



# MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

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## Information Releases

*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 Protection

Medicaid Protection was put in place at the beginning of the COVID-19 pandemic and provided continued Medicaid coverage for individuals who may have otherwise been ineligible. In December 2022, congress passed a bill that ends this continued coverage requirement on April 1, 2023.

This does not mean the participant's Medicaid coverage will automatically end on April 1, 2023, even if they are receiving Medicaid as a result of this special protection.

The department is sending notices to participants telling them about any coming changes in their eligibility or benefits, and if they need to complete a re-evaluation.

To ensure participants are receiving notices regarding their benefits and re-evaluations, they must report any changes in their contact information, including phone number and mailing address. If their contact information has changed, or they want to confirm their current information, they can contact the department using the information below. They can also report changes by visiting [idalink.idaho.gov](http://idalink.idaho.gov).

**Phone**

[877-456-1233](tel:877-456-1233)

**Email**

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

For more information, visit the [Medicaid Protection FAQ page](#).

## Claims for Participants Enrolled with Qualified Medicare Beneficiary Only Coverage

The Medicaid Program Integrity Unit has identified claims for Qualified Medicare Beneficiaries (QMB) participants incorrectly billed to Medicaid as the participant's Medicare coinsurance, copayment and/or deductible when the service was denied by Medicare as non-covered. Services denied by Medicare as non-covered should not be misrepresented as the participant's coinsurance, copayment, or deductible when submitted to Medicaid.

The QMB program is for Medicare beneficiaries who do not qualify for Medicaid coverage. Medicaid may assist these participants by paying the Medicare Part B premium and any Medicare copayments, coinsurance, and deductible for Medicare covered services. Medicaid will not pay for Medicare non-covered services for participants with QMB-Only eligibility. Providers can use Idaho Medicaid's Automated Customer Service (MACS) to verify a participant's eligibility. MACS will return a prompt that the participant has Medicare Coinsurance and Deductible eligibility when the participant has QMB-Only eligibility.

Section 7.3 of the Idaho Medicaid Provider Handbook, General Billing Instructions addresses coordination of benefits. It states, in pertinent part:

Participants Enrolled as 'QMB Only' Will Have Medicare as the Primary Carrier

It is important to remember that participants who have QMB-Only (i.e., rate code 68 only) are not eligible for Medicaid benefits. Idaho Medicaid pays only the Member Responsibility portion of claims for QMB-Only participants across all provider types. Member

Responsibility is calculated by adding together the primary payers' coinsurance, co-pay, and deductible. If no coinsurance, co-pay, and/or deductible are reported, then the Medicaid payment is zero.

\*Note: No payments are made for Medicare non-covered services.

Providers can bill QMB-Only participants for Medicare non-covered services as long as the participant was notified of their responsibility to pay in writing prior to rendering services. Section 2 of the Idaho Medicaid Provider Handbook, General Information and Requirements for Providers, addresses participant financial responsibility. It states, in pertinent part:

Providers can bill participants for non-covered or excluded items and services. Prior to rendering services or providing items that are non-covered or excluded, providers must inform participants that what they are receiving is not covered under Medicaid. Providers may only bill non-covered and excluded services and items to the participant if the provider has notified the participant of their responsibility to pay in writing prior to rendering services. Idaho Medicaid does not have an official format, but the notice must specify the non-covered/excluded service or item, the cost of each service or item, and be signed by the participant. If the participant chooses to obtain services not covered or excluded by Medicaid, it is the participant's responsibility to pay for the services...

Additional information regarding MACS, participant eligibility and participant financial responsibility can be found in [Sections 2, 4 and 6 of the May 26, 2023, Idaho Medicaid Provider Handbook, General Information and Requirements for Providers.](#)

Providers are solely responsible for the accuracy of claims submitted to Medicaid for payment. Services not billed in accordance with Idaho Medicaid rules and policies are subject to recoupment and civil monetary penalties.

## **NPI Now Allowed for Atypical Providers!**

An enhancement to the Provider Enrollment Application system was tested and demonstrated the ability to successfully allow Atypical providers to enroll using their NPI, if they've obtained one and choose to use it. Additionally, Atypical providers who wish to begin using their NPI may convert their record by utilizing a maintenance case and answering "Yes" when prompted to begin using your NPI. Atypical providers who choose to continue participating with Idaho Medicaid using the assigned A or M provider identification number will be allowed to do so.

**PLEASE NOTE:** If you have current Prior Authorizations issued to your Atypical number these will not work for claims submitted under your NPI. You must request new PAs from the appropriate program.

## **Attention Idaho Medicaid Providers Using Secure Messaging**

Our Gainwell Technologies representatives are eager to resolve your secure message inquiries in a timely and informative manner. To save you time and energy we would like to ask for your support in eliminating unnecessary interactions when working to resolve issues for claims, eligibility, or EDI inquiries.

Here is how you can help:

- Review the responses that are returned and in your Inbox from your Secure Message. Messages will appear in near-real time from the time our team has responded. All messages are responded to in one to two business days.
- Limit inquiries. If you have multiple claims for the same participant, include them all in one Secure Message rather than sending one message for each claim. Please provide no more than five claims numbers per inquiry.
- Provide your claim number(s). You can look up a claim number by navigating to your View & Submit Claims tile by using the Search button and entering search criteria.
- Provide enough information for us to assist and resolve the question in the first secure message that is sent to us. Each message should include your pay-to or billing NPI or atypical provider ID and name of the provider and your question or concern. Include the following, based on the type of message you are sending:
  - Claims
    - Claim number or
    - Pay-to or billing NPI and name of the provider, participant's Medicaid ID number and full name, the date of service and billed amount
  - Eligibility
    - Participant's Medicaid ID number and name, the date of service(s), and service codes (CPT, HCPCS, and/or Revenue)
    - For Prior Authorization (PA): Participant's Medicaid ID number and name, the PA request date, date of service(s) the PA was requested for, and service codes
  - EDI
    - Claim submission date, claim number(s) (if on file), participant's Medicaid ID number and full name, the date of service and billed amount

We appreciate the opportunity to partner with the Idaho Medicaid provider community. Both the Idaho Department of Health and Welfare and Gainwell Technologies would like to thank you for the important work you do to help Idahoans become as healthy and self-sufficient as possible.

## **Best Practices for Ownership Information**

Gainwell is proud to share the following with the provider community relating to the importance of the Ownership information and how it's leveraged to protect your provider record.

When enrolling with Idaho Medicaid providers are required to:

- Submit an initial comprehensive report of their Ownership information, which includes Managing Employees
- Maintain and update the Ownership records through maintenance of their provider record following their enrollment.

Risk to consider:

- Attrition impacts most employers
- Timely termination of access removes the potential temptation and risk of unwarranted vulnerabilities, this includes the risk to your organization and the Idaho Medicaid participant information.

- As technology advances so will the efforts and abilities of those who mean to defeat our security protocols. We must stay ever vigilant in our protection efforts. It is each of our responsibilities to take an active role in safeguarding the information at our fingertips.

How ownership is leveraged to validate change request:

- To confirm and validate update requests, we may require multiple confirmations of the change before approving, such as a secure message and verbal communication about the change.

A few examples:

- Changes to the payment method; changing Electronic Funds Transfer information or dropping the payment method to paper checks
- Changes to Trading Partner Account information or access

Best Practice Tips:

- Review and update your Ownership record frequently
- Ensure your Ownership list includes managing employees that have the authority to approve these types of changes to your provider record
- Ensure that you have listed contacts that are available to confirm these change requests by phone and electronically via your secure messaging Trading Partner Account

Please visit our [Best Practices for Ownership sheet](#) today for more information. If you have any questions, please engage with your [Provider Relations Consultant](#).

## **Best Practices for the Trading Partner Account**

Gainwell is proud to share the following with the provider community relating to the Trading Partner Account (TPA), the risks and best practices for the tool.

What is a Trading Partner Account?

This is the system that grants secure access for providers to manage their Idaho Medicaid record. This includes:

- Management of additional TPA users
- Management of Billing Agents
- Account Information
- EDI Certification
- Enrollment and Maintenance
- X12 Transactions
- Reports(Remittance, Claims in Process, Healthy Connections Rosters)
- Authorizations
- View status details, submit and adjust claims
- Participant eligibility verification
- Patient/PCP Rosters
- Finance/Payment Details
- View and submit referrals
- View and submit LTC cases, as necessary

When enrolling with Idaho Medicaid providers are required to:

- Register a Trading Partner Account
- Identify and maintain an internal administrator for their account, who should be listed on their Ownership information
- Update and maintain their account users and security clearance

- Terminate internal users who are no longer affiliated with their organization in a timely manner, to safeguard their information and the information of the Idaho Medicaid participant community.
- The person who registers the TPA is the first account administrator and can do the following:
  - Manage users
  - Add additional administrators
  - Access and update provider associations
  - Manage TPA information (i.e., demographic edits)

Risk to consider:

- Attrition impacts most employers
- Timely termination of access removes the potential temptation and risk of unwarranted vulnerabilities, this includes the risk to your organization and the Idaho Medicaid participant information.
- It is TPA Account users' responsibility to educate their staff to understand the system, access, and security clearance, to partner to mitigate risk and protect the information within our accounts.
- It is each of our responsibilities to take an active role in safeguarding the information at our fingertips. As technology advances so will the efforts and abilities of those who mean to defeat our security protocol. We must stay ever vigilant in our protection efforts.

Best Practice Tips:

- Early and frequent discussions within your organization
  - Do you have the right person set up as the administrator?
  - Do you have a back-up plan if our chosen administrator is unable to perform duties within the TPA, such as another user with rights to terminate and add new users if needed
  - Who is granting access to users?
    - Are they reviewing and updating the user list frequently to accommodate new hires, terminations, and changes in access?
    - Does the designated administrator have a clear understanding of the security clearance they are granting to users?
      - Safeguarding access to allow only “what is needed based on role” minimizes accidental and intentional modifications to things such as EFT, banking, provider demographic and contact information, as well as creation of unauthorized users.
- Who can change bank account information? This is R1 and we suggest that this be limited to one or two individuals.
- Billing Agents and other entities should not own your Trading Partner Account.
  - Gainwell strongly encourages providers to register and maintain their own TPA.
  - Access by invitation may be given and removed as needed by the provider within the system functionality.
  - We have seen many occasions where providers have allowed the billing agent to set up their TPA and then later the relationship is termed, and the provider essentially loses access to their TPA historical information when an account needs to be termed and new one registered.

Please visit our [Best Practices for Trading Partner Account Administrators sheet](#) today for more information. If you have any questions, please engage with your [Provider Relations Consultant](#).

## Duals Stakeholder Engagement

The Idaho Department of Health and Welfare wants to hear about your experience with the dually eligible Medicare and Medicaid programs, often known as MMCP and IMPlus. Please see the [stakeholder engagement flyer](#), [survey link](#), and [virtual meeting options for providers](#). Thank you for being a valued Idaho Medicaid provider.

## Provider Handbook Updates

The following Idaho Medicaid Provider Handbook updates have been published:

The [Ambulatory Surgical Centers](#) handbook was updated in July to:

- Incorporate changes to billing for dental procedures
- Update the prior authorization process
- Clarify use of the Numerical Fee Schedule

The [Audiology Services](#) handbook was updated in July to:

- Update the prior authorization process
- Correct the list of covered codes to demonstrate which services aren't available to adults

The [Chiropractor](#) handbook was updated in July to:

- Explain references
- Add important contacts
- Clarify the requirements under provider qualifications
- Update the referral requirements
- Incorporate limitations
- Update the prior authorization requirements
- Update the documentation requirements
- Clarify reimbursement determination
- Add and update references throughout

The [Eye and Vision Services](#) handbook was updated in July to:

- Incorporate the newsletter article updating vision therapy
- Update the prior authorization process

The [General Billing Instructions](#) handbook was updated in July to:

- Update the prior authorization request process through the Quality Improvement Organization
- Clarify that a separate NPI is required for 340B drugs and non-340B drugs
- Clarify that required coding on claims includes CDT and that Idaho Medicaid will not code claims for providers

The [General Information and Requirements for Providers](#) handbook was updated in July to:

- Clarify first-year physician residents, bridge year physicians and licensed international medical students are eligible to be ordering, referring, and prescribing physicians
- Clarify that Katie Beckett participants are required to pay co-pays and premiums
- Clarify that Public Health Districts can provide urgent care services
- Add language around allowances for terminating a Healthy Connections contract and eligibility for re-contracting
- Clarify that speech-language therapy services should be coordinated with the primary care provider



The [Home Health and Hospice Services](#) handbook was updated in July to:

- Update the prior authorization process for home health services

The [Hospital](#) handbook was updated in July to:

- Update bill types for ambulance services
- Update allowable codes for free standing dialysis units
- Direct providers to the Physician and Non-Physician Practitioner handbook for mammography services
- Clarify that inpatient services are still subject to prior authorization requirements
- Clarify inpatient readmissions
- Update the hospital-acquired conditions requirements
- Update the administratively necessary days per diem rate
- Update the swing-bed per diem rate
- Update prior authorization process through Telligen
- Update the diagnosis requirements section
- Clarify the use of bill types for interim inpatient stays
- Remove non-covered revenue codes and clarify dialysis codes
- Update the ICD-10-PCS codes that require prior authorization

The [IHS, FQHC and RHC Services](#) handbook was updated in July to:

- Update allowable encounter professionals
- Add section on vaccinations
- Update Telligen prior authorization process

The [Laboratory Services](#) handbook was updated in July to:

- Update Telligen prior authorization process
- Update genetic testing to allow pharmacists to order
- Update genetic counseling to allow nurse practitioner and a pharmacist with ASHP pharmacogenetic certification to provider services
- Incorporate newsletter article on molecular pathology for infants

The [Physician and Non-Physician Practitioner](#) handbook was updated in July to:

- Update Telligen prior authorization process
- Update provider qualifications to include residents, licensed bridge year physicians and licensed international medical graduates
- Add a section on surrogates
- Update language around abortion reporters
- Update language around spontaneous abortions
- Update screenings for mammograms to follow USPSTF recommendations
- Update sterilization section to clarify what sections of form can be corrected
- Add ADCES programs for diabetes education and training
- Incorporate coverage of the National Diabetes Prevention Program

The [Therapy Services](#) handbook was updated in July to:

- Update provider qualifications
- Remove allowance for family direct services for art therapy, hippotherapy and music therapy
- Update the telehealth allowance
- Update the prior authorization process
- Update covered codes



The [Transportation Services](#) handbook was updated in July to:

- Clarify allowed bill types
- Clarify the necessity for an attending physician NPI on a claim form

Questions about this article or suggestions about the provider handbook may be submitted to the policy team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## CPT® and HCPCS Coverage Update

The following codes are being added for coverage. Please, allow additional time for the system to be updated. Claims will be reprocessed once complete. All statute, rule and provider handbook requirements apply.

Covered Codes			
Codes	Description	Effective Date	Prior Authorization
<b>90679</b>	Respiratory syncytial virus vaccine, preF, recombinant, subunit, adjuvanted, for intramuscular use	5/3/2023	N/A
<b>98966</b>	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion	7/1/2023	N/A
<b>98967</b>	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 11-20 minutes of medical discussion	7/1/2023	N/A
<b>98968</b>	Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest	7/1/2023	N/A

Covered Codes			
Codes	Description	Effective Date	Prior Authorization
	available appointment; 21-30 minutes of medical discussion		
<b>A4453</b>	Rectal catheter for use with the manual pump-operated enema system, replacement only	10/01/2023	Yes, Medical Care Unit
<b>A4459</b>	Manual pump-operated enema system, includes balloon, catheter and all accessories, reusable, any type	10/01/2023	Yes, Medical Care Unit
<b>B4105</b>	In-line cartridge containing digestive enzyme(s) for enteral feeding, each	10/01/2023	Yes, Medical Care Unit
<b>C2617</b>	Stent, non-coronary, temporary, without delivery system	7/1/2022	N/A
<b>S0020</b>	Injection, sulfamethoxazole and trimethoprim, 10 ml	7/1/2022-06/30/2023	N/A
<b>S0164</b>	Injection, pantoprazole sodium, 40 mg	1/1/2023	N/A

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Questions and comments about this article may be submitted to the policy team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## New Codes Available for Occupational and Physical Therapy

The following codes are being added for coverage. Please, allow additional time for the system to be updated. Claims will be reprocessed once complete. All statute, rule and provider handbook requirements apply. These changes are retroactive to July 1, 2022.

Additional Covered Codes for Occupational and Physical Therapy	
Codes	Description
<b>29000</b>	Application of halo type body cast (see 20661-20663 for insertion)
<b>29010</b>	Application of Risser jacket, localizer, body; only
<b>29015</b>	Application of Risser jacket, localizer, body; including head
<b>29035</b>	Application of body cast, shoulder to hips;

<b>Additional Covered Codes for Occupational and Physical Therapy</b>	
<b>Codes</b>	<b>Description</b>
<b>29040</b>	Application of body cast, shoulder to hips; including head, Minerva type
<b>29044</b>	Application of body cast, shoulder to hips; including 1 thigh
<b>29046</b>	Application of body cast, shoulder to hips; including both thighs
<b>29049</b>	Application, cast; figure-of-eight
<b>29055</b>	Application, cast; shoulder spica
<b>29058</b>	Application, cast; plaster Velpeau
<b>29065</b>	Application, cast; shoulder to hand (long arm)
<b>29075</b>	Application, cast; elbow to finger (short arm)
<b>29085</b>	Application, cast; hand and lower forearm (gauntlet)
<b>29086</b>	Application, cast; finger (eg, contracture)
<b>29105</b>	Application of long arm splint (shoulder to hand)
<b>29125</b>	Application of short arm splint (forearm to hand); static
<b>29126</b>	Application of short arm splint (forearm to hand); dynamic
<b>29130</b>	Application of finger splint; static
<b>29131</b>	Application of finger splint; dynamic
<b>29200</b>	Strapping; thorax
<b>29240</b>	Strapping; shoulder (eg, Velpeau)
<b>29260</b>	Strapping; elbow or wrist
<b>29280</b>	Strapping; hand or finger
<b>29305</b>	Application of hip spica cast; 1 leg
<b>29325</b>	Application of hip spica cast; 1 and one-half spica or both legs
<b>29345</b>	Application of long leg cast (thigh to toes);
<b>29355</b>	Application of long leg cast (thigh to toes); walker or ambulatory type
<b>29358</b>	Application of long leg cast brace
<b>29365</b>	Application of cylinder cast (thigh to ankle)
<b>29405</b>	Application of short leg cast (below knee to toes);
<b>29425</b>	Application of short leg cast (below knee to toes); walking or ambulatory type
<b>29435</b>	Application of patellar tendon bearing (PTB) cast
<b>29440</b>	Adding walker to previously applied cast
<b>29445</b>	Application of rigid total contact leg cast
<b>29450</b>	Application of clubfoot cast with molding or manipulation, long or short leg
<b>29505</b>	Application of long leg splint (thigh to ankle or toes)
<b>29515</b>	Application of short leg splint (calf to foot)
<b>29520</b>	Strapping; hip
<b>29530</b>	Strapping; knee
<b>29540</b>	Strapping; ankle and/or foot
<b>29550</b>	Strapping; toes
<b>29580</b>	Strapping; Unna boot

Additional Covered Codes for Occupational and Physical Therapy	
Codes	Description
<b>29581</b>	Application of multi-layer compression system; leg (below knee), including ankle and foot
<b>29584</b>	Application of multi-layer compression system; upper arm, forearm, hand, and fingers
<b>29700</b>	Removal or bivalving; gauntlet, boot or body cast
<b>29705</b>	Removal or bivalving; full arm or full leg cast
<b>29710</b>	Removal or bivalving; shoulder or hip spica, Minerva, or Risser jacket, etc.
<b>29720</b>	Repair of spica, body cast or jacket
<b>29730</b>	Windowing of cast
<b>29740</b>	Wedging of cast (except clubfoot casts)
<b>29750</b>	Wedging of clubfoot cast
<b>29799</b>	Unlisted procedure, casting or strapping

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Questions and comments about this article may be submitted to the policy team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## New Codes Available for Physical Therapy

The following codes are being added for coverage. Please, allow additional time for the system to be updated. Claims will be reprocessed once complete. All statute, rule and provider handbook requirements apply. The codes are retroactive to January 1, 2023.

Additional Covered Codes for Occupational and Physical Therapy	
Codes	Description
<b>95885</b>	Needle electromyography, each extremity, with related paraspinal areas, when performed, done with nerve conduction, amplitude and latency/velocity study; limited (List separately in addition to code for primary procedure)
<b>95886</b>	Needle electromyography, each extremity, with related paraspinal areas, when performed, done with nerve conduction, amplitude and latency/velocity study; complete, five or more muscles studied, innervated by three or more nerves or four or more spinal levels (List separately in addition to code for primary procedure)
<b>95907</b>	Nerve conduction studies; 1-2 studies
<b>95908</b>	Nerve conduction studies; 3-4 studies
<b>95909</b>	Nerve conduction studies; 5-6 studies
<b>95910</b>	Nerve conduction studies; 7-8 studies
<b>95911</b>	Nerve conduction studies; 9-10 studies
<b>95912</b>	Nerve conduction studies; 11-12 studies
<b>95913</b>	Nerve conduction studies; 13 or more studies

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Questions and comments about this article may be submitted to the policy team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## Solicitation of Comment for Proposed Limitations on DMEPOS

Idaho Medicaid is soliciting comments from providers on the following proposed shared limitations for durable medical equipment and supplies. All codes with a shared limit must have the same limitation for the claims processing system to bundle the codes together. Because two items don't share a limit, doesn't mean it's appropriate to supply those items together. The descriptions presented here are for the general purpose of reading this article. The official code descriptions still apply.

Proposed Limitations			
Description	Codes	Shared Limit	Notes
Wheelchair commode seat	E0968	1 per 5 years.	Reasonable Useful Lifetime.
Manual wheelchair anti-rollback device each	E0974	2 per 5 years.	Reasonable Useful Lifetime.
Wheelchair belt safety belt/pelvic strap each	E0978	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair safety vest	E0980	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair seat upholstery, replacement each	E0981	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair back upholstery, replacement each	E0982	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair Joystick	E0983, E2312, E2321, E2322, E2325, E2327, E2328, E2329, E2330, E2373	1 per 5 years.	Reasonable Useful Lifetime.
Manual wheelchair add power tiller control	E0984	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair accessory seat lift mechanism	E0985	1 per 5 years.	Reasonable Useful Lifetime.
Manual wheelchair push-rim power assist each	E0986	1 per 5 years.	Reasonable Useful Lifetime.
Lever-activated wheel drive, wheelchair accessory	E0988	1 per 5 years.	Reasonable Useful Lifetime.

Proposed Limitations			
Description	Codes	Shared Limit	Notes
Manual wheelchair accessory solid seat insert	E0992	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair accessory calf rest/pad, rep, each	E0995	2 per 3 years.	Reasonable Useful Lifetime.
Wheelchair Recline/Tilt	E1002, E1003, E1004, E1005, E1006, E1007, E1008, E1014, E1225, E1226	1 per 5 years.	Reasonable Useful Lifetime.
Shock Absorber	E1015, E1016, E1017, E1018	2 per 3 years.	Reasonable Useful Lifetime.
Residual limb support system for wheelchair	E1020	2 per 5 years.	Reasonable Useful Lifetime.
Wheelchair manual swingaway with mount hrdwar	E1028	6 per 5 years.	Reasonable Useful Lifetime.
Wheelchair Ventilator Trays	E1029, E1030	1 per 5 years.	Reasonable Useful Lifetime.
Wheelchair special size accsry spec hgt back	E1228	1 per 5 years.	Reasonable Useful Lifetime.
Whirlpool non-portable	E1310	1 per 5 years.	Reasonable Useful Lifetime.
O2 accs flow reg pos inspiratory pressure	E1352	1 per 5 years.	Reasonable Useful Lifetime.
Scale, each	E1639	1 per 5 years.	Reasonable Useful Lifetime.
Elbow Extendor/Flexor	E1800, E1801	2 per 5 years.	Reasonable Useful Lifetime.
Forearm Extendor/Flexor	E1802, E1818	2 per 5 years.	Reasonable Useful Lifetime.
Wrist Extendor/Flexor	E1805, E1806	2 per 5 years.	Reasonable Useful Lifetime.
Knee Extendor/Flexor	E1810, E1811, E1812	2 per 5 years.	Reasonable Useful Lifetime.
Ankle Extendor/Flexor	E1815, E1816	2 per 5 years.	Reasonable Useful Lifetime.
Replace soft interface material bidir SPS dev	E1821	1 per 5 years.	Reasonable Useful Lifetime.
Dynamic adjustable finger extend/flexion dev	E1825	3 per 5 years.	Reasonable Useful Lifetime.
Dynamic adjustable toe extend/flexion device	E1830	2 per 5 years.	Reasonable Useful Lifetime.

Proposed Limitations			
Description	Codes	Shared Limit	Notes
Shoulder Extendor/Flexor	E1840, E1841	2 per 5 years.	Reasonable Useful Lifetime.
Speech-Generating Device	E1902, E2500, E2502, E2504, E2506, E2508, E2510	1 per 5 years.	Reasonable Useful Lifetime.
Gastric suction pump home model statnry/port	E2000	1 per 5 years.	Reasonable Useful Lifetime.
Pulse gen sys treat inner ear endolymp fluid	E2120	1 per 5 years.	Reasonable Useful Lifetime.
WC Seat Frame - Width	E2201, E2202, E2340, E2341	1 per 5 years.	Reasonable Useful Lifetime.
WC Seat Frame - Depth	E2203, E2204, E2342, E2343	1 per 5 years.	Reasonable Useful Lifetime.
Complete wheel lock assembly, repl, each	E2206	2 per 5 years.	Reasonable Useful Lifetime.
Cylinder tank carrier	E2208	1 per 5 years.	Reasonable Useful Lifetime.
Arm trough each	E2209	2 per 5 years.	Reasonable Useful Lifetime.

Questions and comments about this article should be submitted to the policy team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov) before September 1, 2023, for consideration.



# 2021

## MATERNAL DEATHS IN IDAHO

A report of findings by the Maternal Mortality Review Committee



### Key Findings

- Seventeen women died in Idaho while pregnant or within one year of pregnancy. Sixteen of these deaths were reviewed by the MMRC, see page 14 in the full report for more information.
- Fifteen deaths were determined to be preventable.
- Nine of the deaths were determined to be pregnancy-related.
- The most common contributing factor in these women's deaths was lack of knowledge regarding importance of event. The provider or patient did not receive adequate education or lacked knowledge or understanding regarding the significance of a health event or the need for treatment/follow-up after evaluation for a health event. The second most common contributing factor was lack of access/financial resources. The third most common was mental health conditions.
- 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 infection and amniotic fluid embolism.
- Idaho's 2021 MMRC Pregnancy-Related Mortality Ratio (PRMR) was 40.1 pregnancy-related deaths per 100,000 live births. The MMRC PRMR was 41.8 in 2020, 13.6 in 2019, and 18.7 in 2018.

### Key Recommendations

- Idaho Medicaid should expand coverage for pregnant women to 12 months postpartum, regardless of pregnancy outcome.
- Facilities should implement screening for adverse childhood experiences as part of routine patient care and have appropriate follow-up options in place such as treatment, referral, or emotional support.
- 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.

Continued on next page

# 2021

## MATERNAL DEATHS IN IDAHO

A report of findings by the Maternal Mortality Review Committee



### Key Recommendations Continued

- Idaho Medicaid, and other insurers, should consider case management for pregnant and postpartum women with substance use disorder and/or mental health conditions.
- Providers should educate patients and their families on the importance of a safety plan and the removal of means of suicide, including gun locks and safe storage, for pregnant or postpartum patients having suicidal thoughts, who have a history of suicide attempts, or other mental health conditions.
- Facilities should educate providers who may lack training on the risk factors, symptoms, and signs of cardiovascular disease and arrhythmias for all women but especially those who are planning to become pregnant, currently pregnant, or postpartum. Providers should be prepared to identify and treat common types of arrhythmias and refer patients to cardiology for specialized care.
- Providers, facilities, and systems should continue to educate the public that CDC recommends COVID-19 vaccines for everyone aged 6 months and older, including people who are pregnant, breastfeeding, trying to get pregnant now, or those who might become pregnant in the future. This recommendation includes getting boosters per CDC guidance.



June 2023

# The Idaho Perinatal Quality Collaborative

## What do PQC's do?

- Statewide quality improvement projects
- Knowledge and resource sharing across participants
- Advocacy
- Reporting and analytics

## Mission

The Idaho Perinatal Quality Collaborative works to improve the quality of maternal health outcomes for all Idahoans.

We promote evidence-based best practices in perinatal and neonatal care, work to reduce disparities, and improve the overall health and well-being of families.

Together, we can achieve our goal of providing equitable, compassionate, and effective care to all who need it.

## Vision

The ID PQC envisions a future where all Idahoans have access to and receive safe, equitable, and high-quality perinatal and neonatal care.

## Values

**Access:** We believe that every person should have access to high-quality perinatal and neonatal care, regardless of their background, circumstances, or location.

**Equity:** We are committed to promoting health equity by reducing disparities in access to care and health outcomes.

**Patient-Centered:** We recognize the importance of elevating patient voice in decision-making to ensure care, policy, and advocacy meet community needs.

**Collaboration:** We recognize that improving perinatal and neonatal care requires collaboration and coordination among stakeholders. We are committed to working together with partners across Idaho to advance our shared goals.

Through these values, we aim to create a community of sharing, learning, and improvement that benefits all Idahoans.

## Get involved! Attend a Regional Stakeholder Engagement Session!

### Health District 1 & 2

July 11th, 10-11am MT



### Health District 3 & 4

August 1st, 3-4pm MT



### Health District 5, 6 & 7

August 9th, 3-4pm MT



Questions? Email Ami Hanna at [ahanna@comagine.org](mailto:ahanna@comagine.org)





## What's ECHOing at ECHO Idaho?

Scheduled weekly over lunchbreaks, ECHO Idaho provides virtual, 1-hour sessions with a panel of subject matter experts to deliver a brief, high-yield presentation on a topic of interest, specific to Idaho healthcare practitioners. Each session includes a real-life case presentation from an ECHO Idaho participant.

ECHO Idaho is always free, and participants can earn CE/CME for attending.

Below please find the series and topics we have on deck for the month ahead. If you know of anyone in your network interested in attending one of our sessions, please have them register on our website.

Questions? Please don't hesitate to reach out. [echoidaho@uidaho.edu](mailto:echoidaho@uidaho.edu)

## August 2023

### Free, Virtual, 1-hour Continuing Education Sessions

**\*\*Registering with Project ECHO will provide you with regular email updates on all upcoming ECHO trainings. Still not registered? Register [here](#).**

#### **Adolescent Substance Use Disorder**

**Date:** Wednesday, Aug. 9, 2023

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

**Topic:** Synthetic Drugs and More

**Featuring:** Jason Zelus, LCSW, Executive Director of Zelus Recovery

Add this session to your calendar [here](#).

**Date:** Wednesday, Aug. 23, 2023

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

**Topic:** Family Participation in Adolescent SUD Treatment

**Featuring:** Jason Zelus, LCSW, Executive Director of Zelus Recovery and Ruth York, MPH, Executive Director of Families and Youth of Idaho

Add this session to your calendar [here](#).

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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## **Autism**

**Date:** Thursday, Aug. 10, 2023

**Time:** 12:30 – 2 p.m. Mountain time

**Topic:** Constipation and Autism

**Featuring:** Kelsy Newton, PsyD, Child Psychologist

Add this session to your calendar [here](#).

**Date:** Thursday, Aug. 24, 2023

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

**Topic:** What is ABA? Common Behavioral Strategies

**Featuring:** Julie Wittman, MEd, PhD, BCBA Board Certified Behavior Analyst, Parent Advocate

Add this session to your calendar [here](#).

## **Behavioral Health in Primary Care**

**Date:** Wednesday, Aug. 2, 2023

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

**Topic:** Psychopharmacology and Nutritional Implications

**Featuring:** Lucy Wilkening, PharmD, Clinical Associate Professor, Idaho State University

Add this session to your calendar [here](#).

**\*NP Pharmacology Credit Available for this session.**

**Date:** Wednesday, Aug. 16, 2023

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

**Topic:** Ketamine Therapy

**Featuring:** Tyler Bland, PhD, Clinical Assistant Professor, WWAMI Medical Education, University of Idaho

Add this session to your calendar [here](#).

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

**Date:** Thursday, Aug. 3, 2023

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

**Topic:** Trauma and Addiction

**Featuring:** Craig Lodis, PhD, Boise, VA Medical Center

Add this session to your calendar [here](#).

**Date:** Thursday, Aug. 17, 2023

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

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**Topic:** The Ethics Behind the Treatment of SUDs Within the Criminal Justice System

**Featuring:** Walter Campbell, PhD, CCHP-MH, Chief Psychologist, IDOC

Add this session to your calendar [here](#).

**\*Ethics credit available for this session.**

### **Infectious Diseases in the News**

**Date:** Tuesday, Aug. 1, 2023

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

**Topic:** Mpox Updates & Zoonotic Outbreaks

**Featuring:** Dr. Christine Han, Medical Director, Idaho Division of Public Health

Add this session to your calendar [here](#).

**Date:** Tuesday, Aug. 15, 2023

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

**Topic:** Hot Topics in Infectious Diseases

**Featuring:** TBD

Add this session to your calendar [here](#).

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

\*CE not offered for this series

**Date:** Thursday, Aug. 3, 2023

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

**Topic:** Audience Q & A

**Featuring:** Rotating Expert Panel

Add this session to your calendar [here](#).

**Date:** Thursday, Aug. 17, 2023

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

**Topic:** Audience Q & A

**Featuring:** Rotating Expert Panel

Add this session to your calendar [here](#).

**Date:** Thursday, Aug. 31, 2023

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

**Topic:** Audience Q & A

**Featuring:** Rotating Expert Panel

Add this session to your calendar [here](#).

### **2023 MOUD Consultation Hours Flyer (PDF)**

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

**Date:** Thursday, Aug. 10, 2023

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

**Topic:** Harm Reduction in Idaho

**Featuring:** Evan Burke, Community Relations Program Manager, Idaho Harm Reduction Project

Add this session to your calendar [here](#).

**Date:** Thursday, Aug. 24, 2023

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

**Topic:** Culturally Relevant Treatment of Alcohol Use Disorder

**Featuring:** Lianna Erickson-Trembath, LCPC, ACADC, CCTP, North Country Wellness, President of the Idaho Counseling Association

Add this session to your calendar [here](#).

## **Viral Hepatitis and Liver Care**

**Date:** Monday, Aug. 14, 2023

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

**Topic:** Hepatic Encephalopathy and Pre-Liver Transplant Management

**Featuring:** Elsbeth Jensen-Otsu, MD, Boise VA Medical Center

Add this session to your calendar [here](#).

**Date:** Monday, Aug. 28, 2023

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

**Topic:** Viral Hepatitis and Pregnancy

**Featuring:** Abby Davids, MD, MPH, AAHIVS, Full Circle Health

Add this session to your calendar [here](#).

## **Stay in Touch with ECHO**

- Find us on [Facebook](#) and [LinkedIn](#).
- Watch past sessions from our [YouTube](#) channel.

ECHO Idaho is Jointly Accredited. Unless noted otherwise, ECHO Idaho series qualify for interprofessional continuing education, meaning that all individuals on a healthcare team can claim continuing education credits through live participation with ECHO Idaho. Check out our [website](#) to learn more.

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Project ECHO® collects registration, participation, questions/answers, chat comments, and poll responses for some teleECHO® programs. Your individual data will be kept confidential. These data may be used for reports, maps, communications, surveys, quality assurance, evaluation, research, and to inform new initiatives.

ECHO Idaho is led by the University of Idaho and the WWAMI Medical Education Program.

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**Connect with us!**

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## Provider Training Opportunities

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

### **August: Claims Adjustments**

This course will assist you in adjusting claims on the Trading Partner Account for quick resolution.

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).

	August	September	October
	Claims Adjustments	RALF	PEA Maintenance
10-11:00 AM MT	8/16/2023	9/20/2023	10/18/2023
	8/17/2023	9/21/2023	10/19/2023
	8/15/2023	9/19/2023	10/17/2023
2-3:00 PM MT	8/09/2023	9/13/2023	10/11/2023
	8/10/2023	9/14/2023	10/12/2023
	8/17/2023	9/21/2023	10/19/2023
	8/15/2023	9/19/2023	10/17/2023

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 [27](#) 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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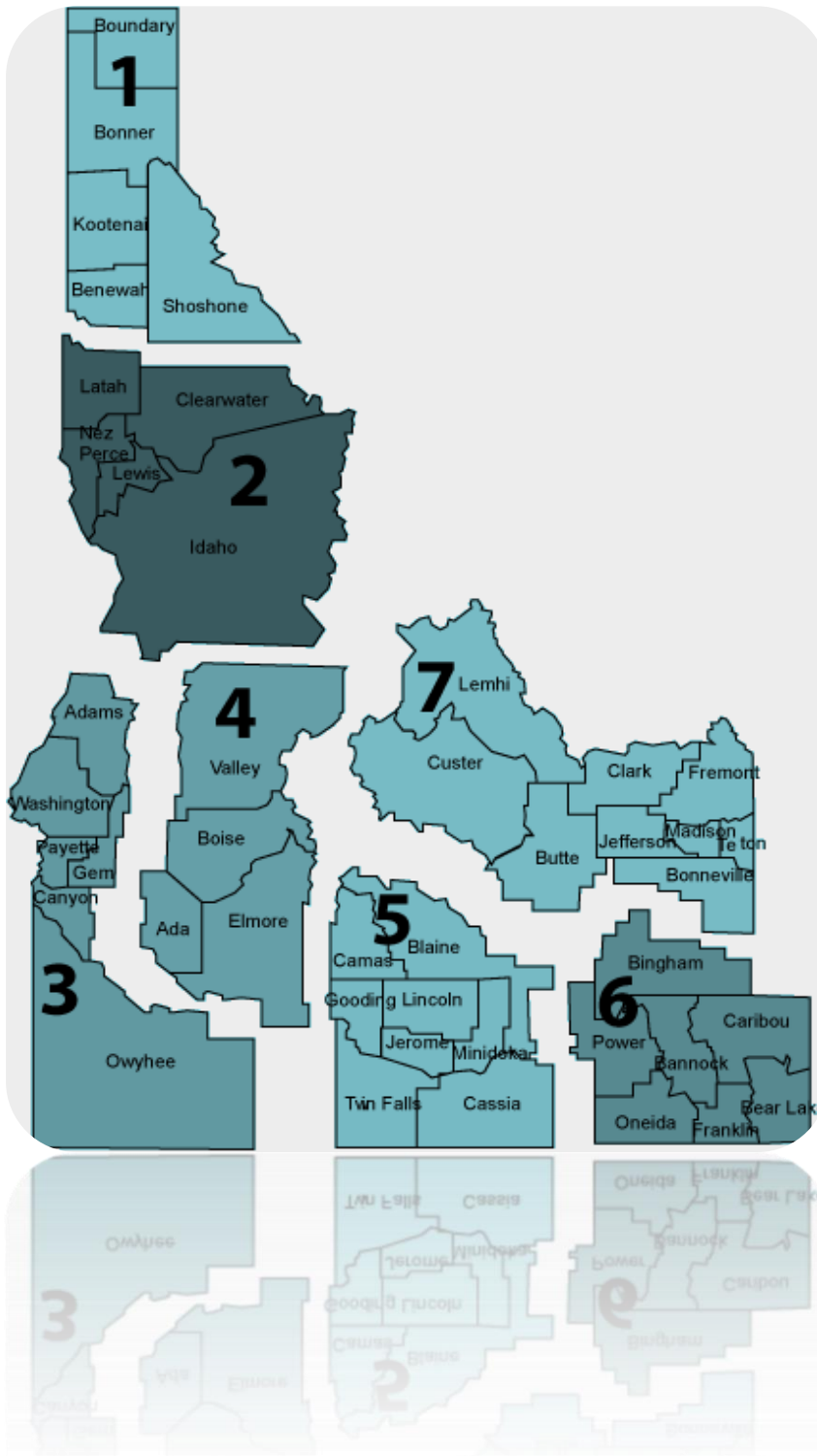
## Gainwell Technologies Provider and Participant Services Contact Information

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

# Provider Relations Consultant (PRC) Information



## Region 1 and the state of Washington

1 (208) 202-5735

[Region.1@gainwelltechnologies.com](mailto:Region.1@gainwelltechnologies.com)

## Region 2 and the state of Montana

1 (208) 202-5736

[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

1 (208) 202-5843

[Region.4@gainwelltechnologies.com](mailto:Region.4@gainwelltechnologies.com)

## Region 5 and the state of Nevada

1 (208) 202-5963

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

## Region 6 and the state of Utah

1 (208) 593-7759

[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

[Region.9@gainwelltechnologies.com](mailto:Region.9@gainwelltechnologies.com)

**Gainwell Technologies**  
**PO Box 70082**  
**Boise, Idaho 83707**



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

## **Digital Edition**

**Medicaid** is available online by the fifth of each month at [www.idmedicaid.com](http://www.idmedicaid.com). There may be occasional exceptions to the availability date as a result of special circumstances. The electronic edition reduces costs and provides links to important forms and websites.



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

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

**Shannon Tolman,**  
[MedicaidCommunications@dhw.idaho.gov](mailto:MedicaidCommunications@dhw.idaho.gov)

Medicaid – Communications Team

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