



MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

February 2025

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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 or by calling (208)334-5747.

Maintenance of Contact Information

The Medicaid Program Integrity Unit has found instances where providers moved, changed mailing addresses, or changed telephone numbers without informing the Department to update the information. It is required that any time there is a change to the provider record, the provider must update the Medicaid Management Information System (MMIS).

Some common changes providers must update with the Department include, but are not limited to:

- Physical and Mailing Addresses
- Service Locations
- Telephone Numbers
- Change of Ownership/Controlling Interest
- Adding or Removing Rendering Providers
- Adding or Removing Service Providers from your Roster

Section 5.8 of the Idaho Medicaid Provider Handbook, General Information and Requirements for Providers, addresses maintenance of contact information and states:

5.8. Maintenance of Contact Information

Providers shall notify the Department of any changes to the information contained in the Enrollment Application, including but not limited to their mailing address and service locations, within 30 days of the date of the change. The Department is required by Federal regulations to terminate a provider's enrollment for failure to submit timely and correct information, which may also affect the provider's enrollment in other states' Medicaid programs. The Department may allow a provider to keep their enrollment if it documents in writing that termination would not be in the best interests of the Medicaid program. Failure to keep information current may also result in recoupment and civil or monetary penalties.

All correspondence sent to the mailing address on file with the State's fiscal agent shall be deemed to be received by the Provider. Department correspondence will not be forwarded by a change of address with the U.S. Postal Service. See the Provider File Updates subsection for instructions on updating contact information.

To update your information, refer to the appropriate maintenance user guide on the Gainwell Technologies Provider Portal at www.idmedicaid.com, Reference Material, Prospective Providers and Enrollment. If you need additional assistance, please call Gainwell at 1-866-686-4272.

Idaho Medicaid Aims to Improve Safety through Benzodiazepine Utilization Management

- New benzodiazepine prescriptions limited to 2 weeks.
- All alprazolam prescriptions require prior authorization.

Benzodiazepine (BZD) use can lead to physical dependence, overdose and death; cognitive decline; falls and fractures; and multiple negative psychological effects. BZDs are only rarely indicated in the treatment of behavioral health conditions and sometimes, such as in PTSD, can even make symptoms worse. That said and despite their risks, BZD utilization in Idaho and

around the country remains high. To decrease overreliance on BZDs, Idaho Medicaid is now limiting new fills to two (2) weeks and prior authorizing higher risk BZDs, including alprazolam. In the near future, all BZD prescriptions will require prior authorization.

Key Ways to Improve BZD Safety:

- Use BZDs sparingly-the lowest dose for the shortest time: Even two weeks of BZDs can lead to tolerance, dependence, and adverse effects.
- Set clear expectations: Discuss risks, stopping parameters, and discontinuation plan when first starting a BZD (keeping in mind that dependence may develop even after a few weeks of daily use and a taper may be needed).
- Obtain a second opinion: Consult psychiatry early and often. Consider bringing cases to [Project ECHO Idaho's](#) Behavioral Health in Primary Care series.
- Limit prescribers: One prescriber should ideally be responsible for all controlled substance prescribing. If this is not possible, coordinate closely with other prescribers.
- Drug test sometimes: Urine drug testing should be done intermittently to confirm adherence. Quantitative (confirmatory) urine drug testing is typically needed to identify most BZDs.
- Dispose of unused BZDs: Require return of unused BZDs for new prescriptions. Many pharmacies have [drug disposals](#).

Idaho Medicaid Support:

- Emergency Fills: If you have a prior authorization pending and your patient needs their medication urgently, the pharmacy can fill a 72-hour emergency supply. The override codes for billing a 72-hour emergency supply at the pharmacy are:
 - Reason for Service code: TP (Payer/processor questions)
 - Professional Service code: MR (Medication review)
 - Result for Service code: 1F (Filled, with a different quantity)
- Tapering & Discontinuation: Taper planning should be individualized and typically slow and gradual. In many cases, decreasing the dose by one tablet per month is appropriate. Idaho Medicaid's pharmacists can help structure taper plans. Consider reviewing the following resources:
 - [VAMC: Re-evaluating the Use of Benzodiazepines](#)
 - [Benzodiazepine Information Coalition: Ashton Manual](#)
 - [Effective Treatments for PTSD: Helping Patients Taper from Benzodiazepines](#)
 - [Project ECHO Idaho](#)

For more information about Idaho Medicaid's pharmacy benefit, including the most recent Preferred Drug List, [visit https://medicaidpharmacy.idaho.gov](https://medicaidpharmacy.idaho.gov).

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

For support with benzodiazepine or opioid tapering, please reach out to the Idaho Department of Health & Welfare's Opioid and Benzodiazepine Safety Pharmacists¹, Elaine Ladd and Amy McHenry.

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

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

Therapy Services: Plan of Care

Idaho Medicaid is clarifying the requirement to send plans of care to the physician or non-physician practitioner. The plan of care must be sent within thirty (30) days of completion.

See the Therapy Services, Idaho Medicaid Provider Handbook for additional information on plans of care.

Hospital Prospective Payment System DRG

Updates to the [Hospital Prospective Payment System DRG](#) materials will be posted February 2025. These changes will ensure the Hospital Prospective Payment System DRG materials align with the DRG parameters outlined in the Hospital, Idaho Medicaid Provider Handbook.

Please direct any questions to MedicaidReimTeam@dhw.idaho.gov.

Upcoming Provider Meetings

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.

DMEPOS Providers
Topics: Please send suggested topics to MCPT@dhw.idaho.gov
Tuesday, March 4, 2025 – 10:30 am (MT)/9:30 (PT)
Webinar Information & Meeting Link
https://idhw.webex.com/idhw/j.php?MTID=me041815e3f403a3ef5b38de33298a2e5
Join by phone: 1-415-527-5035
Join by meeting number: 2829 435 7241
Meeting Password: WZq6ps4ukr5 (99767748 from phones and video systems)
Email for invite: MCPT@dhw.idaho.gov

Therapy Providers
Topics: Please send suggested topics to MCPT@dhw.idaho.gov
Tuesday, March 19, 2025 – 10:30 am (MT)/9:30 am (PT)
Webinar Information & Meeting Link
https://idhw.webex.com/idhw/j.php?MTID=m33a42b717bb9c33126f2fef2db898a
Join by Phone: 1-415-527-5035
Join by meeting number: 2825 521 7693
Meeting Password: 8PQghX2NNn2 (87744926 from phones and video systems)
Email for invite: MCPT@dhw.idaho.gov



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ALEX J. ADAMS –Director

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January 28, 2025

MEDICAID INFORMATION RELEASE MA25-02

To: School-Based Service Providers

From: Juliet Charron, Deputy Director

Subject: Speech-Language Pathology Assistants (SLP-A) Rate Adjustment

The Department of Health and Welfare has authorized an adjustment for Speech-Language Pathology (SLP) Assistants provided in a School-Based Services (SBS) setting effective July 1, 2024. The rate will be set at 85% of the current Speech-Language Pathology (Professional) rate. This adjustment aims to align the rates for SLP Assistants with those of Physical Therapy and Occupational Therapy assistants.

Any claims submitted for services rendered on or after July 1, 2024, using the old rate must be reprocessed for the new rate to show up on the SBS provider's remittance advice (RA). Claims submitted by SBS providers will be reprocessed without need for provider actions.

Effective July 1, 2024, the new rates for Speech-Language Pathology Assistants will be as follows:

Procedure Code	Modifier	Description	Unit	New Rate
92507	HM	Individual Speech/Hearing Therapy-Assistant by School District	15 min	\$13.69
92508		Group Speech/Hearing Therapy-Assistant by School Districts	15 min	\$4.31

SBS providers can start billing the new rates as soon as possible.

If you have any questions please contact the Office of Reimbursement in the Idaho Division of Medicaid at MedicaidReimTeam@dhw.idaho.gov.

JC/am

Information Release MA25-02
January 28, 2025
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Provider Training Opportunities

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

February: Coordination of Benefits

The Coordination of Benefits training will review COB pricing calculations, entering COB in your Trading Partner Account, and attaching EOBs.

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.

	February	March	April
	COB	Claims Adjustment	Durable Medical Equipment
10-11:00 AM MT	2/18/2025	3/18/2025	4/15/2025
	2/19/2025	3/19/2025	4/16/2025
	2/20/2025	3/20/2025	4/17/2025
2-3:00 PM MT	2/12/2025	3/12/2025	4/09/2025
	2/13/2025	3/13/2025	4/10/2025
	2/18/2025	3/18/2025	4/15/2025
	2/20/2025	3/20/2025	4/17/2025

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 [10](#) 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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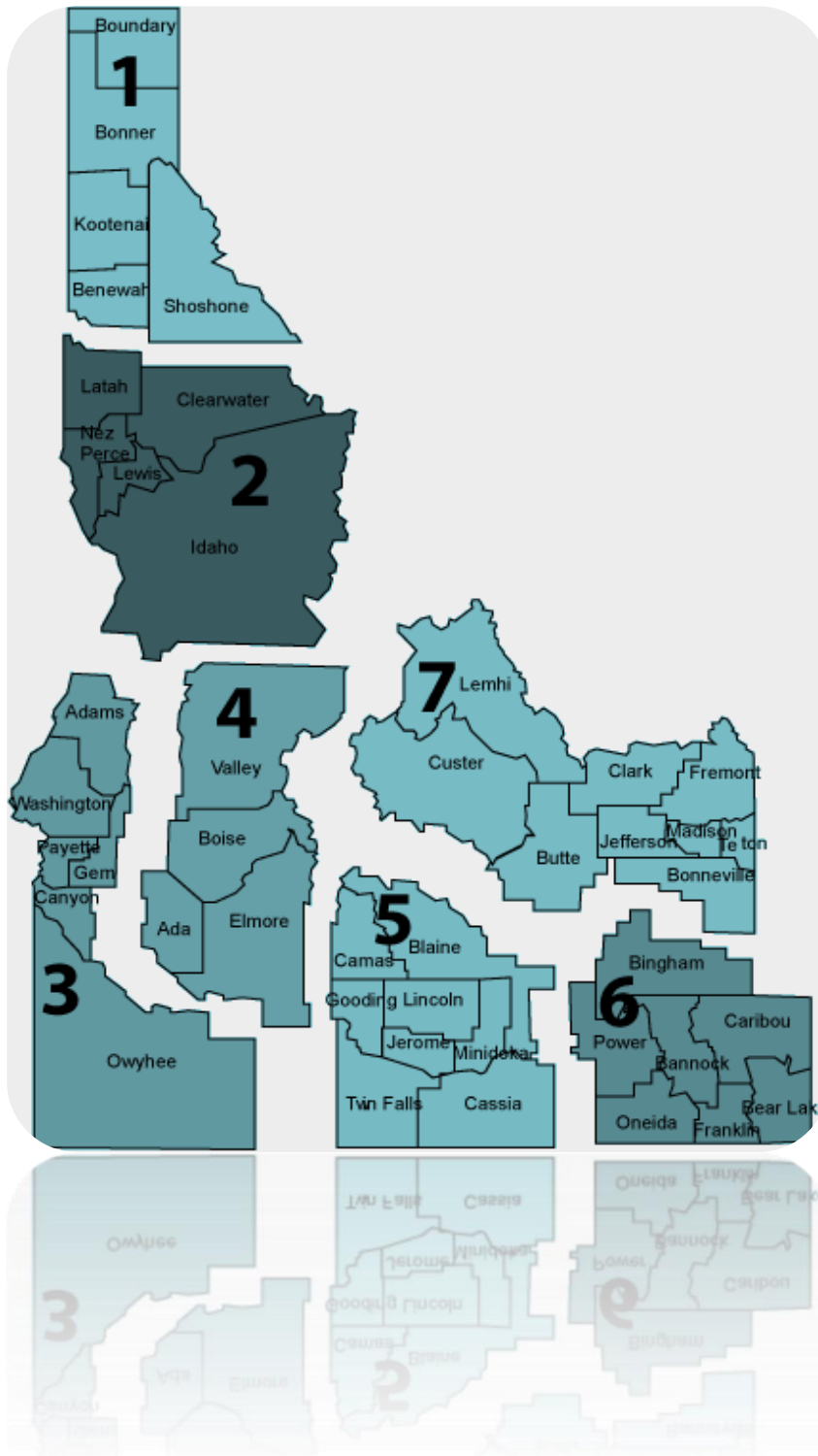
Gainwell Technologies Provider and Participant Services Contact Information

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

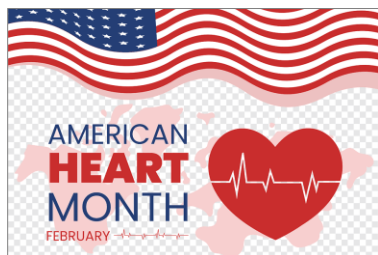
Region.9@gainwelltechnologies.com

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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 informational newsletter for Idaho Medicaid providers.
Editor: Shannon Tolman

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

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