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<Provider Name>

<Pay-To Provider Address>

<Pay-To Provider City, St, ZIP>

ATTN: Billing Manager – Announcing Idaho’s new claim processing system and Provider Record Update

Dear < Provider>,

In 2010, Idaho Medicaid will replace its Medicaid claims processing system, which is currently supported by EDS. The new system is a Medicaid Management Information System, referred to as the Idaho MMIS. The new MMIS will be supported by Unisys Corporation and First Health Services.

Unisys Corporation will provide the Base component of the MMIS, which will receive and process prior authorizations, referrals, claims, and remittance advices for medical and dental services. Unisys will also manage provider enrollment for all Idaho Medicaid providers. Unisys will provide day-to-day operational support for providers, including coordination of training and communication. Unisys will also station Provider Regional Consultant staff throughout the state to assist providers.

First Health Services will provide the new Pharmacy Benefits Management (PBM) portion of the MMIS, which will receive and process drug prior authorizations, adjudicate drug claims, and produce remittance advices for drug claims. First Health Services will provide technical call center support to pharmacy providers.

We are excited to announce that Provider Record Update is very close.

What is Provider Record Update?

Provider Record Update (PRU) is the process by which you will review, verify and update your provider information in the new MMIS secure on line provider portal. Much of your existing provider information will be displayed during PRU. Completing your PRU will ensure your records are clean and correct in the new system.

What information do I need to complete my record update in the new MMIS?

The following is a **Checklist** of the information you will need to complete your record update:

- The letter sent from Idaho Medicaid containing your case number and provider number. This letter will be mailed to you soon. Read more about this letter below
- Tax identification number (FEIN or SSN)
- The name and email address of the person who will complete your record update process. You must have an email address to access the web portal, if you do not have an email address you can obtain a free one by typing “Free Email” into your web browser. It will direct you to websites that offer free email accounts
- Primary, secondary, emergency, mobile, and Fax phone numbers
- Tax Entity type. (e.g. Individual/Sole Proprietor, Corporation, Partnership, LLC Disregarded Entity, or LLC Corporation)
- Provider specialty and credentialing information. (e.g. licensing, certification, etc.)
- A list of rendering providers including their specialties and all credentialing information (e.g. licensing, certification, etc.) associated with those specialties
- The physical and mailing addresses, office hours, and accessibility information for **EACH** service location. Providers must disclose **all** service locations.
- Healthy Connections program information, if applicable. Healthy Connections will be referred to as “Primary Care Case Management” (PCCM) during the record update process.
- Provider’s banking information to receive payment by Electronic Funds Transfer (EFT)

Who must complete a Provider Record Update?

Providers who wish to submit claims to and receive payment from Idaho Medicaid must complete the record update process.

Will the computer I have work for the new system?

To successfully use all features of the Web portal, here are the minimum requirements:

- Internet Explorer 6.0 above or Firefox
- Screen resolution of 1024 x 768 or higher (recommended)
- Adobe Acrobat Reader 6.0 or above (for viewing correspondence). Adobe Acrobat Reader can be downloaded at no cost from: <http://get.adobe.com/reader/otherversions/>
- Flash Player version 7.0 or above (for viewing tutorials)

Will there be Provider Record Update workshops?

Yes. Hands-on workshops will be available through out Idaho in November and December 2009. Computers, internet access and provider record update specialists will be available during the workshops to assist you with completing your record update.

To participate in the workshop you must register. Detailed information about how you can register for a record update workshop can be found on our website at www.idahommis.dhw.idaho.gov. Once you access the website, click on the Provider Record Update Workshop link and follow the directions.

If you do not have access to the internet, call Idaho Medicaid Provider Enrollment at (866) 686-4272 to sign-up for a workshop.

Can I complete my record update from my own office?

Yes. You will be able to log on to the secure provider portal and update your record from any computer meeting the minimum requirements listed above if you have access to the Internet. Video training courses and step-by-step provider record update guides will be available at idahomedicaid.com when PRU begins.

More information to come

Early in November 2009, we will send you a letter containing provider specific information that will allow you to access your provider record in the new system. The letter will be printed on green paper and come in an envelope marked with red printing that says “**Idaho MMIS Transition Information Inside**”.

The letter will contain:

- The new online web portal URL
- A unique case number
- Your Idaho Medicaid provider number

Along with the information above you will enter your email address and the tax identification number on file for the Idaho Medicaid provider number listed on the letter.

We will send a separate letter with a unique case number for each Idaho Medicaid provider number assigned to you. These letters are not duplicates; they are specific to a single record. Keep them all. You will need the case number and provider number from each letter to log on and complete your record update. We will send these letters in early November.

What can I do right now to get ready for the Provider Record Update?

- You may want to set up an Idaho MMIS Transition file to keep all your important transition information in one spot.
- Begin gathering the checklist items found in this letter. The checklist can also be found at www.idahommis.dhw.idaho.gov.

If you have questions about Provider Record Update, you can email us at: idproviderenrollment@Unisys.com, or visit our Web site at www.idahommis.dhw.idaho.gov where you can find the most up-to-date information and Frequently Asked Questions (FAQ).

Thank you for your participation in the Idaho Medicaid program.

Sincerely,

Idaho MMIS Project Team

