



MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

September 2024

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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 or by calling (208)334-5747.

Reporting Prolonged Services with Psychotherapy with Evaluation and Management Services

The Medicaid Program Integrity Unit has identified instances where providers billed for office and outpatient evaluation and management (E/M) services along with psychotherapy services and prolonged services. These services did not conform to the psychotherapy guidelines as outlined in the American Medical Association's (AMA) Current Procedural Terminology (CPT) codebook.

The CPT codebook defines these services under Psychotherapy as:

Some psychiatric patients receive a medical evaluation and management (E/M) service on the same day as a psychotherapy service by the same physician or other qualified health care professional. To report both E/M and psychotherapy, the two services must be significant and separately identifiable. These services are reported by using codes specific for psychotherapy when performed with evaluation and management services (90833, 90836, 90838) as add-on codes to the evaluation and management service.

Medical symptoms and disorders inform treatment choices of psychotherapeutic interventions, and data from therapeutic communication are used to evaluate the presence, type, and severity of medical symptoms and disorders. For the purposes of reporting, the medical and psychotherapeutic components of the service may be separately identified as follows:

1. The type and level of E/M service is selected first based upon the key components of history, examination, and medical decision-making.

2. Time associated with activities used to meet criteria for the E/M service is not included in the time used for reporting the psychotherapy service (i.e., time spent on history, examination and medical decision making **when used for the E/M service** is not psychotherapy time). Time may not be used as the basis of E/M code selection and Prolonged Services may not be reported when psychotherapy with E/M (90833, 90836, 90838) are reported.

3. A separate diagnosis is not required for the reporting of E/M and psychotherapy on the same date of service.

When documentation supports the services billed, psychotherapy may be billed as individually listed CPT codes, or may be billed along with E/M services. However, prolonged services will not be reimbursed when billed in addition to E/M and psychotherapy codes. Providers will be subject to recoupment as well as potential civil monetary penalties from the Medicaid Program Integrity Unit.

Attention Healthy Connections Primary Care Providers!

Did you know that you may be missing out on Per Member Per Month (PMPM) case management payments? Please help us ensure that your Idaho Medicaid participants are properly enrolled to your clinic by checking eligibility before each visit in the Medicaid HealthPas system at www.idmedicaid.com and by having the participant complete a Healthy Connections [enrollment form](#) which can be faxed to our team at 888-532-0014 when appropriate.

It is important that your clinic is listed in the Medicaid HealthPas system as the Healthy Connections PCP of your Idaho Medicaid participants. Enrollment to your clinic ensures your organization receives the Per Member Per Month (PMPM) case management payment for those participants. It also indicates to other providers the source of referrals for medically necessary services and enables the submission of electronic referrals.

Thank you for helping keep the citizens of Idaho healthy!

Service Coordination: Conflict of Interest

The Department purchases service coordination for persons eligible for Idaho Medicaid Enhanced Benefits who are unable, or have limited ability to gain access, coordinate or maintain services on their own or through other means. The Idaho Administrative Rules governing these benefits are in [IDAPA 16.03.10 – Medicaid Enhanced Plan Benefits](#).

[IDAPA 16.03.10.728.07](#) details situations that are considered a “Conflict of Interest” as defined by [IDAPA 16.03.10.721.03](#) and are not allowed. This rule details that individuals and agency employees or contractors who develop a participant’s plan of service cannot be related to the participant by blood or marriage or any paid caregiver of the participant, be financially responsible for the participant, be empowered to make financial or health decisions for the participant, hold any financial interests to anyone that is paid to provide care for the participant, or be a provider (or employee of provider) of the State Plan HCBS (Idaho’s [1915\(i\) Children’s or Adult’s Developmental Disability State Plan Amendments](#)) or waiver services ([1915\(c\) HCBS Aged & Disabled Waiver](#) and [1915\(c\) HCBS Developmental Disabilities Waiver](#)) for the participant.

Service coordinators must ensure that a conflict of interest does not exist for any participant that is on their direct caseload. For example, a service coordinator would not be allowed to be employed by any provider that any of the participants on their direct caseload receive services from. The service coordinator would need to end service coordination services to any participant receiving services from their employer or terminate their employment with said provider.

Service Coordinator responsibilities related to conflict of interest can be found in [IDAPA 16.03.10.728.08](#) and Service Coordination Agency responsibilities related to conflict of interest can be found in [IDAPA 16.03.10.728.09](#). Service Coordinators are required to be alert to and avoid conflicts of interest. Should a conflict arise they are required to inform the participant, parent, and/or legal guardian and take reasonable steps to resolve the issue in a manner that makes the participant’s interests primary and protects their interests to the greatest extent possible. Service Coordination Agencies are responsible for ensuring its employees and contractors meet the conflict of interest standards and are also required to have a document in each participant’s file containing the IDAPA definition of “conflict of interest” signed by the agency representative and the participant, parent, and/or legal guardian.

Note: These rules are not applicable to behavioral health service coordination, also known as case management services, provided under the Idaho Behavioral Health Plan (IBHP) included in [IDAPA 16.03.09 – Medicaid Basic Plan Benefits](#).

Questions and comments about this article may be submitted to the Policy Team at MCPT@dhw.idaho.gov.

Opioid Safety Support Resources for Idaho Providers

The opioid epidemic continues to escalate across the country. Although it appears largely driven by illicit fentanyl and less by prescription opioid misuse, high-dose opioid prescribing for chronic, non-malignant pain remains an issue. The Idaho Department of Health & Welfare Division of Public Health's Drug Overdose Prevention Program (DOPP) is using their CDC Overdose Data to Action in States (OD2A-S) grant to facilitate a unique partnership with the Division of Medicaid's pharmacy program to use the prior authorization process to educate and support providers in Idaho to make safer decisions when prescribing opioids and ultimately reduce reliance on long-term opioid therapy for non-malignant pain.

DOPP is currently funding two consultant pharmacists, Elaine Ladd and Amy McHenry, to focus solely on opioid and benzodiazepine safety. They work closely with Idaho Medicaid's Medical Director Dr. Magni Hamso, who is Board certified in addiction medicine and internal medicine, to provide clinical decision support and educational resources to Idaho prescribers, health systems, and community pharmacists on topics such as:

- 2022 CDC Clinical Practice Guideline for Prescribing Opioids in Pain
- Safely tapering or discontinuing opioids
- Best practices for transitioning between opioids
- Non-opioid therapies for chronic pain
- Buprenorphine for the treatment of chronic pain
- Management of perioperative pain, including in patients on buprenorphine
- Safely tapering or discontinuing benzodiazepines
- Use of evidence-based medications to treat substance use disorders

Elaine and Amy also contribute to DOPP program goals by providing case management to individuals on high-dose (>90 MME), long-term opioids for non-malignant pain, especially when used concurrently with potentiators like sedative hypnotics, benzodiazepines, gabapentinoids, and stimulants. In addition, they make risk mitigation recommendations such as co-dispensing naloxone, safe disposal to reduce excess opioids and benzodiazepines in the community, diversion prevention, and identification and treatment of substance use disorders.

Elaine and Amy look forward to being a resource to all Idaho providers and pharmacists and being part of your patient-centered team with the unified goal of reducing accidental overdoses and deaths within our great state.

For more information about Idaho Medicaid's pharmacy benefit, visit <https://medicaidpharmacy.idaho.gov/>.

For questions about PAs, call 1-866-827-9967 Mon-Fri 8am-5pm MST

You are encouraged to reach out and contact Elaine or Amy with any questions or patient support you or your teams may need.

Elaine Ladd, PharmD
208-364-1829
elaine.ladd@dhw.idaho.gov

Amy McHenry, RPh
208-364-1829
amy.mchenry@dhw.idaho.gov

Provider Training Opportunities

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

September: Residential Assisted Living Facilities (RALF)

This training will walk Residential Assisted Living Facility providers through the process of signing up for a trading partner account, viewing prior authorizations, creating patient rosters, verifying eligibility, accessing remittance advice reports, and submitting and reviewing claims.

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.

	September	October	November
	Residential Assisted Living Facilities (RALF)	PEA Maintenance	Long Term Care
10-11:00 AM MT	9/18/2024	10/16/2024	11/20/2024
	9/19/2024	10/17/2024	11/21/2024
	9/17/2024	10/15/2024	11/19/2024
2-3:00 PM MT	9/11/2024	10/9/2024	11/13/2024
	9/12/2024	10/10/2024	11/14/2024
	9/19/2024	10/17/2024	11/21/2024
	9/17/2024	10/15/2024	11/19/2024

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

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

Insurance Verification

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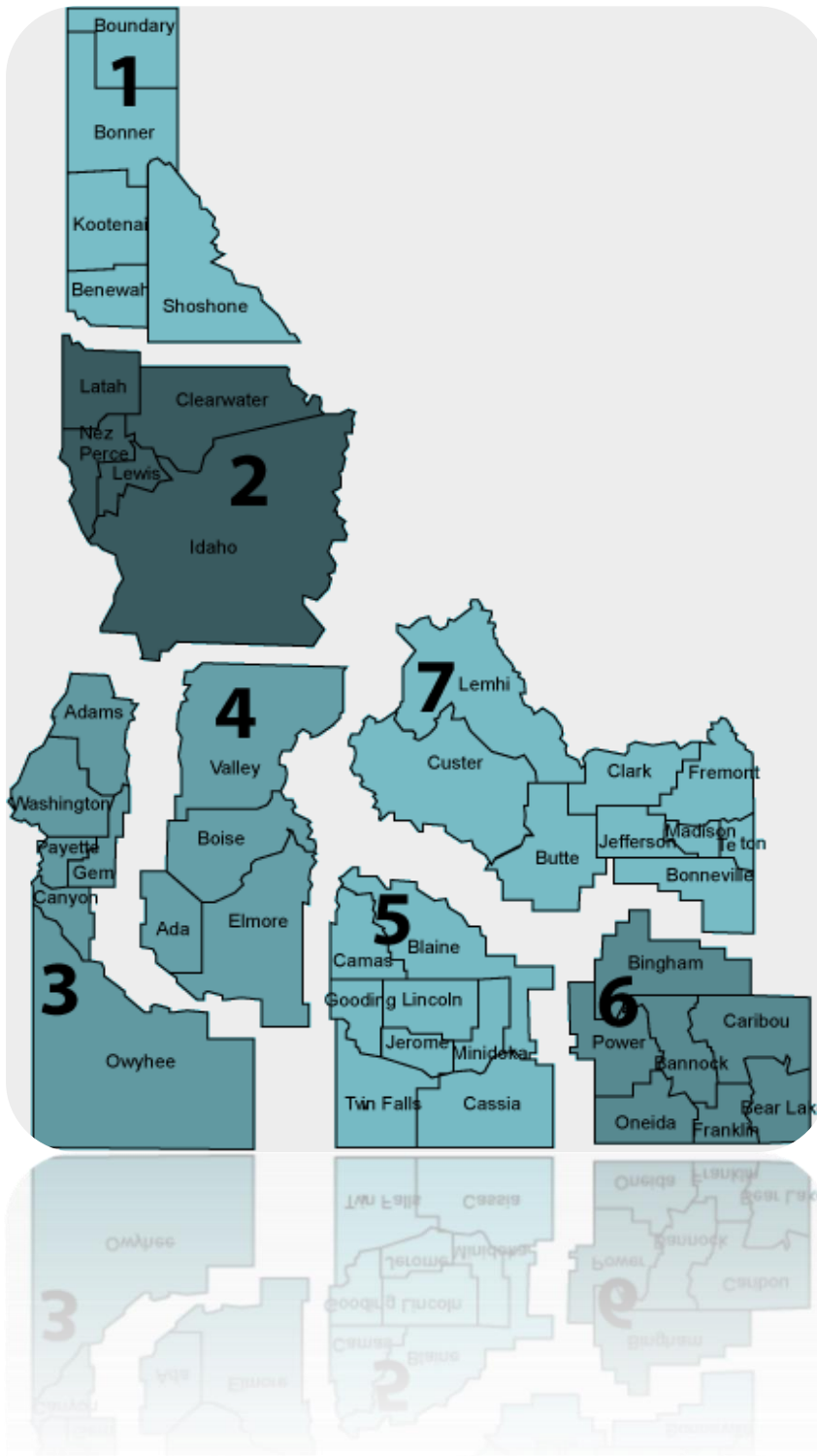
Gainwell Technologies Provider and Participant Services Contact Information

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

Gainwell Technologies Provider Services Fax Numbers

Provider Enrollment	1 (877) 517-2041
Provider and Participant Services	1 (877) 661-0974

Provider Relations Consultant (PRC) Information



Region 1 and the state of Washington

1 (208) 202-5735

Region.1@gainwelltechnologies.com

Region 2 and the state of Montana

1 (208) 202-5736

Region.2@gainwelltechnologies.com

Region 3 and the state of Oregon

1 (208) 202-5816

Region.3@gainwelltechnologies.com

Region 4

1 (208) 202-5843

Region.4@gainwelltechnologies.com

Region 5 and the state of Nevada

1 (208) 202-5963

Region.5@gainwelltechnologies.com

Region 6 and the state of Utah

1 (208) 593-7759

Region.6@gainwelltechnologies.com

Region 7 and the state of Wyoming

1 (208) 609-5062

Region.7@gainwelltechnologies.com

Region 9 all other states (not bordering Idaho)

1 (208) 609-5115

Region.9@gainwelltechnologies.com

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Digital Edition

MedicAide is available online by the fifth of each month at 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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Idaho Medicaid providers.
Editor: Shannon Tolman**

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please send them to:

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