83707 |
| UB-04 Institutional Crossover/CMS 1500/Third-Party Recovery (TPR) | P.O. Box 70084  
|                                                      | Boise, ID 83707 |
| Financial/ADA 2006 Dental              | P.O. Box 70087  
|                                        | Boise, ID 83707 |

## Gainwell Technologies Provider Services Fax Numbers

| Provider Enrollment | 1 (877) 517-2041 |
| Provider and Participant Services | 1 (877) 661-0974 |
Provider Relations Consultant (PRC) Information

Region 1 and the state of Washington
1 (208) 373-1309
Region.1@gainwelltechnologies.com

Region 2 and the state of Montana
1 (208) 373-1326
Region.2@gainwelltechnologies.com

Region 3 and the state of Oregon
1 (208) 373-1475
Region.3@gainwelltechnologies.com

Region 4 and all other states
1 (208) 373-1351
Region.4@gainwelltechnologies.com

Region 5 and the state of Nevada
1 (208) 373-1357
Region.5@gainwelltechnologies.com

Region 6 and the state of Utah
1 (208) 373-1325
Region.6@gainwelltechnologies.com

Region 7 and the state of Wyoming
1 (208) 373-1408
Region.7@gainwelltechnologies.com
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*MedicAide* is the monthly informational newsletter for Idaho Medicaid providers. Editor: Shannon Tolman

If you have any comments or suggestions, please send them to:

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[MedicaidCommunications@dhw.idaho.gov](mailto:MedicaidCommunications@dhw.idaho.gov)

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