



# MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

June 2024

## In This Issue

Audiology Services..... 2

Reminder – Payment Error Rate Measurement (PERM) Audits ..... 3

Upcoming Provider Meetings..... 4

Provider Training Opportunities..... 5

DHW Resource and Contact Information ..... 6

Insurance Verification..... 6

Gainwell Technologies Provider and Participant Services Contact Information ..... 7

Gainwell Technologies Provider Services Fax Numbers ..... 7

Provider Relations Consultant (PRC) Information..... 8

## Information Releases

**No Information Releases Available.**

*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.*

## Audiology Services

Medicaid Program Integrity has identified instances of audiology services billed to Medicaid without a physician's order from a treating physician, nurse practitioner, or physician assistant. The physician's order must be signed and dated by the ordering physician or non-physician practitioner prior to rendering of services and maintained in the medical record. Audiology tests are not covered if the physician or non-physician practitioner order is obtained after the tests are performed. Backdated orders are not accepted.

IDAPA 16.03.09.740 addresses audiology services and states:

Audiology services are diagnostic, screening, preventive, or corrective services provided by an audiologist. These services must be provided in accordance with Title 54, Chapter 29, Idaho Code, and require the order of a physician, nurse practitioner, or physician assistant. Audiology services do not include equipment needed by the patient such as assistive listening devices or environmental controls.

As a reminder, audiometric testing is only covered for participants over 21 years, when testing for a differential diagnosis. Testing is not medically necessary if the type and severity of the current hearing limitation is already known. Reevaluation of a participant's hearing, outside of the periodicity chart for participants under 21, is considered an interperiodic screen and is only medically necessary when there is evidence of a change in the participant's hearing, tinnitus, or balance diagnosis or a new condition is suspected.

Section 4.2 of the August 3, 2023, Idaho Medicaid Provider Handbook, Audiology Services addresses audiometric testing. It states, in part:

Audiometric tests, audiologic function tests, evaluation of central auditory function, and evaluation/programming of cochlear implants are covered audiology services for participants under 21 when medically necessary. Testing is only covered for participants over 21 for the testing of a differential diagnosis. Testing is not medically necessary if the type and severity of the current hearing limitation is already known. Reevaluation of a participant's hearing, outside of the periodicity chart for participants under 21, is only medically necessary when there is evidence of a change of the participant's hearing, tinnitus, or balance.

Testing for a differential diagnosis is the process of determining a diagnosis when two or more conditions share similar symptomology. Documentation for testing a differential diagnosis shall include the different conditions being considered and how the test will differentiate between them.

Section 5.2 of the August 3, 2023, Idaho Medicaid Provider Handbook, Audiology Services addresses orders. It states:

An order must be signed and dated by the physician or non-physician practitioner. The order remains valid for one year from the date of the signature. The order must include the participant's name, diagnosis, and the results of the basic comprehensive audiometry exam. Orders may be a photocopy, facsimile image, electronic, or handwritten documents. Someone other than the physician or non-physician practitioner may write the order, however, they must review, and personally sign and date the completed order. Signatures must meet the requirements under the Documentation subsection of the General Information and Requirements for Provider, Idaho Medicaid Provider Handbook. If the

order does not specify the diagnostic to be performed, the audiologist may select the appropriate test based off their professional training.

Detailed written orders are required for all durable medical equipment and supplies prior to submitting a claim. However, equipment repairs do not require an order if the equipment was originally purchased by Idaho Medicaid. The written order must be sufficiently detailed including all the details of the order for audiology services as well as all options or additional features that will be separately billed or that will require an upgraded code. The date of the order cannot precede the required face-to-face encounter that evaluates the need for item. The order does not have to be written by the physician or non-physician practitioner that conducted the encounter, but they must have reviewed the encounter's documentation. If the written order is for supplies that will be provided on a periodic basis, the written order should include appropriate information on the quantity used, frequency, and duration of need.

If a provider bills for any item without a complete detailed written order, Medicaid can deny or recoup any reimbursement for the item.

See the [Idaho Medicaid Provider Handbook, Audiology Services](#), for additional criteria for coverage of acoustic reflexes, auditory rehabilitation status evaluation, bone-anchored hearing aid, cochlear implant, otoacoustic emission testing, speech in noise testing, FM communication systems, hearing aids, as well as other audiology services and documentation requirements.

Providers are solely responsible for ensuring claims submitted to Medicaid were, medically necessary, documented at the time they were provided, and provided in accordance with professionally recognized standards of healthcare, applicable Medicaid rules, policies, and their provider agreements. Services billed not in compliance with Medicaid rules and policies are subject to recoupment and/or civil monetary penalties pursuant to [IDAPA 16.05.07.200 and IDAPA 16.05.07.205](#).

## **Reminder – Payment Error Rate Measurement (PERM) Audits**

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 Fee-for-Service (FFS) claims will be mailed in May/June 2024. Providers will have 75 calendar days from the date of the request letter to submit the record. For more information about PERM, please see our Frequently Asked Questions at: <https://www.idmedicaid.com/Lists/FAQs/Current.aspx>

## Upcoming Provider Meetings

Idaho Medicaid will be holding provider meetings June.

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).

DMEPOS Providers
Topics:
<ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Rolling Limitations</li> <li>• 90-days of supplies</li> <li>• Criteria for Insulin Pumps under 21</li> <li>• Suction Pumps for RSV</li> <li>• Open Items from March Meeting                             <ul style="list-style-type: none"> <li>○ The RUL for oxygen in the handbook has a PA requirement when oxygen continues after 5 years. Will Medicaid be aligning with Medicare? Medicare only requires an RA modifier to continue billing.</li> </ul> </li> <li>• Open Discussion</li> </ul>
Tuesday, June 18, 2024 – 10:30 a.m. (MDT)
Webinar Information & Meeting Link
<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>

Therapy Providers
Topics:
<ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Group Therapy</li> <li>• Therapy Services for Adults with DD</li> <li>• Substitute Therapists and Plans of Care</li> <li>• Departing Therapists and Plans of Care</li> <li>• Time-In and Time-Out</li> <li>• Open Discussion</li> </ul>
Tuesday, June 25, 2024 – 10:30 a.m. (MDT)
Webinar Information & Meeting Link
<a href="https://idhw.webex.com/idhw/j.php?MTID=m5a5f12eeeeea8e98b1e169f986c287db">https://idhw.webex.com/idhw/j.php?MTID=m5a5f12eeeeea8e98b1e169f986c287db</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>

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

	June	July	August
	Eligibility	COB	Claims Adjustment
10-11:00 AM MT	6/19/2024	7/17/2024	8/21/2024
	6/20/2024	7/18/2024	8/15/2024
	6/17/2024	7/16/2024	8/20/2024
2-3:00 PM MT	6/12/2024	7/10/2024	8/14/2024
	6/13/2024	7/11/2024	8/8/2024
	6/20/2024	7/18/2024	8/15/2024
	6/17/2024	7/16/2024	8/20/2024

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 [08](#) 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>
Healthy Connections Regional Contact Numbers	
<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
--	---

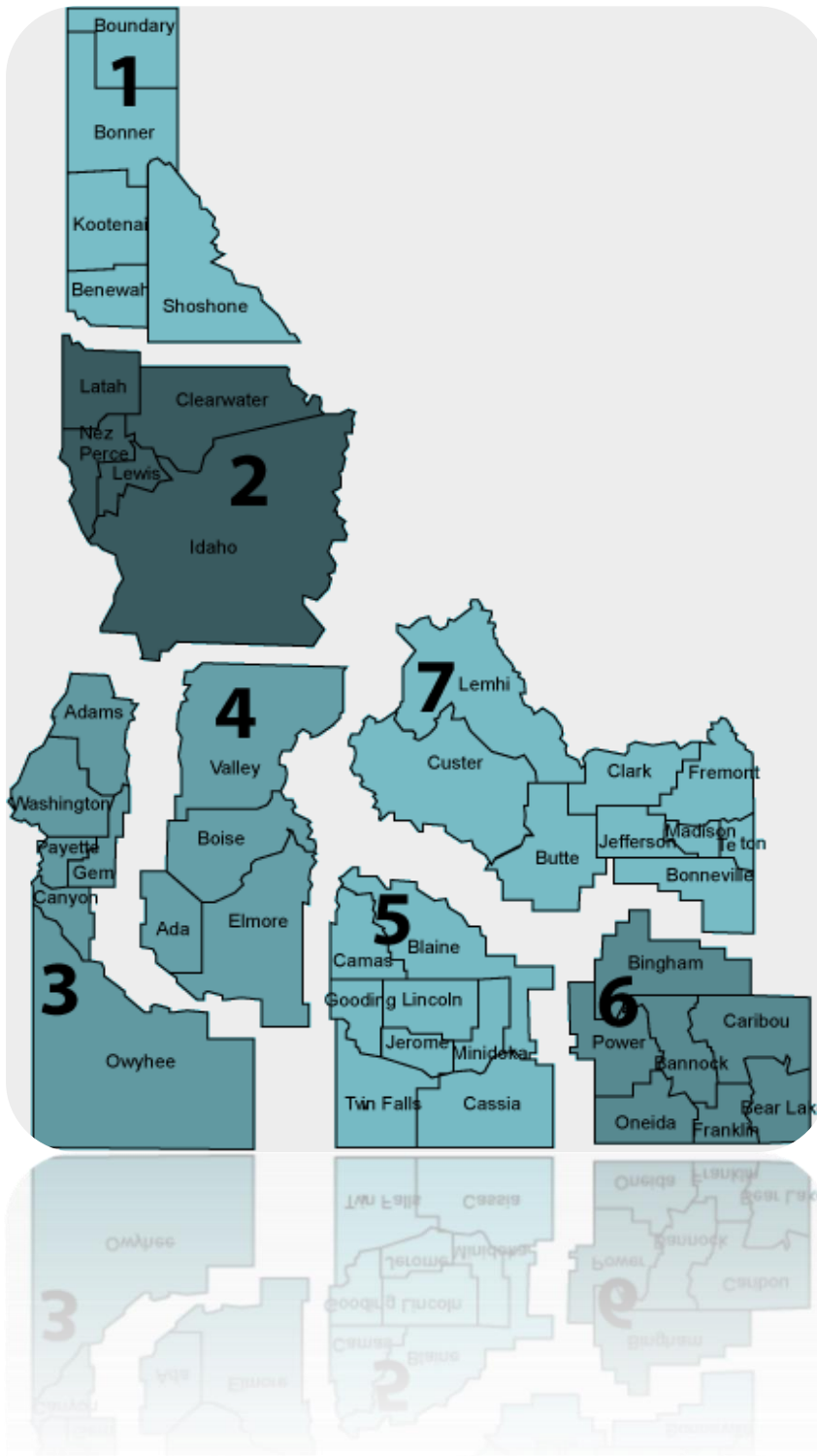
## Gainwell Technologies Provider and Participant Services Contact Information

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

**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:

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

Medicaid – Communications Team

P.O. Box 83720

Boise, ID 83720-0009

Fax: 1 (208) 364-1811