



# MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

May 2024

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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.*

## Professional and Technical Components

Medicaid Program Integrity has encountered instances where providers billed a “global service” that consists of both a technical and professional component, when both components were not provided and/or documented.

Certain procedure codes are comprised of two distinct parts: a professional component and a technical component. The professional component of a diagnostic service/procedure includes supervision, interpretation, and a written report. The technical component includes charges for personnel, materials, and space, equipment and other facility charges and is generally billed by the entity that provides the testing equipment. Together, these components make up the “global service”.

Providers cannot bill the “global service” when they did not provide and document both the professional and technical components. Correct coding guidelines require modifier 26 to be appended to the appropriate code when only the professional component of the service was provided and documented and modifier TC when only the technical component of the service was provided and documented. If both the professional and technical components were provided and documented, providers can bill the appropriate code without modifiers 26 or TC.

Not all codes are appropriate for use with modifier 26 or TC. [The Center for Medicare and Medicaid Services \(CMS\) Professional Component/Technical Component indicators in the National Physician Fee Schedule \(NPF\) Relative Value File](#) can be used to help determine whether a CPT code is eligible for separate reimbursement for professional and technical services.

Section 1.10 of the March 14, 2024 version of the Idaho Medicaid Provider Handbook, [General Billing Instructions](#), addresses billing for procedures with professional and technical components. It states, in part:

### 1.10 Professional and Technical Components

Certain procedures are a combination of a physician or other qualified health care professional component and a technical component. The professional and technical components together are referred to as the “global service”. Professional (26) and technical (TC) component modifiers were established for some services to distinguish the portion of a service provided by a physician or other qualified healthcare professional.

The technical component includes charges for personnel and materials, and space, equipment, and other facility charges and is generally billed by the entity that provides the testing equipment. To identify a charge for the technical component providers must use the appropriate CPT® or HCPCS code with the TC modifier. The professional component of a diagnostic service/procedure includes supervision, interpretation, and a written report. To identify a charge for the professional component, providers must use the appropriate CPT® or HCPCS code with the 26 modifier. If the technical and professional components of a service are performed by the same provider, the service would be billed using the appropriate CPT code without modifier 26 or TC...

The introduction of the American Medical Association, CPT codebook, 2024 edition, as well as previous versions, defines results, testing, interpretation, and report and states in pertinent part:

Results are the technical component of a service. Testing leads to results; results lead to interpretation. Reports are the work product of the interpretation of test results. Certain

procedures or services described in CPT involve a technical component (e.g., tests) which produces “results” (e.g., data; images, slides). For clinical use, some of these results require interpretation. Some CPT descriptors specifically require interpretation and reporting to report that code.

Providers can only bill for services they performed and are responsible to ensure the accuracy of claims submitted to Medicaid. Providers are required to generate records at the time the service is delivered and maintain all records necessary to fully document the extent of services billed. Services billed which are not in compliance with Medicaid rules and policies are subject to recoupment and/or civil monetary penalties.

## Inpatient Chimeric Antigen Receptor Therapy

Effective July 1, 2024, Chimeric Antigen Receptor Therapy (CAR-T) can be billed on inpatient bill types when appropriate. CAR-T requires the NDC be appended to claim lines. See the [Hospital](#), Idaho Medicaid Provider Handbook for the full coverage policy and billable codes.

## DRG Billing and Split Claims

Hospitals reimbursed through diagnosis-related groupings (DRG) no longer need to split claims for covered and non-covered days during the same inpatient stay or changes in insurance or Medicaid coverage. See the [Hospital](#), Idaho Medicaid Provider Handbook for additional information on billing and how hospitals are reimbursed.

## Notice of Negotiated Rulemaking

Idaho Medicaid is conducting negotiated rulemaking for IDAPA 16.03.09, “Medicaid Basic Plan Benefits,” and IDAPA 16.03.13, “Consumer-Directed Services.” These updates are for compliance with zero-based regulation per Governor Little’s [Executive Order No. 2020-01](#).

<b>IDAPA 16.03.09, “Medicaid Basic Plan Benefits”</b>
Tuesday, May 21, 2024, 10:00 a.m. (MDT)
<b>Webex</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=m7221cb1506f9c9f07425e7fa87ba327d">https://idhw.webex.com/idhw/j.php?MTID=m7221cb1506f9c9f07425e7fa87ba327d</a>
<b>Teleconference Call-in</b>
USA Toll: 1-415-527-5035
Access Code: 2824 231 6016
Meeting Password: tHGYBp3gr58 (84492734)

<b>IDAPA 16.03.09, “Medicaid Basic Plan Benefits”</b>
Tuesday, May 23, 2024, 4:00 p.m. (MDT)
<b>Webex</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=md276d56813b903e5d1c8e31f9f8c3835">https://idhw.webex.com/idhw/j.php?MTID=md276d56813b903e5d1c8e31f9f8c3835</a>
<b>Teleconference Call-in</b>
USA Toll: 1-415-527-5035
Access Code: 2819 781 9967
Meeting Password: uaFjC2AWE46 (82352229)

<b>IDAPA 16.03.13, "Consumer-Directed Services"</b>
Tuesday, May 21, 2024, 1:00 p.m. (MDT)
<b>Webex</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=m41aa699ad06b848e2948c4df143292c5">https://idhw.webex.com/idhw/j.php?MTID=m41aa699ad06b848e2948c4df143292c5</a>
<b>Teleconference Call-in</b>
USA Toll: 1-415-527-5035
Access Code: 2827 214 3271
Meeting Password: adM6Bw74CTF (23662974)

<b>IDAPA 16.03.13, "Consumer-Directed Services"</b>
Wednesday, May 22, 2024, 2:00 p.m. (MDT)
<b>Webex</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=m3b2416abc98b4b0e2a95e099ebd08e2b">https://idhw.webex.com/idhw/j.php?MTID=m3b2416abc98b4b0e2a95e099ebd08e2b</a>
<b>Teleconference Call-in</b>
USA Toll: 1-415-527-5035
Access Code: 2829 338 2332
Meeting Password: dMT2YS7HrK7 (36829774)

## Upcoming Provider Meetings

Idaho Medicaid will be holding provider meetings in June for DMEPOS and Therapy Providers. We are looking for your input on topics. If you would like to suggest a topic or be added to the contact list for these meetings, please email your request to [MCPT@dhw.idaho.gov](mailto:MCPT@dhw.idaho.gov).

<b>DMEPOS Providers</b>
Topic: Please suggest topics
Tuesday, June 18, 2024 – 10:30 a.m. (MDT)
<b>Webinar Information &amp; Meeting Link</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=m4629de7a7696fb2a1ec85ed99a2f03eb">https://idhw.webex.com/idhw/j.php?MTID=m4629de7a7696fb2a1ec85ed99a2f03eb</a>
Join by phone: 1-415-527-5035
Join by meeting number: 2891 055 4932
Meeting Password: mJSAynJc432 (65729652 from phones and video systems)
Email for invite: <a href="mailto:MCPT@dhw.idaho.gov">MCPT@dhw.idaho.gov</a>

<b>Therapy Providers</b>
Topic: Please suggest topics
Tuesday, June 25, 2024 – 10:30 a.m. (MDT)
<b>Webinar Information &amp; Meeting Link</b>
<a href="https://idhw.webex.com/idhw/j.php?MTID=m5a5f12e0000a8e98b1e169f986c287db">https://idhw.webex.com/idhw/j.php?MTID=m5a5f12e0000a8e98b1e169f986c287db</a>
Join by Phone: 1-415-527-5035
Join by meeting number: 2828 820 6844
Meeting Password: WmwYpCNm284 (96997266 from phones and video systems)
Email for invite: <a href="mailto:MCPT@dhw.idaho.gov">MCPT@dhw.idaho.gov</a>

## Pharmacist Services – Reminder on Billing Medical Claims

Pharmacists are eligible to enroll as a non-billing Ordering, Referring or Prescribing (ORP) providers. Once enrolled they may extend some services to participants in the pharmacy or in the clinic as outlined in the Idaho Pharmacy Act. A pharmacist cannot bill directly for services.

Pharmacist providers cannot be billed as the rendering provider, only as the ordering, referring, or prescribing provider. Claims billed by a clinic may require a rendering non-pharmacist provider. This information applies to non-pharmacy claims. Medical claims are submitted to Gainwell for processing. Self-administered prescription drugs such as oral tablets, capsules, liquids, etc. must be submitted through the Magellan POS System.

IDHW and Gainwell are discussing how to modify and enhance the system to allow for pharmacist providers to be billed as a rendering provider. We will communicate more to our provider community in the coming weeks. Thank you for the continued partnership to provide the best care for our Idaho Medicaid recipients.

## New Provider Enrollment Checklists

An area of focus that Gainwell has committed to is establishing quick reference materials for the provider community. New Enrollment Checklists were created for all 27 enrollable provider types, which outline the specialties that are eligible to enroll, a list of what is needed or required during enrollment, special instructions and nuances that can be expected, and direction for our prospective provider community.

In instances where there are special instructions, you will notice the provider specialty text in a specific color. All other text within the document is intended to be used by all specialties. Additionally, in the coming weeks several new e-Learning videos will be released into the Idaho Medicaid Training Center that offer another perspective to understanding the enrollment process. We hope these tools are helpful for our provider partners and look forward to your feedback.

## Provider Handbook Updates

The following Idaho Medicaid Provider Handbook updates have been published.

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

- Update evaluation and management codes for Pharmacists;
- Add language around mammograms provided in other states;
- Add lactation classes;
- Add information around depression screenings and wellness examinations; and
- Update hysterectomy form requirements.

The [Suppliers](#) handbook was updated in late April/early May to:

- Add information on rolling limitations;
- Incorporate IDAPA on allowing 3-months of supplies;
- Add criteria for insulin infusion pumps for under 21;
- Remove conflicting requirement for Certificate of Medical Necessity (CMN) on oxygen; and
- Add section for suction pumps with criteria for respiratory syncytial virus (RSV).

The [TPR Carrier Codes](#) were updated in March to:

- Add 6296 St. Luke’s Health Plan;
- Add 6297 Symetra;
- Add 6298 United Healthcare Global; and
- Add 6299 Angle Health.

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

## Therapy Services Coverage Update

The following codes are being added for coverage. These codes pertain to benefits already approved under the Idaho Medicaid State Plan and Waivers. 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
92508	Treatment of speech, language, voice, communication, and/or hearing processing disorder in a group setting	04/01/2024	No
97150	Therapy procedure in a group setting	04/01/2024	No

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

## Payment Error Rate Measurement (PERM)

Payment Error Rate Measurement (PERM) - The PERM program measures improper Medicaid payments and produces an improper payment rate for each state program. The improper payment rate is based on reviews of fee-for-service (FFS), managed care, and eligibility components of Medicaid for the Fiscal Year (FY) currently under review. The improper payment rate is not a “fraud rate”, but simply a measurement of payments made that did not meet statutory, regulatory, or administrative requirements. The current PERM cycle is reviewing payments made by Idaho Medicaid from July 1, 2023, through June 30, 2024. Requests from PERM auditors for provider medical records associated with the sampled FFS claims will begin in May/June 2024. Providers will have 75 calendar days from the date of the request letter to submit the record. During this 75-calendar day period, the Department will make reminder phone calls and written requests to providers if records are not received.

If documentation in the record submitted is incomplete to support the claim, additional documentation will be requested before the review is completed. Providers will have 14 calendar days from the date of the request letter to submit this additional documentation. Errors: All claims with no documentation or incomplete documentation from the provider will be determined to be paid in error. Sanctions: If a claim is determined to be in error, Idaho Medicaid will pursue recovery of the payment for the claim. Accurate PERM measurements cannot be produced

without provider cooperation in submitting documentation. A correct finding of proper payment cannot be made without the medical record from the provider. All records are equally important, even those for low dollar claims. For more information about PERM, please see our Frequently Asked Questions at: <https://www.idmedicaid.com/Lists/FAQs/Current.aspx>.

# HEALTH CARE CONFERENCE

## 2024 IDAHO

**May 23, 2024**

### North Idaho

Red Lion Templin's Hotel  
414 E 1st Ave  
Post Falls, ID

**June 4, 2024**

### Eastern Idaho

Shoshone Bannock Casino  
777 Bannock Ave. Building B  
Fort Hall, ID

**June 6, 2024**

### Treasure Valley

Wahooz Galaxy  
1385 S Blue Marlin Lane  
Meridian, ID

**SCHEDULE**  
ALL LOCATIONS

CHECK IN: 7:30am-8:30am

SESSIONS: 8:30am-12:15pm

LUNCH: 12:15pm-1:30pm

SESSIONS: 1:30pm-3:45pm

DOOR PRIZE DRAWINGS: 4:00pm



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# HEALTH CARE CONFERENCE SESSIONS

## REGENCE BLUESHIELD OF IDAHO

Join us and our special guest Press Ganey as we deliver techniques to improve access to care.

## UNITEDHEALTHCARE

Class one: Join us as we highlight what we do as a Provider Education team as we walk through some of the common coding error trends that we see.

Class two: Join us as we highlight what Payment Integrity is and give some transparency as we look "Behind the Scenes" to see why we request medical records.

## CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)

Updates from the 2024 Physician Fee Schedule (PFS) and the Interoperability and Prior Authorization Final Rules.

## MOUNTAIN HEALTH CO-OP

Please join us to learn about Risk Adjustment, HEDIS, and upcoming changes this year.

## NORIDIAN

2024 Medicare benefits along with Behavioral Health Integration.

## MOLINA

Join us to learn about our 2024 Medicare/Medicaid Updates, specific programs, member incentives and the most current provider service billing navigation.

## BLUE CROSS OF IDAHO

Overview of our MMCP/IMP Plans and supplemental benefit updates. Review of provider portal security and maintenance, and more.

## GAINWELL TECHNOLOGIES

Review the features of your Trading Partner Account and assist our providers in understanding how their offices can leverage technology.

## SELECT HEALTH

Risk adjustment 101: Learn about the history of risk adjustment, the impact of day-to-day clinical functions, and how payers and providers can work together to improve outcomes.

For more comprehensive class descriptions, see our website: [idahohealthcareconference.com](https://idahohealthcareconference.com)

HOW TO REGISTER

[idahohealthcareconference.com](https://idahohealthcareconference.com)



BRAD LITTLE – Governor  
DEAN L. CAMERON – Interim Director

IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

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

April 30, 2024

**MEDICAID INFORMATION RELEASE MA24-09**

**To:** Idaho Behavioral Health Plan Providers

**From:** Juliet Charron, Administrator 

**Subject:** Idaho Behavioral Health Plan Managed Care Transition Update

The Idaho Behavioral Health Plan (IBHP) managed care contract with Magellan will go live on July 1, 2024. Both Magellan and the Department of Health and Welfare have been working diligently to prepare for this transition and enhancements made to the Idaho behavioral health delivery system.

Behavioral health and substance use disorder (SUD) services historically covered by Medicaid, both outpatient and inpatient, will go-live and be reimbursed through Magellan starting in July.

With the passage of [Idaho House Bill H0398 MEDICAID \(2024\)](#) this last legislative session, the department is seeking legal guidance through the Office of the Attorney General regarding new services (Assertive Community Treatment and Parenting with Love and Limits) that are in process to transfer to Medicaid after historically being administered by the Division of Behavioral Health.

We will keep community providers and stakeholders apprised of this guidance and how these services will be covered going forward.

JC/db

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## Provider Training Opportunities

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

### May: Provider Enrollment Application Maintenance

A comprehensive overview of how and when to submit Provider Maintenance to reflect changes to an existing Provider record using the Provider Enrollment Application system. The Idaho Medicaid Provider Enrollment Application features a simple look and feel, simplified processes for maintenance requests and features dynamic screens and electronic signature options, which results in quicker processing times and less paper transactions. Join us to learn more!

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 for your schedule. To register for training, or to learn how to register, visit [www.idmedicaid.com](http://www.idmedicaid.com).

	May	June	July
	PEA Maintenance	Eligibility	COB
10-11:00 AM MT	5/15/2024	6/19/2024	7/17/2024
	5/16/2024	6/20/2024	7/18/2024
	5/21/2024	6/17/2024	7/16/2024
2-3:00 PM MT	5/8/2024	6/12/2024	7/10/2024
	5/9/2024	6/13/2024	7/11/2024
	5/16/2024	6/20/2024	7/18/2024
	5/21/2024	6/17/2024	7/16/2024

If you would prefer one-on-one training in your office with your Regional Provider Relations Consultant, please feel free to contact them directly. Contact information for Provider Relations Consultants can be found on page [14](#) 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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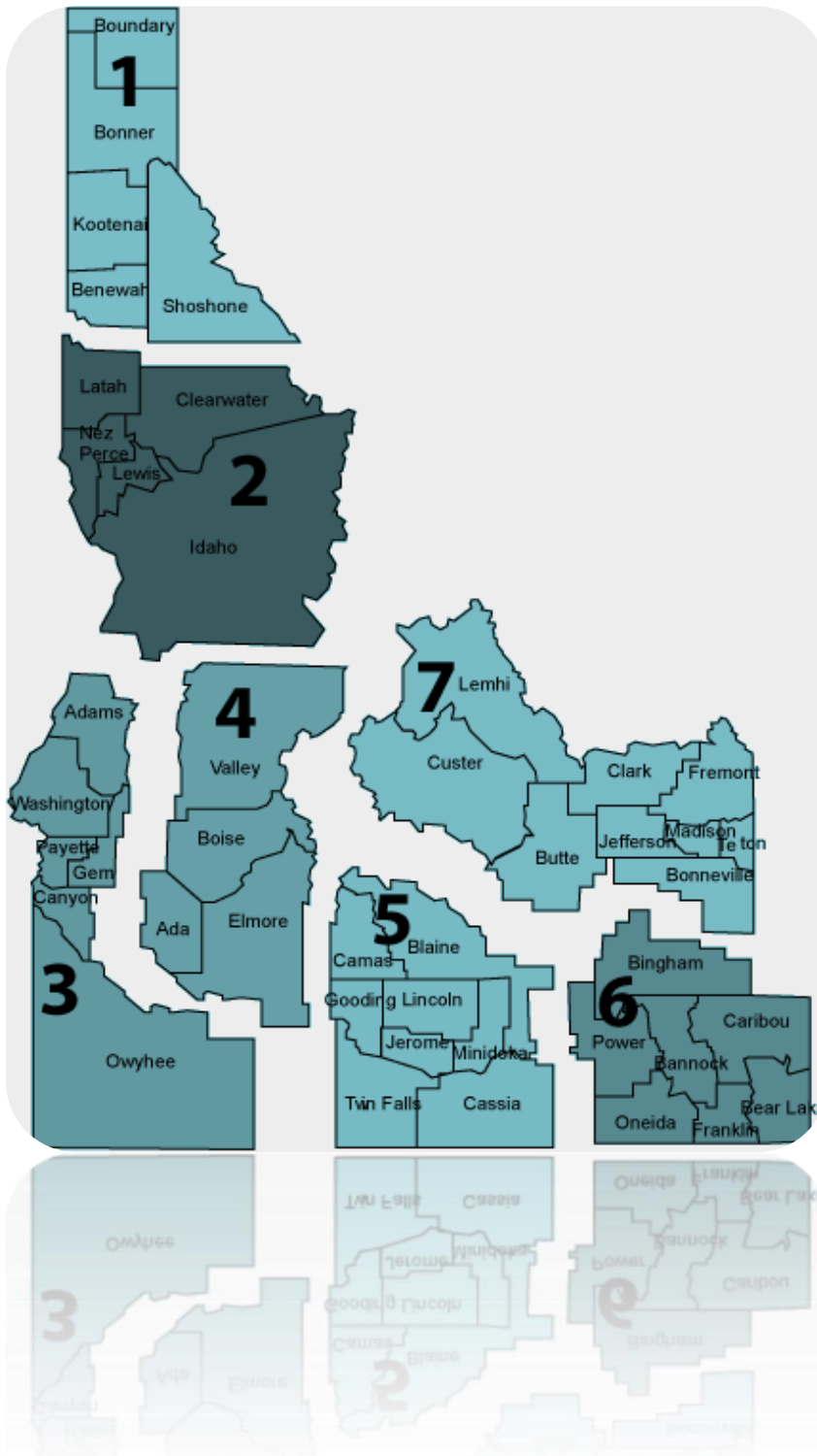
## Gainwell Technologies Provider and Participant Services Contact Information

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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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  
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Editor: Shannon Tolman**

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

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