



IDAHO DEPARTMENT OF

HEALTH & WELFARE

IDMedicaid.com Welcome Guide
for
State of Idaho MMIS



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Table of Contents

1. Introduction	1
2. Home Page	1
2.1. General Tab	2
2.2. Member Tab	2
2.3. Provider Tab.....	3
3. Site Navigation	3
3.1. Provider Directory	3
3.2. Contact Us	5
3.3. Reference Material	5
3.3.1. Provider Handbook.....	6
3.3.2. Frequently Asked Questions	7
3.3.3. MedicAide Newsletters.....	7
3.3.4. Medicaid Fee Schedules	8
3.3.5. Information Releases	9
3.3.6. Announcements.....	9
3.3.7. Companion Guides	9
3.3.8. User Guides	10
3.3.9. Registered Billing Agencies and Clearinghouses	10
3.3.10. Training Calendar	11
3.3.11. Idaho Medicaid Training Center	12
3.4. Participant Information	12
3.4.1. DHW Forms.....	13
3.4.2. DXC Technology Forms.....	13

Table of Figures

Figure 2-1: Home Page	1
Figure 2-2: Home Page - General Tab	2
Figure 2-3: Home Page - Member Tab	2
Figure 2-4: Home Page - Provider Tab	3
Figure 3-1: Site Navigation Menu	3
Figure 3-2: Search for Providers	3
Figure 3-3: Provider Directory Search Results.....	4
Figure 3-4: Map Results Details for Providers Found During Search	4
Figure 3-5: Contact Information.....	5
Figure 3-6: Reference Material	6
Figure 3-7: Provider Handbook Organization.....	6
Figure 3-8: Frequently Asked Questions	7
Figure 3-9: Frequently Asked Questions - Expanded	7
Figure 3-10: Idaho Monthly MedicAide Provider Newsletters	8
Figure 3-11: Medicaid Fee Schedules Page	8
Figure 3-12: Information Releases List.....	9

Figure 3-13: Announcements.....9
Figure 3-14: X12 Companion Guides 10
Figure 3-15: User Guides 10
Figure 3-16: Registered Billing Agencies and Clearinghouses 11
Figure 3-17: Training Calendar 12
Figure 3-18: DHW Forms 13
Figure 3-19: DXC Technology Forms..... 13

1. Introduction

This user guide is provided for everyone using the DXC Technology Medicaid website, www.idmedicaid.com. This website permits the general public an easily accessible location to view Idaho Department of Health and Welfare's (DHW) approved information.

In this guide, you will learn how to navigate the public portion of the website. Providers, clearinghouses, and billing agents can sign in to their Trading Partner Accounts by selecting **Sign In** in the top right corner. Logging into a Trading Partner Account grants access to complete HIPAA transactions online. For more information about Trading Partner Account functionality, refer to the [Trading Partner Account User Guide](#).

Note: A number of the documents available on this website are in PDF format and can only be opened in a PDF reader. Adobe Reader can be downloaded for free at <http://get.adobe.com/reader/>.

2. Home Page

Figure 2-1: Home Page

The screenshot shows the home page of the Idaho Medicaid Program. At the top left is the logo for the Idaho Department of Health & Welfare. To the right are links for 'Enable Accessibility', 'Help', and 'Sign In or Register', along with a search bar. A navigation menu includes 'Home', 'Provider Directory', 'Contact Us', and 'Reference Material'. The main content area features a large banner for 'Idaho Medicaid Program Health Coverage for Idaho families' with a photo of children in sack races. Below the banner are tabs for 'GENERAL', 'MEMBER', and 'PROVIDER'. The page is divided into several sections: a welcome message for providers, a 'Claims Processing' section detailing paper and electronic claim deadlines, a 'Trading Partner Account Login' section, and a 'Molina Partners' section. The footer contains links to 'idaho.gov', 'Copyright Notice', 'Site Policies', 'Privacy Statement', and the 'HealthPAS' logo.

2.1. General Tab

Figure 2-2: Home Page - General Tab



The *General* tab on the home page contains quick access to information frequently used by providers (see Figure 2-1).

- **Announcements:** This module contains the most current announcements posted for providers. For more information, refer to *3.3.6 Announcements*.
- **Claims Processing:** This module contains information on the claims processing cycles and any delays due to holidays.
- **Trading Partner Account Login:** This module provides an overview of the tools available to providers through the secure Trading Partner Account.
- **DXC Technology Partners:** This module links to a page of contact information for DXC Technology's partners.

2.2. Member Tab

Figure 2-3: Home Page - Member Tab



The *Member* tab on the home page contains contact information and resources for Idaho Medicaid participants.

2.3. Provider Tab

Figure 2-4: Home Page - Provider Tab



The *Provider* tab on the home page contains contact information and resources for Idaho Medicaid providers.

3. Site Navigation

The navigation for www.idmedicaid.com is simple. A series of tabs at the top of the page is visible regardless of which page you are viewing.

Figure 3-1: Site Navigation Menu



3.1. Provider Directory

The **Provider Directory** screen allows users to search for specific providers using a variety of criteria. See Figure 3-2 to see what fields are available to enter data into in order to conduct a provider search.

Figure 3-2: Search for Providers

The screenshot shows the 'Search for Providers' form. At the top, there is a navigation bar with 'Home', 'Provider Directory', 'Contact Us', and 'Reference Material' tabs. Below the navigation bar, the text reads 'To search for a provider, use one or more of the fields below.' The form includes a 'Provider Search' button and several input fields: 'Provider/Clinic Name', 'Provider ID', 'Specialty' (dropdown), 'Type' (dropdown), 'City', 'County' (dropdown), 'ZIP Code', and 'State' (dropdown). There is a checkbox for 'MapResults' and a 'Maximum distance from the following location' field with a dropdown and 'Miles' label. Below this is a text input field for 'Enter one of the following' with the instruction 'Street address, City, State and optional ZIP OR just the ZIP'. At the bottom right, there are 'Search' and 'Reset' buttons.

Once you have entered your search criteria and clicked the **Search** button, a list of results will display (Figure 3-3).

Figure 3-3: Provider Directory Search Results

Home Provider Directory Contact Us Reference Material							
Search Results							
Name	Type	Specialty	Provider ID	Location or Clinic	Address	City	ZIP
ADCOX MICHEAL J-006	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE		ADCOX MICHEAL J-006	500 W FORT ST	BOISE	83702
ALBANESE, ROBERT	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1114035169	ALBANESE, ROBERT	300 S 23rd St	BOISE	83702
ASHBY, LAURIE	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1730169178	ASHBY, LAURIE	1520 W STATE ST SUITE 100	BOISE	83702
BLAKE, ALICE	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1508805078	BLAKE, ALICE	222 N 2ND # 304	BOISE	83702
BRANAHL, JAMES	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1932116423	BRANAHL, JAMES	300 S 23rd Street	BOISE	83702
GALLAFENT, JAMES	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1518077437	GALLAFENT, JAMES	500 W FORT ST	BOISE	83702
KASHIRNY, SERGEI	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1548452683	KASHIRNY, SERGEI	125 E IDAHO ST STE 300	BOISE	83702
KILFOYLE, MICHAEL	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1073606547	KILFOYLE, MICHAEL	300 S 23RD ST	BOISE	83702
KORNFIELD LEE M-000	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE		KORNFIELD LEE M-000	600 N Robbins Rd	BOISE	83702
KORNFIELD, LEE	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1275527186	KORNFIELD, LEE	IDAHO ELKS REHABILITATION HOSPITAL 600 Robbins Road, Suite 301	BOISE	83702
LINDQUIST, LEE B	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1831292846	LINDQUIST, LEE B	610 W HAYS ST	BOISE	83702
OSTER, SHARON	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1528076643	OSTER, SHARON	403 S 11TH ST #310	BOISE	83702
SANDOVAL, JESSE	ALLOPATHIC AND OSTEOPATHIC PHYSICIAN	INTERNAL MEDICINE	1972552271	SANDOVAL, JESSE	1199 SHORELINE LANE	BOISE	83702

[Search Again](#)
[Map Results](#)

The search results will display provider names, addresses, and contact information, as well as general information for the provider's clinic or location (such as patient restrictions and office hours). You can also view a map of the search results by clicking the **Map Results** button at the bottom of the screen (Figure 3-4).

Figure 3-4: Map Results Details for Providers Found During Search

Home Provider Directory Contact Us Reference Material	
Get Directions	
<ol style="list-style-type: none"> 1. ANGLETON, PETER 8854 W EMERALD #140 BOISE, ID 83704 +Details 2. ASHBY, HANSEL 8854 W EMERALD #140 BOISE, ID 83704 +Details 3. BINNION, DIANNA LEE 8854 W EMERALD #140 BOISE, ID 83704 +Details 4. BOESIGER, BRIAN 2312 N COLE SUITE B BOISE, ID 83704 +Details 5. BURRIESCI, MARK 2312 N COLE RD BOISE, ID 83704 +Details 6. CAMPBELL, MATTHEW 	
Search Again	

3.2. **Contact Us**

Contact Us provides contact information for Provider Services, Participant Services, and Technical Services. For additional contacts, including DXC Technology's partners and DXC Technology's Provider Relations Consultants (PRCs), select the **Click here** link at the bottom of the page.

Figure 3-5: Contact Information

The screenshot shows the 'Contact Us' page with a navigation bar containing 'Home', 'Provider Directory', 'Contact Us', and 'Reference Material'. Below the navigation bar, the page title is 'Contact Us'. On the left, there is a 'Support Hours' section with an hourglass icon, stating 'Monday - Friday 7:00 am to 7:00 pm MST'. On the right, there is an 'Office Closures' section listing holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, and Christmas, with a link to 'more'. Below these sections are three columns of contact information, each with a phone icon and a title: 'PROVIDER SERVICES', 'PARTICIPANT SERVICES', and 'TECHNICAL SERVICES'. Each column lists toll-free phone and fax numbers, local phone numbers, and email addresses. At the bottom of the page, there is a link: 'For additional contact options including telephone/fax numbers, and email/physical mailing address, [Click here](#)'.

Service Type	Toll Free Phone	Toll Free Fax	Enrollment Toll Free Fax	Local	E-Mail
PROVIDER SERVICES	1 (866) 686-4272	1 (877) 661-0974	1 (877) 517-2041	1 (208) 373-1424	idproviderservices@molinahealthcare.com
PARTICIPANT SERVICES	1 (866) 686-4272	1 (877) 517-2039		1 (208) 373-1432	idparticipantservices@molinahealthcare.com
TECHNICAL SERVICES	1 (866) 686-4272	1 (877) 517-2040		1 (208) 373-1424	idedisupport@molinahealthcare.com

3.3. **Reference Material**

Hover over the **Reference Material** tab to display a menu of links to additional resources and materials (Figure 3-6). Each of these links is described in the following sections.

Figure 3-6: Reference Material

Reference Material ▾		
Resources	Links	Forms
Provider Handbook	Registered Billing Agencies and Clearinghouses	DHW Forms
FAQS	Training Calendar	Molina Forms
Medicaid Newsletters	Idaho Medicaid Training Center	
Medicaid Fee Schedules	Participant Information	
Information Releases		
Announcements		
Companion Guides		
User Guides		

3.3.1. Provider Handbook

The **Provider Handbook** contains general information, reference material, links, and claim form instructions for all providers. It also contains provider guidelines specific to provider type. A list of provider types and their specialties can be found in the **Provider Types and Specialties** link under the *Reference* category within the Provider Handbook section.

The Provider Handbook is updated regularly, and an announcement will be posted on the Announcements page each time an update occurs (see 3.3.6 *Announcements*).

Figure 3-7: Provider Handbook Organization

Home	Provider Directory	Contact Us	Reference Material ▾
Provider Handbook			
Provider Handbook			
General Information			
Overview			...
Directory			...
General Billing Instructions			...
General Provider and Participant Information			...
ICD-9 and ICD-10 Diagnosis Billing Requirements			...
Remittance Advice Analysis			...
Reference			
Glossary			...
HCPCS - NDC Crosswalk			...
NDC Format for Billing PAD			...
Provider Enrollment Requirements			...
Provider Types and Specialties			...

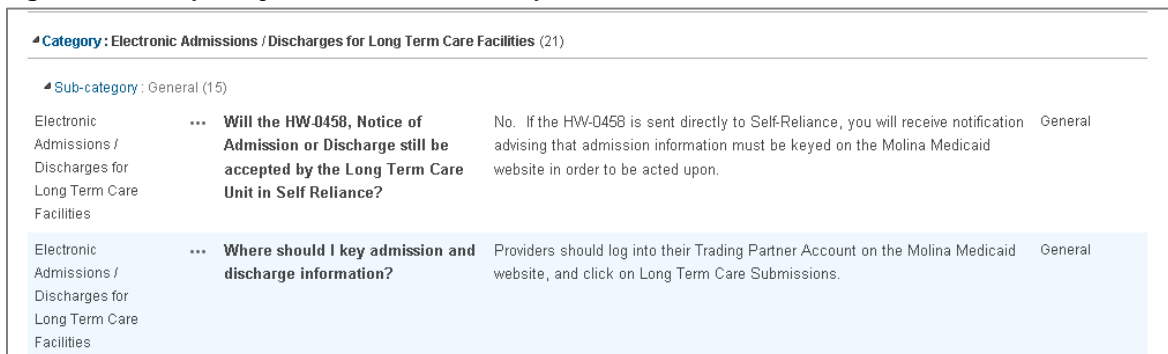
3.3.2. Frequently Asked Questions

To view all of the questions within a category, select the arrow icon next to the category name.

Figure 3-8: Frequently Asked Questions



Figure 3-9: Frequently Asked Questions - Expanded



3.3.3. MedicAide Newsletters

The entire collection of monthly provider newsletters published since May 2010 is located here (Figure 3-10). The MedicAide newsletters contain information about Medicaid policy, important dates, and resources for Idaho Medicaid providers. For newsletters prior to May 2010, refer to the [Department of Health and Welfare](#) website.

Figure 3-10: Idaho Monthly Medicaid Provider Newsletters

Home	Provider Directory	Contact Us	Reference Material
----------------------	------------------------------------	----------------------------	------------------------------------

Medicaid Newsletters

All All Documents Explorer View

Name
Year : 2016 (9)
September 2016 Medicaid
August 2016 Medicaid
July 2016 Medicaid
June 2016 Medicaid
May 2016 Medicaid
April 2016 Medicaid
March 2016 Medicaid
February 2016 Medicaid
January 2016 Medicaid
Year : 2015 (12)
December 2015 Medicaid
November 2015 Medicaid
October 2015 Medicaid
September 2015 Medicaid

3.3.4. Medicaid Fee Schedules

The Medicaid Fee Schedule link directs the users to the Department of Health and Welfare's Medicaid Fee Schedule (Figure 3-11). This page contains Frequently Asked Questions (FAQs) and downloadable fee schedules.

Figure 3-11: Medicaid Fee Schedules Page

Promoting and protecting the health and safety of all Idahoans

Español Idaho.gov About Us Contact Us Careers

October 05, 2017

Home
Children
Families
Food/Cash/Assistance
Health
Medical
Contact Us
Providers
About Us

You are here: Providers > Providers - Medicaid > Medicaid Fee Schedule

Providers - Medicaid

Information Releases

Medicaid Newsletter

Medicaid Fee Schedule

Provider Enrollment

Provider Handbook

FAQs: Click on Question

Q1.
I'm not an Idaho Medicaid provider, but I would like information not available on this site. Who do I contact?

Q2.
I'm an Idaho Medicaid provider, but the information I'm looking for isn't listed. Who do I contact for more information?

Q3.
Where do I send comments?

Medicaid Fee Schedule

For most services, Idaho Medicaid reimburses providers the lesser of the billed amount or the maximum allowable fee established by the

Current Pharmacy Documents

Active Labelers Report (Excel)
Active Labelers Report (pdf)
NDC Instructional Document

Current Fee Schedules

Ambulatory Surgical Centers
Anesthesia
Numerical Fee Schedule (including DME) in Excel
Numerical Fee Schedule (including DME) in PDF
Codes Requiring Telligent Review
Site of Service Reduction Codes
Telehealth

Current Provider Reimb. Rates

Idaho.gov/Home/tabid/55/Default.aspx Idaho Department of Health and Welfare, Division of Medicaid.

3.3.5. Information Releases

Information releases (IRs) contain important policy updates and changes to the Medicaid program, from both Idaho and CMS. The IRs explain how these changes will be applied to claim processing and/or submission. Selecting the title of the IR will open a PDF document in your browser.

Figure 3-12: Information Releases List

URL
Year : 2016 Releases (12)
MA16-12 - Long Acting Reversible Contraception (LARC)
MA16-11 - Preferred Agents for Drug Classes
MA16-10 - Therapy Cap Limits
MA16-09 - Reimbursement Reduction for Modifiers 52 and 53
MA16-08 - Annual Home Health Medicaid Caps
MA16-07 - Telehealth Therapies
MA16-06 - Swing Bed & AND Rates

3.3.6. Announcements

Announcements are posted here by DXC Technology. These will vary as needed. The most current announcements also display on the www.idmedicaid.com home page.

Figure 3-13: Announcements

Title	Body
Attention Providers Submitting Secondary Claims through Your Trading Partner Account	If a participant has primary insurance and their primary insurance claim has denied or paid at zero, providers must enter the Coordination of Benefits information in the COB Information section of the claim in addition to uploading the primary insurer's Explanation of Benefits (EOB). The EOB must include the EOB summary page. If the primary paid amount is zero, providers must enter zero and enter the paid date as the date of the EOB. If reporting both a co-pay amount and a coinsurance amount, these need to be added together and entered under coinsurance. These steps must be followed in order for us to process your claim correctly.
FQHC/RHC Crossover and Third Party Billing	In order to be paid up to the Encounter Rate for claims with a third party payment, specific instructions must be followed. Click here for the instructions.
Dial 1 When You Call!	It is very important that you dial a 1 when calling us. Please call 1 (866) 686-4272. Thank you!

3.3.7. Companion Guides

The **Companion Guides** section contains a list of several X12 Transaction Vendor Specification Guides. Selecting any of the links will open the specification guide for review. Each guide provides instructions for setting up that type of electronic transaction. The Companion Guides are supplied to vendors as a supplement to the HIPAA X12 EDI national standard and include Idaho and DXC Technology specific requirements. Refer to these guides for answers to questions associated with fields in the submissions.

Figure 3-14: X12 Companion Guides

Name	
5010 - 278 Vendor Specs	...
5010 - 837D Vendor Specs	...
5010 - 837I Vendor Specs	...
5010 - Appendix A Vendor Specs	...
5010 - 837P Vendor Specs	...
5010 - 820 Vendor Specs	...
CAQH 5010 276-277 Vendor Specs	...
CAQH 5010 270-271 Vendor Specs	...
CAQH 5010 835 Companion Guide	...

3.3.8. User Guides

The **User Guides** link contains user guides and instructions for a variety of topics, such as trading partner functionality, provider enrollment, and Medicaid Automated Customer Service (MACS).

Figure 3-15: User Guides

Name
DD Children's Enrollment Respite Instructions
DD Children's Enrollment TC and Crisis Instructions
IDMedicaid.com Welcome Guide
MACS User Guide
New Provider Enrollment Guide-Facility-Agency-Org
New Provider Enrollment Guide-Group
New Provider Enrollment Guide-Individual
Provider Maintenance User Guide
Trading Partner Account LTC User Guide
Trading Partner Account Provider Not Yet Enrolled User Guide
Trading Partner Account Registration and Maintenance Guide
Trading Partner Account User Guide

3.3.9. Registered Billing Agencies and Clearinghouses

This section shows a list of registered billing agencies and clearinghouses, with separate columns for the different types of EDI transactions (Figure 3-15). For example, 837P-5010 is the EDI transaction that involves billing claim data (837) for a professional provider (P). 5010 is the electronic version and format of the transaction that is being used.

The letter "T" in any column indicates that testing is underway for that type of transaction for that company. The letter P in any column indicates that the trading partner has been approved to submit that type of EDI transaction in production.

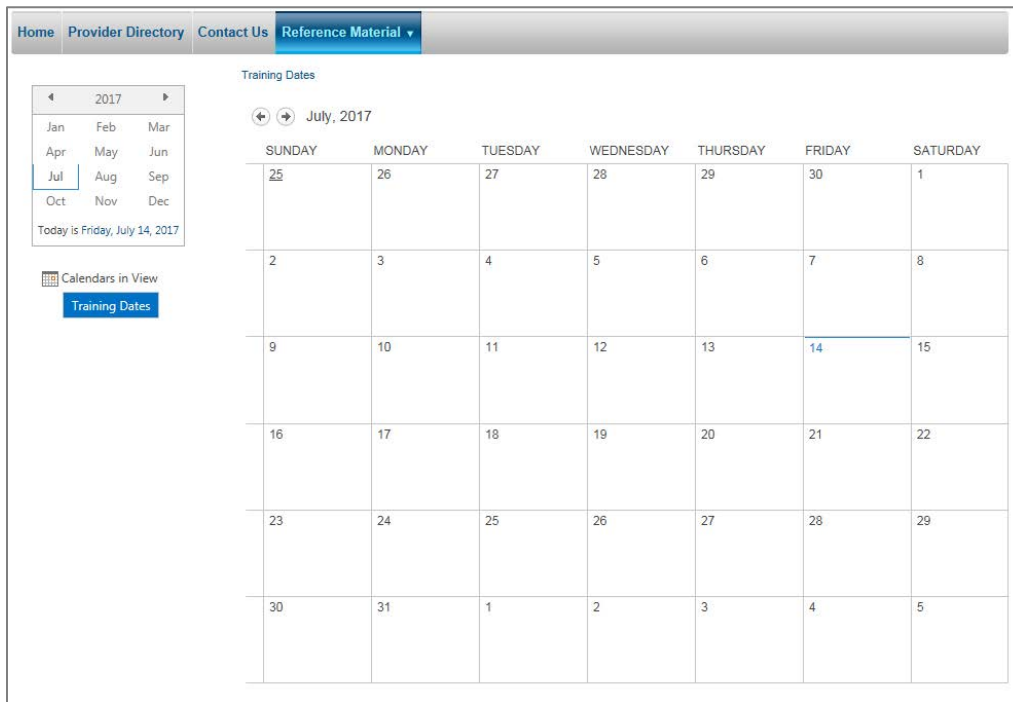
Figure 3-16: Registered Billing Agencies and Clearinghouses

Type	Company	Phone	Website	Form Entry	837P-5010	837I-5010	837D-5010	270-5010	276-5010	834-5010	278-5010
Billing Agency	Anesthesia Business Consultants	800-516-5315		X	P				P		
Billing Agency	CFH Billing Service	208-275-9551		X	P						
Billing Agency	ClinicCare, LLC	208-523-5056		X	P						
Billing Agency	Clinix Medical Information Services, LLC	270-441-7337	www.clinixmis.com	X	P						

3.3.10. Training Calendar

The training calendar shows the monthly scheduled provider training sessions (Figure 3-17). Clicking on the name of the session will display the duration and location of that particular training. To sign up for a training session, log into the Idaho Medicaid Training Center (see 3.3.11 Idaho Medicaid Training Center below).

Figure 3-17: Training Calendar



3.3.11. Idaho Medicaid Training Center

The Idaho Medicaid Training Center links to an external website where providers can view details of available training and register for training sessions. Users must create a training account in order to utilize the Medicaid Training Center.



3.4. Participant Information

The **Participant Information** link directs users to the Idaho Department of Health and Welfare website.

3.4.1. DHW Forms

The **DHW Forms** page contains links to forms and sets of forms that are stored and maintained on the DHW website.

Figure 3-18: DHW Forms

URL	Notes
Administrative Necessary Day Form (AND)	... Requests for inpatient hospital discharge days for specific circumstances
DME Forms	... Authorization Request forms and Information for specific DME equipment
Healthy Connections Forms	... Request to become a Healthy Connections Provider, member enrollment, and referral forms.
Hospice Notification Form	... Initial Election, Recertification, R&B for SN or ICF/ID, Transfer and Termination
ICF/ID Special Rate Leave of Absence Form	... Request for Special Rate and Leave of Absence Reimbursement forms
Medical Prior Authorization Form	... For Surgery, Labs, Home Health, and Medical Procedures (not reviewed by Qualis Health)
Physician Administered Drugs Prior Authorization Forms	... Physician Administered Drugs - PA request forms
Vision Forms	... Prior authorization of specialty frames, lenses, and specific vision services

3.4.2. DXC Technology Forms

The **DXC Technology Forms** page contains additional forms used by Idaho Medicaid providers that are not found on the DHW website.

Figure 3-19: DXC Technology Forms

Name
ACA Physician Self-attestation
Accident-Casualty Claim Review Request
Additional Correspondence Request
Agency Registered Nurse Supervisory Visit Form
Authorized Representative
Certificate of Medical Necessity-Oxygen Instructions
Certificate of Medical Necessity-Oxygen