



# MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

June 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 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. Congress has recently passed a bill that ends this continued coverage requirement on April 1, 2023.

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

DHW will send notices to customers telling them about any coming changes in their eligibility or benefits, and if they need to complete a re-evaluation.

To ensure you receive notices regarding your benefits and re-evaluations, please report any changes in your contact information, including phone number and mailing address. If your contact information has changed, or you want to confirm your current information, contact DHW using the information below. You can also report changes by visiting [idalink.idaho.gov](https://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](#).

## Speech, Language, and Hearing Providers

During recent audits, Medicaid Program Integrity Unit has identified independent speech providers incorrectly billing with multiple units of service. Most independent speech therapy services should be billed with one unit per visit or session. It is the provider's responsibility to ensure accurate billing.

Section 2.6 of the January 2020 Medicaid Provider Handbook, Speech Language, and Hearing Service Providers addresses reimbursement for the correct units. It states in part:

Most speech therapy is billed using a "per visit" or "per session" code. All activities to treat a participant for communication and/or auditory processing disorders on a specific date, fall under the one "per visit" code. Idaho follows the national correct coding guidelines, which indicate that only one unit of speech therapy can be billed for a given patient on a given day. (See the Medicaid NCCI information on [www.medicaid.gov](http://www.medicaid.gov).) If more than one unit of a service can be billed on a given day, the time will be specified in the code description. See the custom fee schedule on the Medicaid Fee Schedules website.

Additional information regarding National Correct Coding Initiative (NCCI) edits can be found in the [Medicaid NCCI Policy Manual](#) and Section 2 of Idaho Medicaid Provider Handbook, Speech, Language, and Hearing Service Providers.

Providers should refer to the code definition in the American Medical Association (AMA) code book to determine if the correct number units are based on per visit or time. Services billed to Medicaid that do not comply with AMA coding guidelines and NCCI edits may be subject to recoupment and/or civil monetary penalties.

## Gestational Agreements Act

The [Gestational Agreements Act](#) passed by the Idaho Legislature will create judicial and legislative oversight of the surrogacy industry in Idaho. Effective July 1, 2023, the legislation prohibits a prospective gestational carrier from receiving public assistance as defined by section [56-201](#), Idaho Code, which includes Idaho Medicaid.

For the purposes of this Act, a gestational carrier is an adult woman who:

- Becomes pregnant or agrees to become pregnant under the terms of a gestational agreement; or
- Gives birth or intends to give birth to a child under the terms to a child under the terms of a gestational agreement; and
- Neither the gestational carrier nor her spouse has contributed or intends to contribute gametes for use in assisted reproduction under the gestational agreement.

The legislation requires the gestational agreement to include all reasonable healthcare expenses associated with the gestational agreement. Providers are required to collect payment from all responsible third parties per the Third Party Liability section of the [General Billing Instructions](#), Idaho Medicaid Handbook, prior to billing Medicaid.

Services for gestational carriers must be billed with the ICD-10 diagnosis code Z33.3 for all pregnancy and delivery-related claims. Claims for these services will be denied and the provider can follow the process for billing the participant for non-covered services per the Participant Financial Responsibility section of the [General Information and Requirements for Providers](#), Idaho Medicaid Handbook.

Claims not for pregnancy or delivery-related services with diagnosis Z33.3 should be submitted with documentation supporting that the service was not related to the gestational agreement. These claims will be pended and reviewed by the Department to determine eligibility for reimbursement.

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

## Idaho Law Requirements for Guardianships/Conservatorships

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.

## Vision Therapy Coding

Idaho Medicaid is updating billing requirements for vision therapy to accommodate changes in national coding that include the new CPT® code, 92066. The new code is available effective January 1, 2023, for vision therapy under Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services. Idaho Medicaid will now use CPT® 92065 only for physicians, ophthalmologists, and optometrists and 92066 for occupational and physical therapists. The Medical Care Unit prior authorizes both codes.

Providers with existing authorizations will continue to bill using the codes on those authorizations for the service regardless of which allowed provider type provided the service. New requests, however, will need to identify if the request is for 92065 and/or 92066 and how many units are being requested for each.

Additional information on Vision Therapy services can be found in the Vision Therapy section of the [Eye and Vision Services](#), Idaho Medicaid Provider Handbook. Questions and comments about this article may be submitted to the Policy Team at [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

## Molecular Pathology for Infants

Idaho Medicaid is updating prior authorization requirements for CPT® codes 81329, 81403, 81406 and 81479. These codes will be allowed without a prior authorization for newborns from birth to 120 days of life when billed with the EP modifier.

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

## June 2023 Changes to the APC Prep – Fee Schedule Paid Procedure Codes List

The [APC Prep – Fee Schedule Paid Procedure Codes](#) list has been updated to include procedure codes that were inaccurately removed from the May 2023 list. Except for in-state Critical Access Hospitals (CAH), Institutions for Mental Disease (IMDs) and State-Owned Hospitals, acute care hospitals will continue to be required to bill a CPT or HCPCS code on each outpatient hospital claim line where procedure codes are required under national billing guidelines.

## Subgrant Solicitation 2023

The Department of Health and Welfare welcomes applications from organizations who are committed to innovatively addressing health disparities and improving health outcomes in Idaho communities or neighborhoods located within Clearwater, Idaho, Latah, Lewis, or Nez Perce counties. Please visit <https://www.gethealthy.dhw.idaho.gov/> for additional information on how to apply.

### Changes to QIO Prior Authorization and Post Payment Review Submission Procedures

**Effective August 1st, 2023, all Idaho Medicaid providers, submitting prior authorization requests or uploading medical records for post payment medical necessity and DRG validation reviews to the Quality Improvement Organization (QIO), must use the Provider Portal that is provided by the QIO (Telligen).**

*Starting August 1st, 2023, all providers are required to submit prior authorization requests to Telligen via the online Qualitrac Portal. Faxed, mailed, or called in requests will no longer be accepted.*

*Starting August 1st, 2023, all providers are required to upload requested medical records for post payment Medical Necessity reviews and DRG validation reviews via the online Qualitrac Portal. Faxed, mailed, or medical records submitted to other portals (CIOX, MRO, Share Care, etc.) will no longer be accepted.*

**Telligen will be hosting a series of provider training sessions for those not already using Qualitrac. Telligen will post training information on their website and send letters to the mailing address indicated in the MMIS.**

It is recommended that providers attend at least one training offered by Telligen in each of the following topic areas:

- Portal Registration Training
- Submitting a Portal Request
- Uploading Records for Post Payment Cases

If you are unable to do so, you may follow this process to register for the Qualitrac portal:

- If you do not currently have access to the provider portal through Telligen, please visit <http://idmedicaid.telligen.com> and select the "Sign Up!" button under "First Time Portal Registration." If you have any questions or need help signing up, you may contact Telligen at [qtregistration@telligen.com](mailto:qtregistration@telligen.com).
- Starting August 1, 2023, please submit all prior authorization and medical record requests to Telligen via their online provider portal by selecting "[Qualitrac Login](#)" at <http://idmedicaid.telligen.com> or by going directly to the provider login at <http://myqualitrac.com/>.
- For questions regarding how to submit a review through Telligen using the [Qualitrac Provider Portal](#) or any other Telligen related questions, please contact Telligen via email at [IDMedicaidSupport@telligen.com](mailto:IDMedicaidSupport@telligen.com) or by phone at 866-538-9510.

- If you are not sure whether or not a code requires prior authorization or who reviews the code, please view the most updated Idaho Medicaid Numerical Fee Schedule found on the "[For Providers](#)" website.

While we strongly recommend all providers to create an account in the portal, if for some reason you are unable to access the portal, you may appeal directly to Idaho Medicaid to continue to alternative avenues for submitted prior authorization requests and submitted medical record requests. Please email any appeal request to [MedicaidQIO@dhw.idaho.gov](mailto:MedicaidQIO@dhw.idaho.gov). IDHW will notify Telligen of all providers that are an exception to this process.

If you are unable to access Qualitrac, you may submit a request for an exception to this policy to [MedicaidQIO@dhw.idaho.gov](mailto:MedicaidQIO@dhw.idaho.gov).

## Provider Handbook Updates

The following Idaho Medicaid Provider Handbook updates have been published:

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

- Clarify billing procedure for date spanning on UB-04 Claims;
- Add a list of Place of Service codes;
- Clarify that for manually priced goods and services for pharmaceuticals that wholesale acquisition cost pricing will be used when available or, if lower, the provider's charge;
- Remove the Adjustments of Paid or Denied Claims section as it was redundant;
- Clarify for UB-04 Claim Instructions that field 76 does not require an NPI for ambulance claims unless a physician is present;
- Clarify the codes that require an NDC with HCPCS; and
- Clarify that questions about denied claims must be submitted through the secure messaging function of the provider's trading partner account

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

- Clarify documentation requirements;
- Incorporate signature requirements newsletter article;
- Incorporate residents as ordering, referring and prescribing providers newsletter article;
- Clarify the Change in Ownership or Tax Identification Information section;
- Clarify services not requiring a healthy connections pcp referral;
- Incorporate newsletter article on school-based health center mobile units;
- Incorporate newsletter article for qualifying clinical trials;
- Incorporate newsletter article for informational codes;
- Incorporate newsletter article for non-covered services; and
- Incorporate newsletter article for new telehealth service policy.

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

- Clarify prior authorization requirements for EPSDT services; and
- Incorporate newsletter article for COVID-19 testing.

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

- Clarify immunization and vaccines that are provided free to providers and that co-pays don't apply;
- Incorporate newsletter article for mammography services with clarifications;
- Clarify lactation consultants are covered under the employment of another enrolled provider;

- Incorporate newsletter article on billing for multiple deliveries;
- Update prior authorization reviewer to Telligen for EpiCord and EpiFix;
- Incorporate newsletter article on hysterectomies; and
- Incorporate newsletter article on sterilizations.

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).



## 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.

### June 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, Jun. 14, 2023

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

**Topic:** Behavioral Interventions for Adolescents with SUD

**Featuring:** Roberto Olvera, LCSW, Zelus Recovery, & Lorelle Miller, Intern Therapist, Zelus Recovery

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

**Date:** Wednesday, Jun. 28, 2023

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

**Topic:** Peer Services for Adolescents with SUD

**Featuring:** Kaitlin Fledderjohann, CPRC, Ada County Drug Court

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

#### **Autism**

**Date:** Thursday, Jun. 8, 2023

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

**Topic:** Best Practice Primary Care for ASD

**Featuring:** Thomas Patterson, MD

Clinical Faculty Lead - Pediatrician, Full Circle Health, Boise

**WWAMI MEDICAL EDUCATION • PROJECT ECHO - UNIVERSITY OF IDAHO**

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

**Date:** Thursday, Jun. 22, 2023

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

**Topic:** Supporting Families

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

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

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

**Date:** Wednesday, Jun. 7, 2023

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

**Topic:** Modern ECT (electroconvulsive therapy)

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

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

**Date:** Wednesday, Jun. 21, 2023

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

**Topic:** Creative Therapies

**Featuring:** Jacob Atkinson, PsyD, ATR, Treasure Valley Psychology

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

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

**Date:** Thursday, Jun. 1, 2023

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

**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](#).

**Date:** Thursday, Jun. 15, 2023

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

**Topic:** Treatment Planning & Level of Care for Alcohol Use Disorder

**Featuring:** Amy McKenzie, LCPC, NCC, Trivium Life Services, Boise

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

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

**Date:** Tuesday, Jun. 20, 2023

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

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**Topic:** What's Hot in the Prevention of STIs

**Featuring:** Luis Vela, MPH, Idaho Department of Health and Welfare

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

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

\*CE not offered for this series

**Date:** Thursday, Jun. 1, 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, Jun. 15, 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, Jun. 29, 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)**

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

**Date:** Thursday, Jun. 8, 2023

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

**Topic:** Medications for Alcohol Use Withdrawal

**Featuring:** Derek Hayton, DO, Addiction Medicine Specialist, Boise VA

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

**Date:** Thursday, Jun. 22, 2023

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

**Topic:** Urine Toxicology – NO CE CREDIT FOR THIS SESSION

**Featuring:** Joshua Schrecker, PharmD, Director of Clinical Affairs, Aegis Sciences Corporation

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

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### **Viral Hepatitis and Liver Care**

**Date:** Monday, Jun. 12, 2023

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

**Topic:** Fatty Liver: Medication Management

**Featuring:** Lesa Morrison, MD, Boise VA Medical Center

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

**Date:** Monday, Jun. 26, 2023

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

**Topic:** Hepatitis B Prevention and Treatment

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

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

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BRAD LITTLE – Governor  
DAVE JEPPESEN – Director

# IDAHO DEPARTMENT OF HEALTH & WELFARE

JULIET CHARRON – Administrator  
DIVISION OF MEDICAID  
Post Office Box 83720  
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May 10, 2023

## MEDICAID INFORMATION RELEASE MA23-09

To: Medicaid Providers

From: Juliet Charron, Administrator 

Subject: COVID-19 Medicaid Flexibilities Under The Public Health Emergency

The [Consolidated Appropriations Act, 2023](#) set the end of what is known as COVID-19 Medicaid Protection as April 1, 2023. Please see [Department FAQs](#). The Department began processing re-evaluations of all individuals who are receiving Medicaid coverage under this protection beginning in February. This process will occur in phases every month through fall 2023.

Starting April 1, a person's Medicaid will discontinue if they are ineligible. When this happens, they will receive a notice from the Department that details their household's Medicaid eligibility results.

The [Secretary of Health and Human Services \(HHS\)](#) has declared the end of the federal public health emergency (PHE) as May 11, 2023. For how that affects Medicaid policy flexibilities, please see [Medicaid Participant](#) and [Medicaid Provider](#) FAQs. Policy flexibilities were put in place to address dynamic conditions at the height of the pandemic that affected the ability of people to access services. Many flexibilities, such as group sizes, or delaying assessments and service plans, will return to normal operations.

### Implementation Status of Highly Anticipated Flexibility Updates

**Telehealth:** In general, for Idaho Medicaid, if services can be provided safely and effectively, telehealth will continue to be an option.

- Audio-only telehealth will also continue, with some refinements over time.
- Services delivered via telehealth will continue to pay at parity.
- Providers need to identify the location of the participant at the time of service as the Place of Service (POS) on all claims. Place of Service (POS) 02 for telehealth is not used by Idaho Medicaid.

- Additional information about Telehealth Services is in the [May Medicaid newsletter](#).

**Electronic Signatures:** Medicaid is updating the Provider Handbook section on electronic signatures.

**Spouse/Parent Personal Care Service (PCS) Caregivers:** The Department continues to pursue long-term solutions to the PCS flexibility allowing spouses and parents of minor children to be paid providers. Additional information related to this progress is available in [Information Release MA23-11 Update on PCS by Parents and Spouses](#).

The following [Medicaid Information Releases](#) related to the COVID-19 PHE are replaced by this information release.

Current [Idaho Administrative Code \(IDAPA\)](#) is in effect, and the [rules waived under the authority of the Director of the Department of Health & Welfare](#) will cease to be waived. Providers are expected to follow the policies outlined in the [Idaho Medicaid Provider Handbook](#) unless otherwise stated in a published [Medicaid Information Release](#).

All Medicaid Providers	
MA#	Subject
<a href="#">20-06</a>	COVID-19 Provider Resources and Reimbursement for Diagnosis and Treatment
<a href="#">20-07</a>	COVID-19 Telehealth
<a href="#">20-08</a>	COVID-19 Durable Medical Equipment (DME)
<a href="#">20-18</a>	COVID-19 Essential Providers
<a href="#">21-01</a>	COVID-19 Vaccine and Idaho Medicaid
<a href="#">21-25</a>	COVID-19 Vaccine and Idaho Medicaid
<a href="#">21-26</a>	COVID-19 Monoclonal Antibody Coverage and Reimbursement
<a href="#">22-01</a>	Ongoing COVID-19 Flexibilities Under the Public Health Emergency

By Medicaid Provider Type		
MA#	Subject	Provider Type
<a href="#">20-10</a>	COVID-19 - Healthy Connections Temporary Referral Suspension (Replaced by MA21-09)	Healthy Connections Providers
<a href="#">20-14</a>	COVID-19 - Therapy Services Telehealth	Occupational, Physical and Speech-Language Therapy Providers
<a href="#">20-15</a>	COVID-19 - Service Delivery Flexibilities and Best Practices in Response to COVID-19	Personal Assistance Agencies
<a href="#">20-16</a>	COVID-19 - Service Delivery Guidance During the COVID-19 Public Health Emergency	Adult Developmental Disability Waiver Service Providers
<a href="#">20-19</a>	COVID-19 – Idaho’s 1135 Waiver: PASSR Level I, Abbreviated Level II and Level III Flexibilities	All Professionals involved in admissions to Nursing Facilities
<a href="#">20-20</a>	COVID-19 - Guidance for CHIS, Children’s DD, and School-Based Services	CHIS, Children’s DD and SBS Providers

<a href="#">20-22</a>	COVID-19 - Adult DD Program Service Delivery Guidance (Update 1)	Adult DD Service Providers
<a href="#">20-23</a>	COVID-19 - Adult DD Program Service Delivery Guidance (Update 2)	Adult DD Service Providers
<a href="#">20-24</a>	COVID-19 – Select Home and Community-Based Services (HCBS) Selected Rate Adjustments	Developmental Disability, Community Supported Employment, and Adult Day Health Agencies
<a href="#">20-27</a>	COVID-19 - SBS, CHIS, and Children’s DD Service Delivery Flexibilities	CHIS, Children’s DD, and SBS Providers
<a href="#">20-30</a>	COVID-19 - Laboratory and Pathology Services	Laboratory and Pathology Services
<a href="#">20-31</a>	COVID-19 - Temporary Addition of Homemaker Services to Home and Community-Based Services (HCBS) Program for Adults with Developmental Disabilities	Targeted Service Coordinators, DDA’s, Residential Habilitation Agencies, Certified Family Homes, Self-Direction Support Brokers, Self-Direction Community Support Workers
<a href="#">20-36</a>	COVID-19 - Rescindment of Select Home and Community-Based Services (HCBS) Rate Adjustments	Developmental Disability Agencies Supported Employment Agencies Adult Day Health Agencies
<a href="#">20-37</a>	COVID-19 - Safety guidelines for drivers and passengers who use Non-Emergency Medical Transportation (NEMT) during the COVID 19 Pandemic	Non-Emergency Medical Transportation (NEMT) Providers
<a href="#">20-46</a>	COVID-19 - HCBS Requirements During COVID-19	All Home and Community Based Setting (HCBS) providers
<a href="#">20-47</a>	COVID-19 - Use of Face Masks During Service Delivery	Personal Assistance Agencies
<a href="#">21-02</a>	COVID-19 - Consumer-Directed Service Delivery Flexibilities in Response to COVID-19	Community Support Workers Support Brokers
<a href="#">21-09</a>	COVID-19 - Healthy Connections Referral Requirements Reinstatement (Replaces MA20-10)	Healthy Connections Providers
<a href="#">21-23</a>	COVID-19 - Laboratory and Pathology Services	Laboratory and Pathology Services
<a href="#">23-02</a>	Flexibilities given for PCS care by spouse/parents during the Public Health Emergency	Personal Assistance Agencies
<a href="#">23-06</a>	Personal Care Services (PCS) by Spouses or Parents	Personal Assistance Agencies

Idaho Medicaid deeply appreciates the dedication providers have shown during this challenging and demanding time. Specific questions not answered by the materials referenced above can be directed to [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

JC/db

*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*

Information Release MA23-09  
May 10, 2023  
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*regarding existing requirements under the law. This document does not bind the public, except as authorized by law or as incorporated into a contract. For additional information or to provide input on this document, contact the Division of Medicaid by emailing [medicaidcommunications@dhw.idaho.gov](mailto:medicaidcommunications@dhw.idaho.gov) or by calling 208-334-5747.*





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# IDAHO DEPARTMENT OF HEALTH & WELFARE

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May 25, 2023

## MEDICAID INFORMATION RELEASE MA23-10

**To:** Certified Family Homes (CFH), DD Case Management (Targeted Service Coordinators and Children's Service Coordinators), Emergency Response System Companies, Home Delivered Meals, Nursing Agency (PDN), and Supported Employment Services,

**From:** Juliet Charron, Administrator 

**Subject:** Change in Provider Reimbursement Rates

The State Fiscal Year 2023 amended budget request from the Department was [approved](#) by the legislature and signed by the Governor on April 4, 2023.

The Medicaid providers listed will receive a change to their reimbursement rates for the codes below as soon as the system is updated. System changes are projected to be completed by the end of the month.

Any claims submitted for services rendered on or after April 1, 2023 must be reprocessed for the new reimbursement rate to show up on a provider's remittance advice (RA). Medicaid's new rates are approved for both fee-for-service (Gainwell Technologies (GWT)) and managed care (Blue Cross of Idaho and Molina Healthcare of Idaho's Medicare Medicaid Coordinated Plan (MMCP) and Idaho Medicaid Plus (IM Plus)) participants.

**Fee for service and managed care providers should expect rate increases on a provider's RA to show up in June 2023.** Certain claims submitted by providers will be reprocessed without need for provider actions. Certified Family Homes providing care for participants on the Aged & Disabled waiver must take an action. Please see page 3 of this information release for details. Reprocessing claims will take time. Please allow fee for service and managed care contracts at least 60 calendar days to complete this activity before contacting claims processing representatives.

The tables below summarize the changes to reimbursement for services provided across all Developmental Disability (DD) Case Management (Targeted Service Coordinators (Adults) and Children's Service Coordinator), Emergency Response System Companies, Home Delivered



Meal, Nursing Agency (PDN), and Supported Employment Services providers. These rates will be effective April 1, 2023 and posted to all applicable [Fee Schedules](#).

Updated Procedure Codes Adult Development Disability Waiver Services				
Codes	Modifier	Description	Unit	Rate
H2023		Supported Employment	15 Mins	\$11.92
S5160		Personal Emergency Response System (Landline Install and First Month's Rent)	1 Time Only	\$67.13
S5161		Personal Emergency Response System (Landline Monthly Rent)	1 Month	\$39.92
S5170		Home Delivered Meals	1 Meal	\$7.06
T1000		Skilled Nursing Services - Independent RN	15 min	\$15.29
T1000	TE	Skilled Nursing Services - Agency LPN	15 min	\$14.62
T1000	TD	Skilled Nursing Services - Agency RN	15 min	\$20.38
T1001		Nursing Oversight Services - LPN	1 Visit	\$54.00
T1001	TD	Nursing Oversight Services - RN	1 Visit	\$101.90
T1001	TD	Nursing Oversight Services - Independent RN	1 Visit	\$76.43
Coordination Services (Adult and Children's)				
G9002		DD Service Coordination	15 Mins	\$21.84
G9002	HM	DD Service Coordination Paraprofessional	15 Mins	\$14.02
G9007		DD Plan Development	15 Mins	\$21.84
H2011		DD Crisis Assistance	15 Mins	\$21.84
H2011	HM	DD Crisis Assistance Paraprofessional	15 Mins	\$14.02

No action needed by providers for reprocessing claims submitted with the above procedure codes for claims submitted since April 1, 2023.

Updated Procedure Codes Aged and Disabled Waiver Services				
Codes	Modifier	Description	Unit	Rate
H2023		Supported Employment	15 Mins	\$11.92
S5160		Personal Emergency Response System (Landline Install and First Month's Rent)	1 Time Only	\$67.13
S5161		Personal Emergency Response System (Landline Monthly Rent)	1 Month	\$39.92
S5170		Home Delivered Meals	1 Meal	\$7.06

No action needed by providers for reprocessing claims submitted with the above procedure codes for claims submitted since April 1, 2023.

Nursing Agency (PDN) Private Duty Nursing Services				
T1001		Nursing Assessment/Evaluation (Agency)	1 Visit	\$101.90
T1002		Nursing Services RN - RN Services	15 Mins	\$20.38
T1003		Nursing Services LPN - LPN/LVN Services	15 Mins	\$14.62
G9002		RN Care Plan Development and Placement	15 Mins	\$20.38

No action needed by providers for reprocessing claims submitted with the above procedure codes for claims submitted since April 1, 2023.

The table below summarizes the changes to reimbursement rates for Certified Family Homes services provided by a licensed, certified, Medicaid-contracted provider. These rates will be effective April 1, 2023 and posted to all applicable [Fee Schedules](#).

Certified Family Homes (CFH) Services			
Codes	Description	Unit	Rate
S5100	Adult Day Health	15 Mins	\$1.95
T1019	Personal Care Services - CFH	15 Mins	\$5.12
Adult Developmental Disability (DD) Waiver Services			
S5140	Residential Habilitation - CFH	1 Day	\$69.41
Aged & Disabled (A&D) Waiver Services			
S5140	Adult Residential Care - Services Provided in a CFH	1 Day	As Authorized Per Participant

All Certified Family Home (CFH) providers will have S5100 and T1019 claims reprocessed by fee-for-service and managed care contractors for claims submitted since April 1, 2023. CFH providers who serve participants on the DD waiver do not need to take action to receive the new S5140 daily rate.

Certified Family Home (CFH) providers who serve participants on the Aged & Disabled waiver must reprocess any claims that were submitted for dates of service on or after April 1, 2023 to receive the new S5140 daily rate. CFH providers may adjust and correct claims that were billed to Gainwell Technologies (GWT), Blue Cross of Idaho or Molina Healthcare of Idaho.

- For claims processed by GWT, Certified Family Home providers must adjust their claims for dates of service on and after April 1, 2023 to add the new prior authorization number in order for the rate increase to be applied to the claims already submitted.
- For claims processed by Blue Cross of Idaho and Molina Healthcare of Idaho, you will receive communication directly from the managed care vendor on how to proceed.

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May 25, 2023

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- New prior authorizations with updated daily rates will be issued by June 1, 2023 and can be viewed online through the View Authorization tile.
- For support with the necessary adjustments, you may contact your Provider Relations Consultant – their contact information can be found [here](#).

If you have questions about how these rates were developed, please contact the Office of Reimbursement in the Idaho Division of Medicaid email [MedicaidReimTeam@dhw.idaho.gov](mailto:MedicaidReimTeam@dhw.idaho.gov).

If you have questions related to your Targeted Service Coordinator rates updates for contracts, please contact FACS or BDDS depending on your participant's program. The Office of Reimbursement does not handle participant plans of service or contracts for case management. Please note, only providers that bill Gainwell Technologies, Blue Cross of Idaho, and Molina Healthcare of Idaho qualify for these rate increases.

Thank you for participating in the Idaho Medicaid Program.

JC/cm

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



BRAD LITTLE – Governor  
DAVE JEPPESEN – Director

IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

JULIET CHARRON - Administrator  
DIVISION OF MEDICAID  
Post Office Box 83720  
Boise, Idaho 83720-0009  
PHONE: (208) 334-5747  
FAX: (208) 364-1811

May 3, 2023  
AMENDED June 1, 2023

**MEDICAID INFORMATION RELEASE MA23-11**

**To:** Personal Assistance Agencies

**From:** Juliet Charron, Administrator 

**Subject:** Update regarding flexibilities given for PCS care by spouse/parents during the Public Health Emergency

Certain flexibilities in federal rules have been granted to state Medicaid Agencies for the duration of the Public Health Emergency (PHE), effectively declared by the Secretary of Health and Human Services (HHS) in January of 2020. These flexibilities were intended to support access to services that may have otherwise become available.

One of those flexibilities has been the temporary waiving of a federal regulation [[42 C.F.R. § 440.167 Personal Care Services](#)], which prohibits certain individuals from being compensated by a state Medicaid Agency for providing personal care services (PCS) to a Medicaid participant, primarily certain family members. In Idaho, this is specific to spouses of participants and parents of minor children who are participants.

This emergency flexibility granted during the PHE expired on May 11, 2023 ([per HHS](#)). The Department has heard from families asking for a continuance of the increased flexibility for Personal Care Services and Attendant Care Services.

**The Department now has federal authority to extend the ability to pay parents and spouses as caregivers through November 11, 2023.**

The Department is researching and pursuing several options to extend the flexibility permanently while addressing complicated regulatory challenges. The Department hopes to have a solution identified soon that would allow for parents of minor children and spouses to care for their loved ones in extraordinary circumstances.

If you have any questions about this update, please email [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

Thank you for participating in the Idaho Medicaid Program.

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May 3, 2023 – AMENDED June 1, 2023  
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JC/db

*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.*

## Provider Training Opportunities

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

### June: 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).

	June	July	August
	Eligibility	Coordination of Benefits	Claims Adjustments
10-11:00 AM MT	6/21/2023	7/19/2023	8/16/2023
	6/15/2023	7/20/2023	8/17/2023
	6/20/2023	7/18/2023	8/15/2023
2-3:00 PM MT	6/14/2023	7/12/2023	8/09/2023
	6/08/2023	7/13/2023	8/10/2023
	6/15/2023	7/20/2023	8/17/2023
	6/20/2023	7/18/2023	8/15/2023

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 [25](#) 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

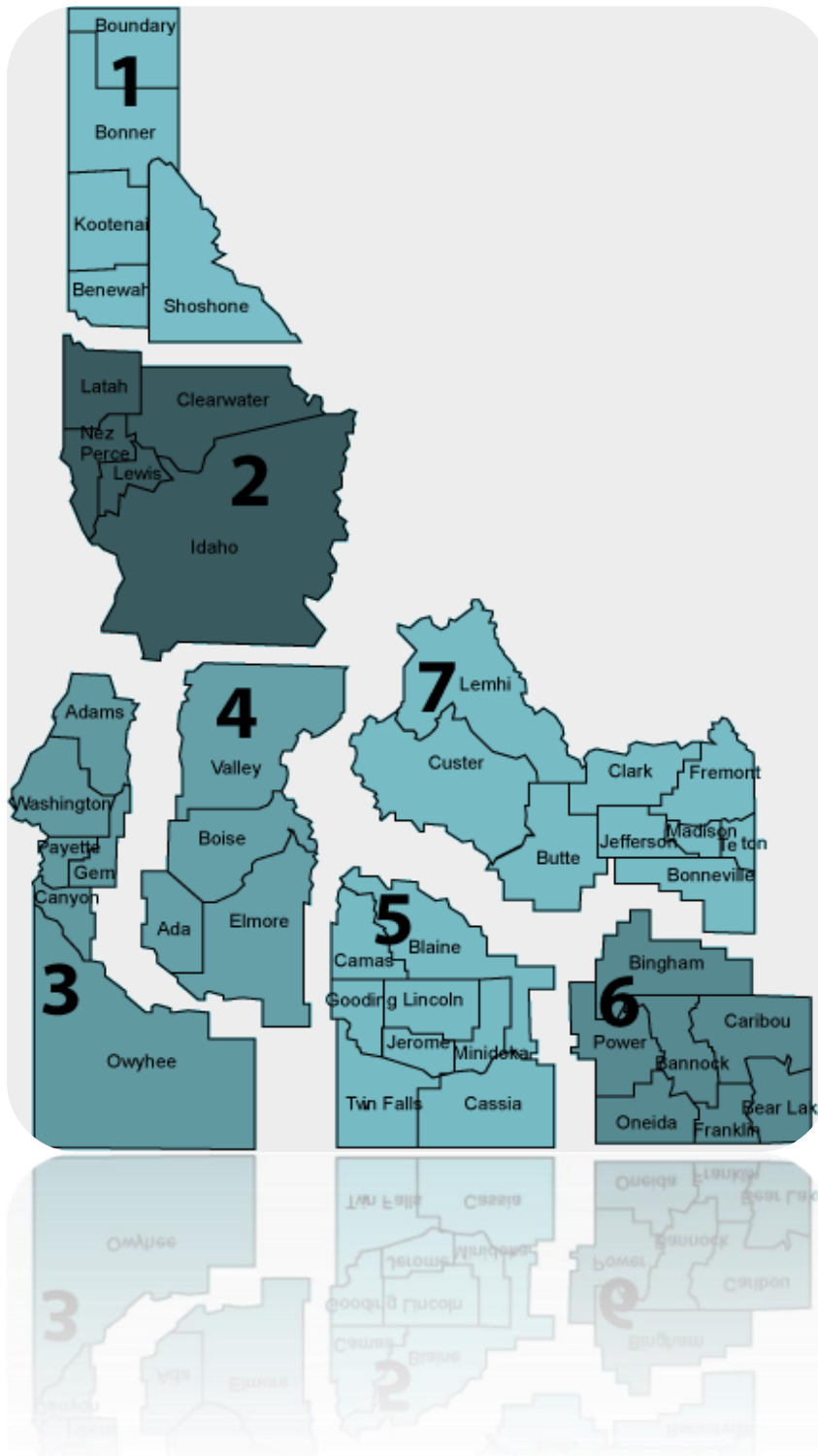
Provider Services	
<b>MACS (Medicaid Automated Customer Service)</b>	1 (866) 686-4272 1 (208) 373-1424
<b>Provider Service Representatives Monday through Friday, 7 a.m. to 7 p.m. MT</b>	1 (866) 686-4272 1 (208) 373-1424
<b>E-mail</b>	<a href="mailto:idproviderservices@gainwelltechnologies.com">idproviderservices@gainwelltechnologies.com</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)

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**Boise, Idaho 83707**



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

## Digital Edition

**MedicAide** 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.



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

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

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