



MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

April 2025

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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.

Rental of Durable Medical Equipment and Related Supplies Reminder

During routine audits, the Medicaid Program Integrity Unit has identified elements of documentation missing from supplier records. For example, a signed and dated physician or non-physician practitioner order is required for the duration of all durable medical equipment rentals and dispensing of supplies.

Supplier provider types and specialties should be familiar with the Idaho Medicaid Provider Handbook for Suppliers and the MedicAide monthly newsletters posted at idmedicaid.com. See the Idaho Medicaid Supplier Handbook for information which may be unique to Idaho Medicaid, as well as the CMS/Noridian Medicare DME Supplier Manual for current information, including but not limited to:

- Requirements for physician or non-physician practitioner orders
- Requirements for medical necessity
- Requirements for record keeping/documentation of services and client contact
- Requirements for refills and participant contact
- Face-to face examination requirements
- Equipment and supplies limitations
- Monthly rental payments include supplies and a full-service warranty when so designated
- Maintenance is not separately reimbursable while payments are being made
- Rental payments, whether continuous or intermittent, will be applied toward the purchase price of the equipment as a capped rental
- A new capped rental period
- Requirements for a break in service or intermittent rental
- Warranty information
- Repairs or replacement of equipment
- Modifiers RR and KR
- Used vs. new equipment
- DME and supplies for inpatient residents of facilities

IDAPA 16.03.09.004 addresses the Noridian Medicare Part D Supplier Manual as incorporated by reference.

Legislative Updates

[Idaho House Bill H0345 Medicaid \(2025\)](#) became effective when it was signed into law on March 19, 2025 ([Gov. Little signs the Medicaid Reform and Cost Containment Act](#)). It adds, repeals, and amends various sections of Idaho Code. These changes will impact eligibility determination processes for Medicaid, the services provided, how we pay for services, and how we operate our programs. New state law will transition the Idaho Medicaid delivery system to comprehensive managed care. Medicaid is already using managed care in many of its programs such as the Idaho Behavioral Health Plan (Magellan), Idaho Smiles dental plan (MCNA), and programs serving dually eligible participants (Medicaid and Medicare eligible).

DHW is reviewing the changes to state law and beginning to develop communication materials and action steps. More information will be available in the coming weeks and months. We appreciate the Medicaid provider network and your continued dedicated service to the healthcare of Idahoans.

Provider Alert: Fraud Scheme

We were recently made aware there is a new scheme involving health insurance companies, their members, and providers. E-mails and texts are sent falsely alleging that the recipient is the target of an audit. The message demands records be uploaded to a website within 3 days and includes contact information for real Medicaid Program Integrity staff. The Medicaid Program Integrity Unit only sends provider record requests by e-mail or certified mail. E-mail requests will ask for records to be sent via secure e-mail, fax or mail to PO Box 83720. Certified mail requests will request records be mailed back. Medicaid will never request a provider to upload documents to a website for a Program Integrity audit. Please, e-mail the Program Integrity Unit if you suspect a request is fraudulent and want to verify its authenticity. Program Integrity can be reached at prvfraud@dhw.idaho.gov.

CPT® and HCPCS 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
P9011	Blood, split unit	1/1/2024	N/A
P9010	Blood (whole), for transfusion, per unit	1/1/2024	N/A
A6515	Gradient compression wrap with adjustable straps, full leg, each, custom	4/1/2025	N/A
A6516	Gradient compression wrap with adjustable straps, foot, each, custom	4/1/2025	N/A
A6517	Gradient compression wrap with adjustable straps, below knee, each, custom	4/1/2025	N/A
A6518	Gradient compression wrap with adjustable straps, arm, each, custom	4/1/2025	N/A
A6519	Gradient compression garment, not otherwise specified, for nighttime use, each	4/1/2025	N/A
A6611	Gradient compression wrap with adjustable straps, above knee, each, custom	4/1/2025	N/A
A9154	Artificial saliva, 1 ml	4/1/2025	N/A
A9611	Flurpiridaz f 18, diagnostic, 1 millicurie	4/1/2025	N/A
C9300	Injection, indigotindisulfonate sodium, 1 mg	4/1/2025	N/A
C9301	Obecabtagene autoleucel, up to 410 million cd19 car-positive viable t cells, including leukapheresis and dose preparation procedures, per therapeutic dose	4/1/2025	Yes, Pharmacy
C9302	Injection, zanidatamab-hrii, 2 mg	4/1/2025	Yes, Pharmacy
C9303	Injection, zolbetuximab-clzb, 1 mg	4/1/2025	N/A
C9304	Injection, marstacimab-hncq, 0.5 mg	4/1/2025	Yes, Pharmacy

Codes	Description	Effective Date	Prior Authorization
E1032	Wheelchair accessory, manual swingaway, retractable or removable mounting hardware used with joystick or other drive control interface	4/1/2025	N/A
E1033	Wheelchair accessory, manual swingaway, retractable or removable mounting hardware for headrest, cushioned, any type	4/1/2025	N/A
E1034	Wheelchair accessory, manual swingaway, retractable or removable mounting hardware for lateral trunk or hip support, any type	4/1/2025	N/A
E1832	Static progressive stretch finger device, extension and/or flexion, with or without range of motion adjustment, includes all components and accessories	4/1/2025	N/A
J0281	Injection, aminocaproic acid, 1 gram	4/1/2025	N/A
J1072	Injection, testosterone cypionate (azmiro), 1 mg	4/1/2025	Yes, Pharmacy
J1271	Injection, doxycycline hyclate, 1 mg	4/1/2025	N/A
J1299	Injection, eculizumab, 2 mg	4/1/2025	Yes, Pharmacy
J1308	Injection, famotidine, 0.25 mg	4/1/2025	N/A
J1808	Injection, folic acid, 0.1 mg	4/1/2025	N/A
J1938	Injection, furosemide, 1 mg	4/1/2025	N/A
J2351	Injection, ocrelizumab, 1 mg and hyaluronidase-ocsq	4/1/2025	Yes, Pharmacy
J2428	Injection, paliperidone palmitate extended release (erzofri), 1 mg	4/1/2025	Yes, Pharmacy
J2804	Injection, rifampin, 1 mg	4/1/2025	N/A
J2865	Injection, sulfamethoxazole 5 mg and trimethoprim 1 mg	4/1/2025	N/A
J7521	Tacrolimus, granules, oral suspension, 0.1 mg	4/1/2025	N/A
J9024	Injection, atezolizumab, 5 mg and hyaluronidase-tqjs	4/1/2025	N/A
J9038	Injection, axatilimab-csfr, 0.1 mg	4/1/2025	N/A
J9054	Injection, bortezomib (boruzu), 0.1 mg	4/1/2025	N/A
J9161	Injection, denileukin diftiox-cxdl, 1 mcg	4/1/2025	N/A
L0720	Cervical-thoracic-lumbar-sacral-orthoses (ctlso), anterior-posterior-lateral control, prefabricated item that has been trimmed, bent, molded, assembled, or otherwise customized to fit a specific patient by an individual with expertise	4/1/2025	N/A
L1933	Ankle foot orthosis, rigid anterior tibial section, total carbon fiber or equal material, prefabricated, off-the-shelf	4/1/2025	N/A
L1952	Ankle foot orthosis, spiral, (institute of rehabilitative medicine type), plastic or other material, prefabricated, off-the-shelf	4/1/2025	N/A
L6029	Upper extremity addition, test socket/interface, partial hand including fingers	4/1/2025	N/A

L6030	Upper extremity addition, external frame, partial hand including fingers	4/1/2025	N/A
L6032	Addition to upper extremity prosthesis, partial hand including fingers, ultralight material (titanium, carbon fiber or equal)	4/1/2025	N/A
L6033	Addition to upper extremity prosthesis, partial hand including fingers, acrylic material	4/1/2025	N/A
L6037	Immediate post-surgical or early fitting, application of initial rigid dressing, including fitting alignment and suspension of components, and one cast change, partial hand including fingers	4/1/2025	N/A
L7406	Addition to upper extremity, user adjustable, mechanical, residual limb volume management system	4/1/2025	N/A
Q2057	Afamitresgene autoleucel, including leukapheresis and dose preparation procedures, per therapeutic dose	4/1/2025	Yes, Telligen
Q5147	Injection, aflibercept-ayyh (pavblu), biosimilar, 1 mg	4/1/2025	N/A
Q5148	Injection, filgrastim-txid (nypozi), biosimilar, 1 microgram	4/1/2025	Yes, Pharmacy
Q5149	Injection, aflibercept-abzv (enzeevu), biosimilar, 1 mg	4/1/2025	N/A
Q5150	Injection, aflibercept-mrbb (ahzantive), biosimilar, 1 mg	4/1/2025	N/A
Q5151	Injection, eculizumab-aagh (epysqli), biosimilar, 2 mg	4/1/2025	Yes, Pharmacy
Q5152	Injection, eculizumab-aeeb (bkemv), biosimilar, 2 mg	4/1/2025	Yes, Pharmacy
Q9999	Injection, ustekinumab-aaaz (otulfi), biosimilar, 1 mg	4/1/2025	Yes, Pharmacy

CPT codes, descriptions and other data only are copyright 1995 - 2017 American Medical Association. All rights reserved. CPT is a registered trademark of the American Medical Association (AMA).

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

The Use of KX, GA, GX, GY and GZ Modifiers

Idaho Medicaid does not utilize the KX modifier to confirm medical necessity for all services submitted for reimbursement. The submission of a claim without the GX, GY or GZ modifier is an attestation by the billing provider that the service meets all Idaho Medicaid requirements for coverage including meeting criteria and regulatory requirements.

Effective July 1, 2025, Idaho Medicaid will require the use of the GX, GY and GZ modifiers for services or items billed to Medicaid that are non-covered including, but not limited to, items and services that do not meet the criteria. Services appended with the modifier will be denied appropriately. Items and services with a prior authorization do not have to include the modifiers. The GA modifier may be appended to claims at the option of the provider but is not required. Claims with the use of the GA modifier will not be denied.

The Participant Financial Responsibility section of the [General Information and Requirements for Providers](#), Idaho Medicaid Provider Handbook has requirements for noticing a participant when an item or service is expected to be their fiscal responsibility.

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

LeadCare II Analyzer Project

The Childhood Lead Poisoning Prevention Program (CLPPP) seeks to reduce childhood lead exposure in Idaho through various activities including strengthening pediatric blood lead testing and reporting. One major barrier identified by medical providers to increase blood lead testing is accessibility to equipment. To address this barrier, the CLPPP purchased a limited number of LeadCare II analyzers in October 2024. The LeadCare II analyzers are point of care testing devices that can be easily used during an office visit to test a person's blood lead level. The CLPPP is offering the LeadCare II analyzers at no cost for medical providers who meet certain criteria and enter into a data sharing agreement with the DHW's Division of Public Health. To receiving additional information about the LeadCare II analyzer, contact Kelly Berg at 208-608-2847 or Kelly.berg@dhw.idaho.gov.

Attention All Pharmacies and Pharmacist Providers

Gainwell, in collaboration with the Idaho Department of Health and Welfare, has worked to update the system to allow reimbursement for more than 14,000 medical codes for pharmacist providers. This effort was moved forward in hopes to reduce access to care challenges and increase positive outcomes for participants.

We are hosting a virtual session to discuss the enrollment options, code changes, and answer any questions you may have. [Visit these Registration Instructions](#) for support on navigating the process to attend the training. Join us at the event that works best for you:

April 7th

April 10th

April 16th

April 18th

Gainwell is happy to support the provider community with any enrollment or billing questions; feel free to [Contact Us](#) for any support.

Provider Handbook Updates

The following Idaho Medicaid Provider Handbook updates have been published or will publish soon.

The [Agency Professional](#) handbook was updated in March/April to delete the sections for District Health and School-Based Services. Each has its own handbook.

The [Hospital](#) handbook was updated in March/April to:

- Clarify reimbursement for advance directives.
- Update caps for Therapy services.
- Add language from IDAPA for inpatient and outpatient services descriptions.

- Remove hospital penalty schedule for late QIO reviews.
- Update policy adjustors, adjusted base rate, and percent add-on.
- Clarify reimbursement for outpatient for state-owned and critical access hospitals.
- Clarify billing for acute care hospitals.
- Clarify the PC note on revenue codes.
- Add a section for claim diagnoses requiring documentation when billed.

The [General Billing Instructions](#) handbook was updated in March/April to:

- Update 340B Pharmacy billing to match IDAPA.
- Allow for facilities to use the through date for determining timely filing.
- Add modifiers from the Physician and Non-physician Practitioner, Idaho Medicaid Provider Handbook.
- Update Modifiers 51 and 53.
- Clarify appeal requirements.

The [General Information and Requirements for Providers](#) handbook will be updated in March/April to:

- Note that mailed items are considered received by the provider.
- Add sections on artificial intelligence and electronic transcription.
- Clarify policy on signatures.
- Reorganize for a fraud, waste and abuse section.
- Add a section on background checks.
- Add clarification around not routinely waiving co-payments.
- Update contact information for appeals.
- Add section on reporting participant fraud.
- Update provider enrollment.
- Add section for enrolling as a managed care organization/ordering, referring and prescribing provider.
- Clarify the definition of on-campus.
- Update criteria for provider qualifications.
- Add cochlear implant suppliers to limited risk providers.
- Consolidate sections into a Maintenance of Information section.
- Update electronic visit verification section.
- Add additional participant eligibility regulatory reference sections.
- Update requirements for urgent care services under healthy connections.
- Clarify experimental/investigational services and excluded services.
- Update prior authorization section.
- Update the provider agreement to the most recent version.

The [Glossary](#) handbook was updated in March/April to update definitions. See the modification log for a list.

The [Licensed Midwife](#) handbook will be updated in March/April to:

- Add the requirement for a cardiopulmonary resuscitation certificate.
- Clarify eligibility as in statute.
- Clarify billing for obstetric services.
- Update the evaluation and management documentation requirements.
- Update reimbursement policies.

The [Laboratory Services](#) handbook will be updated in March/April to clarify reimbursement for services provided within the same healthcare system.

The [Physician and Non-Physician Practitioner](#) handbook will be updated in March/April to:

- Remove limitations on pharmacists.
- Update skin substitute coverage.
- Clarify billing for additional services provided during a wellness examination appointment.
- Move modifiers to the General Billing Instructions, Idaho Medicaid Provider Handbook.
- Clarify reimbursement methodologies.

The new Public Health District handbook will be published in March/April.

Questions about this article or suggestions about the provider handbook may be submitted to the Medicaid Policy Team at MCPT@dhw.idaho.gov.

Medicare/Medicaid Plan Updates

Changes are coming for Medicare and Medicaid dual eligible members enrolled in the Medicare Medicaid Coordinated Plan (MMCP) or Idaho Medicaid Plus (IMPlus). Blue Cross of Idaho is leaving the network and will no longer be providing MMCP or IMPlus after May 31, 2025. UnitedHealthcare Community Plan of Idaho will be joining the network and offering IMPlus starting June 1, 2025.

Enrollment choice forms were mailed to all Medicare/Medicaid (duals') members on March 1st. Members have the following options:

- Option #1: Enroll in the Medicare Medicaid Coordinated Plan through Molina Healthcare of Idaho.
- Option #2: Enroll in Idaho Medicaid Plus through Molina **or** UnitedHealthcare Community Plan of Idaho.

Providers currently serving members through Blue Cross of Idaho should consider enrolling as a provider with Molina and/or UnitedHealthcare to continue offering services to duals' members. Both plans are available to answer questions and support the enrollment process.

UnitedHealthcare Community Plan of Idaho

Quick reference guide

Home- and Community-Based Services/long-term services and supports

How to join our network

To participate in the UnitedHealthcare Community Plan of Idaho network, please email the following information to hcbsprovidernetwork@uhc.com with the subject line “Community Plan of Idaho”:

- Name of health care organization/practice
- Complete mailing address of health care organization/practice, including city, state and ZIP code
- Contact name for your health care organization/practice
- Contact phone number
- Contact email address
- National Provider Identifier (if applicable) number
- Tax ID number (TIN)
- List of approved Home- and Community-Based Services (HCBS)/long-term services and supports (LTSS) services

To check status or ask questions on the HCBS contracting process, please email hcbsprovidernetwork@uhc.com. Please include your care provider’s name and TIN in your inquiry.

Upon credentialing review, we will notify you once we are ready to begin the contracting process. You will be required to sign and return the participation agreement to finalize your participation in the program.

If you are a Medicare Certified Home Health Agency and would like to contract for HCBS only, you will still be required to follow the guidance for Medicare for the Medicare Certified Home Health Agency.

Medicare Certified Home Health Agency

How to join our network

- Go to UHCprovider.com > Our Network > Join our network > Ancillary providers and centers
- Scroll to Home health and hospice, click the arrow
- Follow the instructions outlined

To check status or ask questions on the contracting process, please email hhcnetwork@uhc.com. Please include your care provider’s name and TIN in your inquiry.

Upon credentialing review, we will notify you once we are ready to begin the contracting process. You will be required to sign and return the participation agreement to finalize your participation in the program.

If you are a Medicare Certified Home Health Agency and would like to contract for HCBS only, you will still be required to follow the guidance for Medicare for the Medicare Certified Home Health Agency.

Self-help tools

Help is available 24/7 on our provider portals.

<div>Availity Provider Portal</div> <div>https://www.availity.com/molinahealthcare</div> <div>Legacy Provider Portal</div> <div>https://provider.molinahealthcare.com/Provider/Login</div>		<div>Our portals offer a one-stop solution to manage</div> <div><div>Claims</div><div>Prior-Authorizations</div><div>Appeals & Grievances</div></div> <div><div>Care Coordination</div><div>Eligibility & Benefits</div><div>HEDIS Gaps in Care</div></div>	
Claims		Member Information	
<ul style="list-style-type: none">• Claim status• Correct or void claims• Download claim reports	<ul style="list-style-type: none">• Receive Notifications• Submit claims• Make changes to your group	<ul style="list-style-type: none">• Covered services• Eligibility status• Health records	<ul style="list-style-type: none">• Missing HEDIS services• Product Benefits• Rosters of assigned members
Case Management		Quality	
<ul style="list-style-type: none">• Case Manager contact information• Medication list• Upload & share documents	<ul style="list-style-type: none">• Summary of recent medical visits• Patient assessments• Waivered benefits summary	<ul style="list-style-type: none">• HEDIS gaps in care reports• Risk Adjustment targets• Quality bonus performance	<ul style="list-style-type: none">• Upload documents to close gaps• View & print member lists
Key Department Contact Information			
<div>Provider Contact Center</div> <div>(844) 239-4914</div> <div>Member Contact Center</div> <div>(844) 239-4913</div>		Utilization Management – Prior Authorization	
<ul style="list-style-type: none">• Benefit and Eligibility questions• Participating Provider Network inquiries• PCP assignment updates	<ul style="list-style-type: none">• Authorization inquiries• Claim status and inquiries• File a Grievance or Appeal• Case Management contact information	<div>Forms</div> <div>https://www.molinahealthcare.com/providers/fd/medicaid/forms/tuf.aspx</div>	<div>Check prior-authorization requirements</div> <div>https://provider.molinahealthcare.com/Provider/AvailityCPTCodeookUp</div>

Local Contacts	Provider Relations Manager, Keshia Schneider Keshia-skye.Schneider@molinahealthcare.com Phone: (801) 613-1918	Case Management Nicole Withroe, LMSW Director, Medicare Case Management Nicole.Withroe@MolinaHealthcare.com Mobile 208-781-3851 Direct 801-996-7946 Crystal Shieler, MBA, BSN, RN, Director, Medicaid Care Management Crystal.Shieler@MolinaHealthcare.com Direct: 801-561-3405	
	Chelsey Anderson, PR Rep chelsey.anderson@molinahealthcare.com Phone: (801) 613-7889 Specialties: Hospitals & EMS	Specialties: Promote integration of services, address barriers to care, care coordination, member advocacy, telephonic and face-to-face visits with member, develop plan of care in collaboration with member, caregivers and providers, continuous monitoring of plan of care to address emerging needs and gauge progress toward wellness goals, manage transitions of care setting, secure resources to address unique needs, assistance with applying for Idaho Medicaid Waiver benefits for members who may be eligible for LTSS services.	
Amanda Clum, PR Rep amanda.clum@molinahealthcare.com Phone: (801) 997-9043 Specialties: Provider Groups, Behavioral Health & Ancillary, DME	Stephanie Sanders, PR Rep Stephanie.Sanders2@molinahealthcare.com Phone: (208) 986-0500 Specialties: Skilled Nursing, Hospice Shari Wheeler, PR Rep Shari.Wheeler@molinahealthcare.com Phone: (801) 572-7602 Specialties: Atypical Providers, Certified Family Homes, PCS, Assisted Living		
Enrollment & Benefit Education		Quality	Community Engagement
Luisa Dailey Broker Channel Manager Luisa.Dailey@MolinaHealthcare.com Mobile: 208-296-9929 Specialties: Medicare & Medicaid eligibility verification, Member & Provider health plan benefit information & options, Education: Eligibility requirements, Provider & Member orientations, Sales network oversight, Lunch & Learn series: Schedule an educational lunch with the local Molina team, Support connection with hard-to-reach patients.		Jenny Moorman, Manager Jennifer.Moorman@MolinaHealthcare.com Direct: 801.871.8252 Specialties: Member & Provider satisfaction, Member & Provider Bonus programs, Risk Adjustment, Home-based care Quality rewards, HEDIS specifications, EMR and supplemental data access requirements, CEU eligible training sessions.	Yvette Saiz Primero, Sr. Specialist Yvette.Primer@MolinaHealthcare.com Mobile: 208.724.1469 Specialties: Co-hosted community engagement, member engagement, partnership & sponsorships, statewide coalitions support.
Provider Contracting & Network Management Director, Chris Murphy Christian.Murphy@MolinaHealthcare.com Direct: 719.648.3882			
Team Mailbox: MHIDProviderContracting@Molinahealthcare.com Specialties: Non-participating provider agreements, legal changes (ex. TIN, change in ownership / locations), existing and new contracts, value-based payment arrangements.		Provider Network Administration: MHIDPNA@molinahealthcare.com Specialties: Practitioner adds, terms, or demographic updates, Provider directory accuracy/updates, Rate updates and configuration	

You're Invited!
Virtual Idaho Health Care Conference 2025
"Wizard Of Oz" Follow the Yellow Brick Road to Better Health Care

Virtual Session One:

May 6th, 2025

12:30 - 12:35 PM PST/ 1:30 - 1:35 PM MST: Opening Ceremony (5 minutes)

First Session Block - Breakout Rooms 12:40 - 1:25 PM PST / 1:40 - 2:25 PM MT

- Breakout Room 1: Mountain Health CO-OP
- Breakout Room 2: Regence BlueShield of Idaho

Second Session Block - Breakout Rooms 1:30 - 2:15 PM PST/ 2:30 - 3:15 PM MST

- Breakout Room 1: Noridian Healthcare Solutions
- Breakout Room 2: Molina Healthcare of Idaho

Third Session Block - Breakout Rooms 2:20 - 3:05 PM PST/ 3:20 - 4:05 PM MST

- Breakout Room 1: United Healthcare
- Breakout Room 2: Gainwell Technologies

Multi-Payer Panel Discussion 3:10 - 3:30 PM PST/ 4:10 - 4:30 PM MST: All payors panel (Main Room)

- Focused discussion on key topics (More details to come)

Virtual Session Two:

May 8th 2025

8:30 - 8:35 PM PST/ 9:30 - 9:35 PM MST: Opening Ceremony (5 minutes)

First Session Block - Breakout Rooms 8:40 - 9:25 AM PST/ 9:40 - 10:25 AM MST

- Breakout Room 1: Mountain Health CO-OP
- Breakout Room 2: Regence BlueShield of Idaho

Second Session Block - Breakout Rooms 9:30 - 10:15 PM PST/ 10:30 - 11:15 AM MST

- Breakout Room 1: Noridian Healthcare Solutions
- Breakout Room 2: Molina Healthcare of Idaho

Third Session Block - Breakout Rooms 10:20 - 11:05 PM PST/ 11:20 - 12:05 PM MST

- Breakout Room 1: United Healthcare
- Breakout Room 2: Gainwell Technologies

Multi-Payer Panel Discussion 11:10 - 12:30 PM PST/ 12:10 - 1:30 PM MST: All payors panel (Main Room)

- Focused discussion on key topics (More details of come)

To register for one of the sessions please refer to
<https://www.idahohealthcareconference.com>



The Idaho Health Care Conference (IHCC) is a committee of Idaho insurance carriers, government contractors, third-party payers and networks. Together we host annual conferences throughout the state of Idaho to educate providers through our one-day workshops. IHCC has more than 500 attendees including practitioners, ancillary providers, facilities and office staff

Sponsored By:



Health Care Conference Sessions

Regence Blueshield of Idaho:

[Regence Contracting & Credentialing 101: Essential Tips and Best Practices](#)

Join us for a comprehensive overview of Regence's contracting and credentialing processes. This session will provide valuable insights into navigating these essential procedures, featuring expert guidance on streamlining your submissions and ensuring success.

Mountain Health Co-Op:

[MHC 2025 updates](#)

We will be covering all recent changes to our TPA, as well as the standard updates for the year. For all registered conference attendees will have access to schedule one-on-one time with your provider rep in between class sessions. This will be to discuss any specific concerns or items around our TPA transition. If you would like to schedule one, please email provider@mhc.coop. Appointments will be scheduled by a first come first serve basis.

Noridian Healthcare Solutions:

[Noridian Medicare Navigation](#)

Join Noridian Medicare on the yellow brick road to navigate 2025 Medicare updates. The journey moves forward to top billing errors and how to avoid them. When a denial is received, we'll review appeal options.

Gainwell Technologies:

[Common Claim Denial Edits and The Claim Review Request Process](#)

Join us for an overview of common claim edit denials, and reasons to submit claim review requests.

Molina Healthcare:

[Navigating healthcare system changes and challenges together as we support Idaho members throughout their journey.](#)

Please join Molina Healthcare of Idaho's team for our session at the IHCC Annual Conference. We will be sharing some of the latest and greatest industry announcements including MMCP and IMPlus space announcements, best practices that will help streamline your workload, and exciting announcements for 2025. This will be an informative and interactive session that you will not want to miss out on! Registered conference attendees have access to schedule one-on-one time with our PRRs during the conference day. Please reach out to our team, appointments will be scheduled on a first-come-first-serve basis by emailing MHIDProviderSvcReq@molinhealthcare.com

UnitedHealthcare:

[MMCP and IMPlus Network Expansion](#)

Join us as we will explore the upcoming changes to the Idaho duals programs, MMCP and IMPlus, in 2025 and 2026. We'll also discuss how UnitedHealthcare Community Plan of Idaho aims to partner with all types of providers to enhance outcomes for this diverse population. For Conference attendees, UHC will be offering one-on-one meetings on a first come first serve bases on the days of the conferences. Please reach out to UHC by emailing idaho_uhn@uhc.com to request. A limited number of spaces will be available.

For more information, please see our website:
www.idahohealthcareconference.com

Provider Training Opportunities

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

April: Durable Medical Equipment

This training will walk Durable Medical Equipment (DME) 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.

	April	May	June
	Durable Medical Equipment	PEA Maintenance	Remittance Advice (RA)
10-11:00 AM MT	4/15/2025	5/20/2025	6/17/2025
	4/16/2025	5/21/2025	6/18/2025
	4/17/2025	5/22/2025	6/20/2025
2-3:00 PM MT	4/09/2025	5/14/2025	6/11/2025
	4/10/2025	5/15/2025	6/12/2025
	4/15/2025	5/20/2025	6/17/2025
	4/17/2025	5/22/2025	6/18/2025

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 [17](#) 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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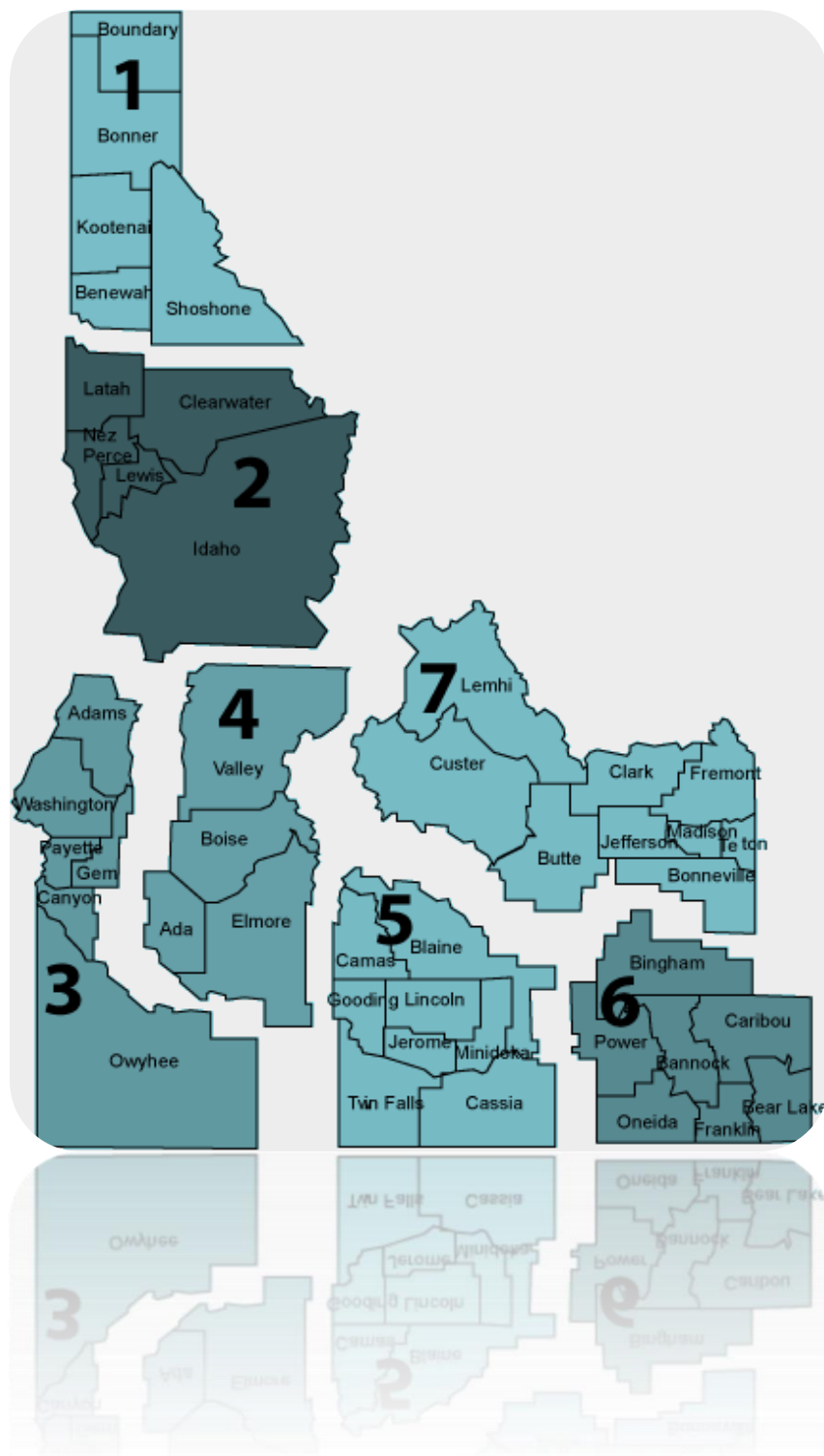
Gainwell Technologies Provider and Participant Services Contact Information

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

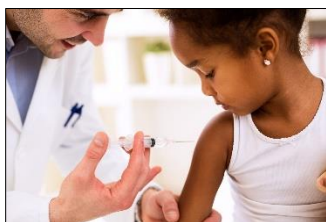
Region.9@gainwelltechnologies.com

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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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MedicaidCommunications@dhw.idaho.gov

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