



# MedicAide

An Informational Newsletter for Idaho Medicaid Providers

From the Idaho Department of Health and Welfare,  
Division of Medicaid

January 2023

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*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](mailto:medicaidcommunications@dhw.idaho.gov) or by calling (208)334-5747.*

# Medicaid Program Integrity Fraud, Abuse and Misconduct Presentation

The Medicaid Program Integrity Unit (MPIU) is excited to offer an educational presentation addressing fraud, abuse, and misconduct in the Medicaid program. This presentation provides education specifically related to the prevention and detection of potential causes of improper payments. Some topics presented include the definition and examples of fraud, abuse, and misconduct, provider compliant billing resources, and methods to prevent fraud, abuse, and misconduct.

MPIU encourages Medicaid providers to review this presentation. This video is housed on YouTube and is a valuable resource to assist providers with tools for compliant billing. Please click the link below to view.

Link: <https://youtu.be/7zdPLfFcvbs>

## Medicaid YES Program

Youth Empowerment Services (YES) is Idaho's children's behavioral health system of care. YES is designed for youth under the age of 18, with a serious emotional disturbance (SED), which means that they have a mental health diagnosis from the current version of the Diagnostic and Statistical Manual of Mental Disorders (DSM) and a functional impairment, as identified by the Child and Adolescent Needs and Strengths (CANS) functional assessment. Medicaid's YES Program is one piece of the YES system of care and is available for youth with an SED whose family income is below 300% of the Federal Poverty Guidelines (FPG).

Youth can be eligible for Medicaid multiple ways such as traditional, income-based Medicaid, Katie Beckett for youth with long-term disabilities or complex medical needs, or through foster care or adoption. Benefits available to all Medicaid-enrolled youth include many of the outpatient and inpatient services available to youth in Idaho including, but not limited to, psychotherapy, medication management, skills building/community-based rehabilitation services, intensive outpatient programs, crisis services, and inpatient care. However, some youth require additional services because of the severity of their SED. The YES Program is available to these youth and offers Medicaid-reimbursed respite as an additional service.

The YES Program was created by a Section 1915(i) Medicaid State Plan Amendment for SED approved by the Centers for Medicare and Medicaid Services (CMS). To qualify for the YES Program, a youth must receive an independent assessment through Medicaid's contractor, Liberty Healthcare ("Liberty"). This assessment consists of a comprehensive diagnostic assessment (CDA) and a CANS, which allow Liberty to assist in determining if the youth has an SED. For youth already enrolled in Medicaid, their eligibility will be updated to reflect enrollment in the YES Program, allowing them to utilize respite services. Youth determined to have SED that are not enrolled in Medicaid at the time of independent assessment may be eligible for Medicaid if their family falls below 300% FPG.

Youth enrolled in the YES Program must meet specific federal requirements to remain enrolled. Not meeting these requirements may cause the youth to be disenrolled from the program. The requirements are:

- Have a person-centered service plan (PCSP) completed by a targeted care coordinator within 90 days of being enrolled in the YES Program\*

- Use a 1915(i)/YES Program service(s) at least one time per year and have that service included in their PCSP\*\*
- Complete an annual Independent Assessment with Liberty each year
- Complete an annual PCSP update each year

For more information about the YES Program or other Medicaid-related questions, you can reach out to the Medicaid YES Program team by calling 208-364-1910 or emailing [YESProgram@dhw.idaho.gov](mailto:YESProgram@dhw.idaho.gov). More information about the outpatient services available to Medicaid members can be found at [www.optumidaho.com](http://www.optumidaho.com).

*\*If a youth is also enrolled in the Developmental Disability (DD) Program, they may have a YES Appendix done to their DD Plan of Service and this will count towards this requirement. If a youth is participating in Wraparound Intensive Services (WInS) through the Division of Behavioral Health, their Wraparound Plan of Care counts towards this requirement.*

*\*\*Currently, the YES Program only includes respite. This means that right now, the youth must utilize Medicaid-reimbursed respite at least once per plan year. The plan year starts when they enroll in the YES Program.*

## **EVV 2023 Changes to Compliance Monitoring**

Since September 1, 2021, the Bureau of Long Term Care (BLTC) Quality Assurance team has been manually reviewing Electronic Visit Verification (EVV) data, for compliance with the established 30% compliance threshold. This means all Personal Assistance Agencies (PAAs) with manually verified thresholds above 30%, have been notified on a quarterly basis and encouraged to request assistance in becoming compliant.

Beginning January 1, 2023, the BLTC will modify the compliance level to 15% to align with the Centers for Medicare and Medicaid Services (CMS) guidelines. All PAAs identified to have manually verified visits above 15% in any quarter will be required to improve.

Quarterly, the BLTC Quality Assurance team will review EVV data to identify all agencies below the compliance threshold. Please review the **EVV Provider Help Aid** located on our provider resources website [HERE](#) for detailed information regarding this process. We encourage all agencies to carefully review the **EVV Provider Help Aid** for detailed instructions on compliance and remediation requirements. Below is a high-level summary of the new process:

### **No Compliance Threshold Deficiencies in Previous Quarter**

If the agency has no deficiencies during the previous quarter, the email notification will include an **EVV Response Form**. The agency must return the completed form via email to [BLTCQA@dhw.idaho.gov](mailto:BLTCQA@dhw.idaho.gov)

The agency's manually verified visit data will be monitored during the next quarter.

### **Compliance Threshold Deficiencies in Previous Quarter**

If the agency was deficient and below the compliance threshold in the previous quarter, the email notification will include a request for an **EVV Action Plan**. The agency will return the completed action plan via email to [BLTCQA@dhw.idaho.gov](mailto:BLTCQA@dhw.idaho.gov).

If no response is received from the agency, the BLTC will initiate a Medicaid claims payment hold, notify the Duals providers who will also initiate a claims payment hold, and submit a referral to the Medicaid Program Integrity Unit (MPIU).

## EVV Response Form and Action Plan Review

The BLTC Quality Assurance Specialist (QAS) will review the submitted EVV Response Form and provide technical assistance if it is requested. Additionally, the QAS will review the EVV Action Plan and notify the agency if the action plan is approved or denied.

## Billing for Telehealth

Higher levels of influenza, RSV and COVID-19 are being reported. To reduce the transmission of respiratory viruses, Idaho Medicaid would like to remind providers to use telehealth whenever possible. Services provided via telehealth are reimbursed at parity. All telehealth services **must be** billed with a GT modifier. See Information Release [MA#20-07 Telehealth](#) and [MA#20-13 Telehealth HIPAA Guidance](#) for guidance. Note, as provided in MA#20-07 FQHC, RHC, and IHC providers billing the T1015 encounter code **should not** add the GT modifier to the encounter code but should continue to add the GT modifier to the supporting codes.

Questions or comments about this article may be sent to the Medical Care Policy Team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## Free X-Waiver Training

### Facebook

Attention MDs, APRNs and PAs: On Tuesday, February 7, 2023, @Project ECHO Idaho and Providers Clinical Support System are hosting an X-Waiver Training that is free and virtual.

Providers with X-Waivers can prescribe and dispense buprenorphine to help people with opioid use disorder. The prescribed medication is effective in preventing overdoses, significantly decreases the risk of relapse and has been shown to reduce the spread of infectious diseases like HIV.

People receiving MOUD can and do achieve recovery. Be a part of their story! Learn training details and register today: [www.uidaho.edu/echomat](http://www.uidaho.edu/echomat)

In conjunction with Providers Clinical Support System (PCSS), @Project ECHO Idaho is hosting a (Free! Virtual!) X-Waiver Training on Tuesday, February 7, 2023.

MDs, DOs, NPs, APRNs and PAs with x-waivers are vital in Idaho. Medications for opioid use disorder is effective in preventing overdoses, significantly decreases the risk of relapse and has been shown to reduce the spread of infectious diseases like HIV.

Earning an X-Waiver can save lives. Learn training details and register today: [www.uidaho.edu/echomat](http://www.uidaho.edu/echomat)

In the past year, overdose deaths have increased by 30% nationwide. Idaho is no exception to the #opioid epidemic and desperately needs more providers to offer Medications for Opioid Use Disorder in order to save lives.

RSVP to attend @Project ECHO Idaho's special X-Waiver Training, Tuesday, February 7, 2023: <https://www.uidaho.edu/academics/wwami/echo/xwaiver/rsvp>

### Featuring:

Magni Hamso, MD, MPH, FACP, FASAM

Medical Director, Division of Medicaid, IDHW

Todd Palmer, MD

Medical Director, Addiction Medicine Fellowship and Geriatric Medicine Fellowship, @Full Circle Health

### Newsletters

**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:** 12:30 - 5 p.m. Pacific time / 1:30 - 6 p.m. Mountain time, Tuesday, February 7, 2023

**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](http://uidaho.edu/echo/mat), or contact ECHO Idaho: [echoidaho@uidaho.edu](mailto:echoidaho@uidaho.edu) | 208-364-4072.

### Free X-Waiver Training

Join ECHO Idaho on Tuesday, February 7, 2023 from 1:30 – 6 p.m. Mountain time for a free, virtual X-Waiver Training. Providers with an X-Waiver are vital in Idaho because they can dispense buprenorphine, which helps save lives of those struggling with opioid use disorder.

For more information, visit ECHO Idaho's X-Waiver webpage, [uidaho.edu/echo/mat](http://uidaho.edu/echo/mat), contact ECHO Idaho: [echoidaho@uidaho.edu](mailto:echoidaho@uidaho.edu) | 208-364-4072.

## Idaho Guardianship/Conservatorship Laws for Adult DD Signature Requirements

The following impacts signature requirements for all documents related to Adult Developmental Disability (DD) services, including application, assessment, and plan/addendum submission and prior authorization.

Idaho law requires that all guardianships and conservatorships have been issued by an Idaho court, transferred from another court with jurisdiction accepted by Idaho, or registered in the Idaho state courts. If the guardianship or conservatorship originated in another state (foreign guardianship/conservatorship), Idaho law requires it be registered or transferred with an Idaho court assuming jurisdiction. This is referenced in Title 15, Chapter 13, Parts 3 and 4 of Idaho Code. In order to ensure all actions that are taken by the Department are legal and enforceable, the following will apply to all individuals in the Adult DD program who have a foreign guardianship/conservatorship:

- Guardians/conservators holding foreign guardianships/conservatorships must register and/or transfer that guardianship/conservatorship to Idaho courts.
- Participants with foreign guardianship/conservatorship must sign all documents that require signature until the foreign guardianship has been registered and/or transferred to Idaho courts.

Additionally, in guardianships/conservatorships issued to more than one guardian/conservator (i.e. co-guardianship/co-conservatorship), the use of "and" or "or" in the order dictates which

party(ies) signature is required. When "and" is used, all guardians/conservators must sign on behalf of the ward. When "or" is used, signature by either co-guardian/co-conservator will suffice.

If you need additional information regarding signature requirements for the Adult DD program, please contact:

Region 1

Phone- (208) 769-1567

Email- [BDDSQA1@dhw.idaho.gov](mailto:BDDSQA1@dhw.idaho.gov)

Region 2

Phone- (208) 799-4430

Email- [BDDSQA2@dhw.idaho.gov](mailto:BDDSQA2@dhw.idaho.gov)

Region 3

Phone- (208) 334-0940 Option #3

Email- [BDDSQA3@dhw.idaho.gov](mailto:BDDSQA3@dhw.idaho.gov)

Region 4

Phone- (208) 334-0940 Option #3

Email- [BDDSQA4@dhw.idaho.gov](mailto:BDDSQA4@dhw.idaho.gov)

Region 5

Phone- (208) 736-3024

Email- [BDDSQA5@dhw.idaho.gov](mailto:BDDSQA5@dhw.idaho.gov)

Region 6

Phone- (208) 239-6260

Email- [BDDSQA6@dhw.idaho.gov](mailto:BDDSQA6@dhw.idaho.gov)

Region 7

Phone- (208) 528-5750

Email- [BDDSQA7@dhw.idaho.gov](mailto:BDDSQA7@dhw.idaho.gov)

## **Idaho Medicaid Mammography Benefit: Provider Handbook Update**

Idaho Medicaid follows USPSTF Grade A and B recommendations for cancer screening. For participants ages fifty (50) through seventy-four (74), one (1) annual screening mammogram is allowed per calendar year. Idaho Medicaid covers digital breast tomosynthesis when performed with a screening mammogram for participants ages fifty (50) through seventy-four (74) who are candidates for screening mammography. Digital breast tomosynthesis should be billed using CPT codes 77061 or 77062 and should be billed in addition to the standard screening mammography codes. Digital breast tomosynthesis is considered included in general mammography fees; additional reimbursement for digital tomosynthesis beyond the standard mammography fee is not provided. Screening mammograms, with or without tomosynthesis, for participants ages forty-nine (49) and younger require prior authorization. Diagnostic mammograms are a covered service when they are medically necessary.

# 2020

## MATERNAL DEATHS IN IDAHO

A report of findings by the Maternal Mortality Review Committee



### Key Findings

- Eleven women died in Idaho while pregnant or within one year of pregnancy.
- All eleven deaths were determined to be preventable.
- Nine of the eleven deaths were determined to be pregnancy-related.
- Eight of the eleven women were Medicaid participants.
- The most common contributing factors in these eleven women's deaths were: lack of knowledge regarding importance of event, treatment, or follow up and lack of continuity (see full report for definitions).
- The most common underlying cause of death was mental health conditions, which includes deaths related to suicide, substance use disorder, overdose/poisoning, and unintentional injuries determined by the MMRC to be related to a mental health condition. This was followed by cardiovascular conditions and infection.
- Idaho's 2020 MMRC Pregnancy-Related Mortality Ratio (PRMR) was 41.8 pregnancy-related deaths per 100,000 live births. This is an increase from the 2019 MMRC PRMR of 13.6 and the 2018 MMRC PRMR of 18.7.

### Key Recommendations

- The Idaho Legislature should remove the sunset date on Title 39, Chapter 36, so that the MMRC can continue.
- A Statewide Perinatal Quality Collaborative should be established to promote best practice and multidisciplinary care for pregnant women.
- Idaho Medicaid should expand coverage for pregnant women to 12 months postpartum, regardless of pregnancy outcome.
- Facilities, systems, and communities should increase access, education, and funding for mental health resources across the state, including access to mental health care providers for patients both in-person and by telehealth.
- Facilities and systems should increase funding and access for maternal medical specialty consultative options for providers (e.g., mental health and chronic disease).
- Facilities should institute communication channels between providers for better coordination of care for patients, especially for patients with mental health disorders, chronic disease, or other potentially high-risk scenarios that have been identified.
- Facilities should have a better health information exchange, where electronic health record systems can interface and allow for providers to obtain records and care notes from previous providers both internal and external to their hospital system.
- Coroners should send decedents that meet the definition of pregnancy-associated death for an autopsy and/or toxicology if the decedents are less than 50 years of age and do not appear to have sustained trauma.





## What's ECHOing at ECHO Idaho?

ECHO Idaho is a virtual platform that gives voice to knowledge. Our CE-eligible 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.

### January 2023

#### New Series and QI Project

ECHO Idaho is excited to announce two new series, launching January 2023:

- [Geriatric Care](#) (2<sup>nd</sup> and 4<sup>th</sup> Tuesdays, noon to 1 p.m. Mountain time)
- [Alzheimer's Disease and Related Dementias](#) (4<sup>th</sup> Wednesdays, 1-2 p.m)

As part of these new series, ECHO Idaho will be hosting a quality improvement project focused on increasing screening rates and follow-up care for geriatric patients with positive cognitive assessments. MDs, DOs and PAs can earn free MOC Part IV and Category 1 PI-CME for participating. For more information about this opportunity, view the Quality Improvement protocol and [register here](#).

#### Free, Virtual, 1-hour continuing education sessions in January

##### **New! Alzheimer's Disease and Related Dementias**

**Date:** Wednesday, January 25, 2023

**Time:** 1 - 2 p.m. Mountain time

**Topic:** Dementia Screening and Diagnosis

**Featuring:** John Wolfe, Ph.D., Neuropsychologist, Coeur d'Alene

- [Register for Alzheimer's Disease and Related Dementias](#)

WWAMI MEDICAL EDUCATION • PROJECT ECHO - UNIVERSITY OF IDAHO

322 E. Front Street, Boise ID 83702 | 875 Perimeter Drive MS 4207, Moscow ID 83844-4207 | [uidaho.edu/echo](http://uidaho.edu/echo) | 208-364-4698 | fax: 208-364-3178

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### **Behavioral Health in Primary Care**

**Date:** Wednesday, January 4, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** SPMI FOR ADOLESCENTS AND PEDIATRICS: Adolescent Psychosis

**Featuring:** Jacob White, D.O., Psychiatry, St. Luke's Health System

**Date:** Wednesday, January 18, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** SPMI FOR ADOLESCENTS AND PEDIATRICS: Severe Mental Illness in Children Under 12

**Featuring:** Chris Streeter, M.D., St. Luke's Health System - Children's Center for Neurobehavioral Medicine, Boise

- [Register for Behavioral Health in Primary Care](#)

### **Counseling Techniques for Substance Use Disorders**

**Date:** Thursday, January 5, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** Caregiver Burnout

**Featuring:** Sheila Weaver, LCSW, ACADC, Lead Navigator & Project Coordinator, Family Caregiver Navigator Program

**Date:** Thursday, January 19, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** Commercial Tobacco Cessation as it Relates to Other SUDs

**Featuring:** Cas Adams, MHE, CHES, Health Equity Specialist, Project Filter

- [Register for Counseling Techniques for Substance Use Disorders](#)

### **New! Geriatric Care**

**Date:** Tuesday, January 10, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** The Geriatric Patient: Who is That?

**Featuring:** TBD

**Date:** Tuesday, January 24, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** FUNDAMENTALS OF GERIATRIC ASSESSMENT: ADLs and IADLs: What You Need to Know

**Featuring:** TBD

- [Register for Geriatric Care](#)

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### **Medications for Opioid Use Disorder (MOUD) Consultation Hours\***

\*CE not offered for this series

**Thursday:** January 5 and 19, 2023

**Time:** 12:30 – 1:30 p.m. Mountain time

**Topic:** Audience Q & A

**Featuring:** Rotating Expert Panel

- Registration is not required for this series
- [2023 MOUD Consultation Hours Flyer \(PDF\)](#)

### **Opioids, Pain and Substance Use Disorders**

**Date:** Thursday, January 12, 2023

**Time:** 12:15 – 1:15 p.m. Mountain time

**Topic:** What is Safe Drinking?

**Featuring:** Jacob Harris, M.D., Psychiatry and Addiction Medicine Specialist, Boise VA Medical Center

**Date:** Thursday, January 26, 2023

**Time:** 12:15 – 1:15 p.m. Mountain time

**Topic:** Idaho Trends and Resources: the State of Use in Idaho

**Featuring:** TBD

- [Register for Opioids, Pain and Substance Use Disorders](#)

### **Pediatric Autism**

**Date:** Thursday, January 12, 2023

**Time:** 1 – 2 p.m. Mountain time

**Topic:** SCHOOL AGE: Supporting Emotional Regulation in the School Setting

**Featuring:** TBD

**Date:** Thursday, January 26, 2023

**Time:** 1 – 2 p.m. Mountain time

**Topic:** SCHOOL AGE: Care of School-Age Children with Autism Through the Lens of Trauma-Informed Care and Positive Childhood Experiences

**Featuring:** TBD

- [Register for Pediatric Autism](#)

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**Viral Hepatitis and Liver Care**

**Date:** Monday, January 9, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** Abnormal Liver Function Tests

**Featuring:** Lesa Morrison, M.D., Gastroenterologist and Hepatologist, Boise VA Medical Center

**Date:** Monday, January 23, 2023

**Time:** Noon to 1 p.m. Mountain time

**Topic:** Medications in Chronic Liver Disease

**Featuring:** Lesa Morrison, M.D., Gastroenterologist and Hepatologist, Boise VA Medical Center

- [Register for Viral Hepatitis and Liver Care](#)

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BRAD LITTLE – Governor  
DAVE JEPPESEN – Director

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**HEALTH & WELFARE**

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Boise, Idaho 83720-0009  
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FAX: (208) 364-1811

December 12, 2022

**MEDICAID INFORMATION RELEASE MA22-23**

To: Residential Habilitation Providers

From: Juliet Charron, Administrator 

Subject: Change in Residential Habilitation Cost Survey Schedule

Residential Habilitation providers were identified to participate in a cost survey in state fiscal year 2023. In late September 2022, the Department conducted its scheduled cost survey with historical provider data to review provider reimbursement rates for residential habilitation services in accordance with IDAPA 16.03.10.038.02.a. The increase in rates was made as detailed in [MA22-21 Change in Reimbursement for Residential Habilitation Services](#). The Department reviewed these rates with the provider work group.

Because of the September 2022 cost survey, the Bureau of Financial Operations (BFO) and the Bureau of Developmental Disabilities (BDDS) ultimately recommended to pause a full cost survey for all providers. Along with the fresh review and increase in rates, the projected implementation of a new service array could be material. The impact this has on providers will need to be measured with at least one (1) year's worth of data from this new service array before starting another rate review for residential habilitation reimbursement.

Thank you for participating in the Idaho Medicaid program.

JC/cm

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BRAD LITTLE - Governor  
DAVE JEPPESEN - Director


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December 13, 2022

**MEDICAID INFORMATION RELEASE MA22-24**

To: Occupational, Physical, and Speech and Language Therapy Providers

From: Juliet Charron, Administrator 

Subject: Therapy Cap Limits 2023

Effective for claims with dates of service on and after January 1, 2023, therapy cap limits are increasing to \$2,230 annually for occupational therapy services and physical therapy/speech-language pathology services combined. These caps are set annually by the Centers for Medicare and Medicaid Services. Home health agencies and school-based providers fall under different regulations and are not subject to these limitations.

If you have questions about these caps, please contact the Office of Reimbursement in the Idaho Division of Medicaid at (208) 287-1180 or email [MedicaidReimTeam@dhw.idaho.gov](mailto:MedicaidReimTeam@dhw.idaho.gov).

Thank you for participating in the Idaho Medicaid Program.

JC/ma

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## Provider Training Opportunities

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

### January: Eligibility

This course is designed to instruct primary care physicians on how to determine eligibility.

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).

	January	February	March
	Eligibility	Coordination of Benefits	Claims Adjustments
10-11:00 AM MT	1/18/2023	2/15/2023	3/15/2023
	1/19/2023	2/16/2023	3/16/2023
	1/17/2023	2/21/2023	3/21/2023
2-3:00 PM MT	1/11/2023	2/8/2023	3/8/2023
	1/12/2023	2/9/2023	3/9/2023
	1/19/2023	2/16/2023	3/16/2023
	1/17/2023	2/21/2023	3/21/2023

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 [17](#) of this newsletter.

## DHW Resource and Contact Information

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

## Insurance Verification

<b>HMS</b> PO Box 2894 Boise, ID 83701	1 (800) 873-5875 1 (208) 375-1132 Fax: 1 (208) 375-1134
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## Gainwell Technologies Provider and Participant Services Contact Information

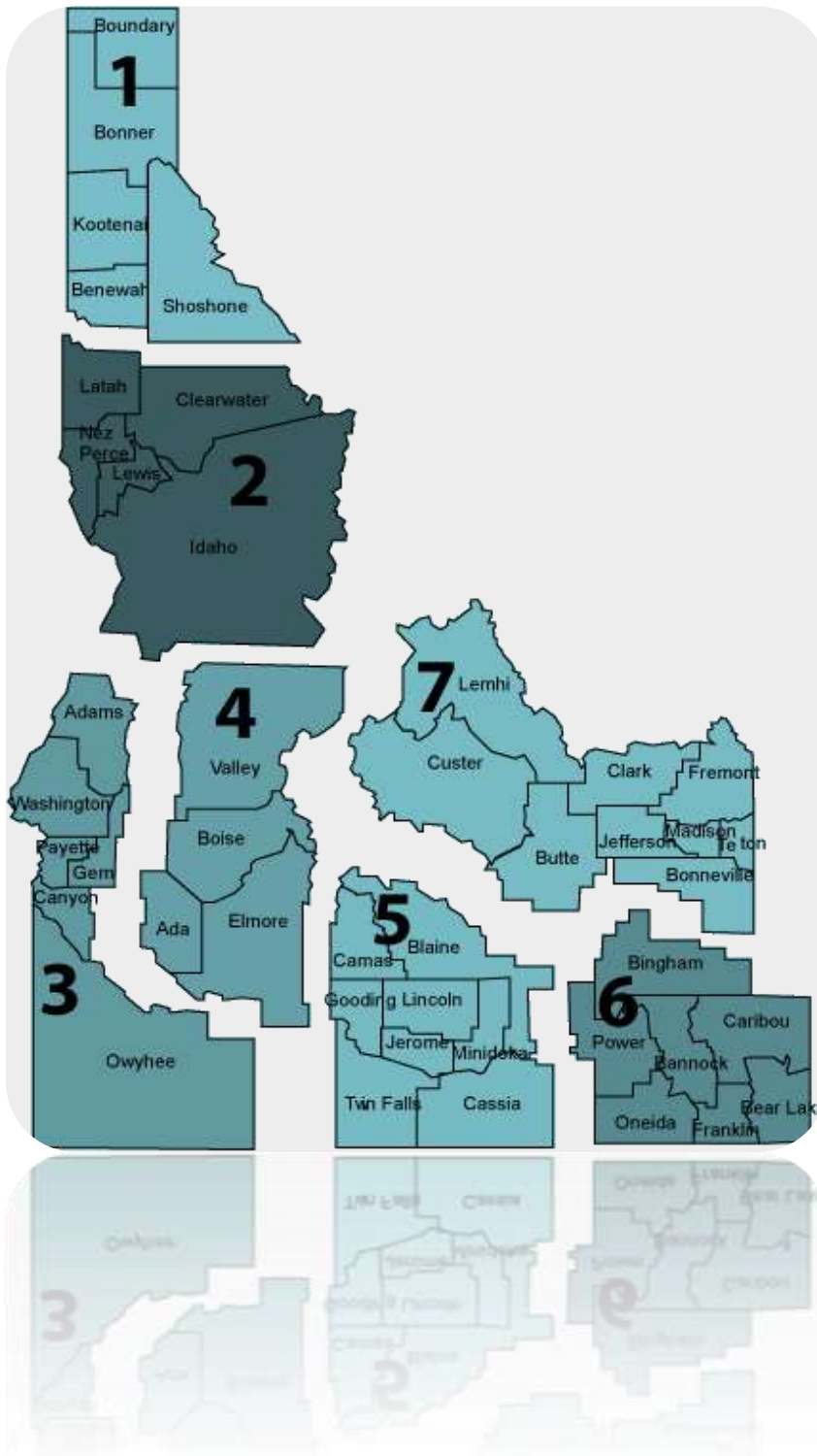
Provider Services	
<b>MACS (Medicaid Automated Customer Service)</b>	1 (866) 686-4272 1 (208) 373-1424
<b>Provider Service Representatives Monday through Friday, 7 a.m. to 7 p.m. MT</b>	1 (866) 686-4272 1 (208) 373-1424
<b>E-mail</b>	<a href="mailto:idproviderservices@gainwelltechnologies.com">idproviderservices@gainwelltechnologies.com</a> <a href="mailto:idproviderenrollment@gainwelltechnologies.com">idproviderenrollment@gainwelltechnologies.com</a>
<b>Mail</b>	P.O. Box 70082 Boise, ID 83707
Participant Services	
<b>MACS (Medicaid Automated Customer Service)</b>	1 (866) 686-4752 1 (208) 373-1432
<b>Participant Service Representatives Monday through Friday, 7 a.m. to 7 p.m. MT</b>	1 (866) 686-4752 1 (208) 373-1424
<b>E-mail</b>	<a href="mailto:idparticipantservices@gainwelltechnologies.com">idparticipantservices@gainwelltechnologies.com</a>
<b>Mail – Participant Correspondence</b>	P.O. Box 70081 Boise, ID 83707
Medicaid Claims	
<b>Utilization Management/Case Management</b>	P.O. Box 70084 Boise, ID 83707
<b>CMS 1500 Professional</b>	P.O. Box 70084 Boise, ID 83707
<b>UB-04 Institutional</b>	P.O. Box 70084 Boise, ID 83707
<b>UB-04 Institutional Crossover/CMS 1500/Third-Party Recovery (TPR)</b>	P.O. Box 70084 Boise, ID 83707
<b>Financial/ADA 2006 Dental</b>	P.O. Box 70087 Boise, ID 83707

## Gainwell Technologies Provider Services Fax Numbers

<b>Provider Enrollment</b>	1 (877) 517-2041
<b>Provider and Participant Services</b>	1 (877) 661-0974



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[Region.2@gainwelltechnologies.com](mailto:Region.2@gainwelltechnologies.com)

## Region 3 and the state of Oregon

1 (208) 202-5816

[Region.3@gainwelltechnologies.com](mailto:Region.3@gainwelltechnologies.com)

## Region 4

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## Region 5 and the state of Nevada

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[Region.5@gainwelltechnologies.com](mailto:Region.5@gainwelltechnologies.com)

## Region 6 and the state of Utah

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[Region.6@gainwelltechnologies.com](mailto:Region.6@gainwelltechnologies.com)

## Region 7 and the state of Wyoming

1 (208) 609-5062

[Region.7@gainwelltechnologies.com](mailto:Region.7@gainwelltechnologies.com)

## Region 9 all other states (not bordering Idaho)

1 (208) 609-5115

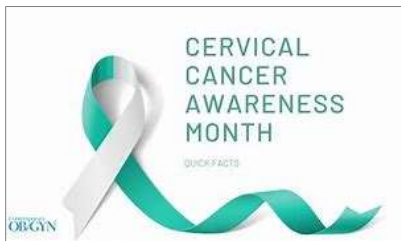
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**MedicAide is the monthly informational newsletter for Idaho Medicaid providers.**  
**Editor: Shannon Tolman**

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