



MedicAide

An Informational Newsletter for Idaho Medicaid Providers

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

March 2025

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Occupational and Physical Therapy Assistant Services

Medicaid Program Integrity has encountered instances where occupational and physical therapy services were rendered by a therapy assistant and billed without the appropriate modifier(s). Eligible services of a therapy assistant are overseen by a supervising therapist and billed under the supervising therapists' NPI with the required modifiers.

Section 8 of the May 16, 2024, Idaho Medicaid Provider Handbook, Therapy Services, addresses the modifier requirements for services provided by therapy assistants under the supervision of a therapist. It states, in pertinent part:

Occupational and physical therapy assistant services are billed under the supervising therapist's NPI. Effective October 1, 2020, the Department will require the use of the CO and CQ modifiers on claim lines representing services provided by occupational or physical therapy assistants. Critical access hospitals are exempt from this requirement. Services provided in a single session by a therapist and therapy assistant would be broken into two claim lines. This would not be considered a duplication of service. The modifiers are:

- CO: Services furnished in whole or in part by an occupational therapy assistant.
- CQ: Services furnished in whole or in part by a physical therapist assistant.

The modifiers apply based on the total minutes for the service the therapy assistant provides. If a single billable unit of a code represents services performed by both the therapist and the assistant, then the code would be billed with the assistant modifier if the assistant provided more than 40% of the service.

Example

John Doe received physical therapy on 07/15/2020. He spent fifty-three minutes doing therapeutic exercises. The therapy assistant provided thirty-four minutes of the service. As 97110 is fifteen-minutes per unit, the claim would be billed with four units due to the eight-minute standard. The therapist's time equals one whole unit. The assistant's time equaled two whole units. Of the remaining unit, four minutes of the service was completed by the assistant. Since that's more than 40% of the service, the unit is billed with the therapy assistant modifier.

Example Claim Lines				
DOS	CPT®	Units	Modifier	Modifier
07/15/2020	97110	1	GP	
07/15/2020	97110	3	GP	CQ

Providers who bill occupational and physical therapy services are responsible to ensure the accuracy of claims submitted to Medicaid. Services billed which are not in compliance with Medicaid rules and policies are subject to recoupment and/or civil monetary penalties.

Attention! Certified Family Home Providers – Virtual Town Hall

Gainwell and IDHW are hosting a virtual Town Hall for our Certified Family Home (CFH) providers to give an opportunity for our providers to join us in a review of the Payment Cycle, Billing Guidelines, Schedule and Recommendations, along with a short Q&A session. We look forward to connecting virtually with providers at these events!

Register by signing in and searching in the catalog for the CFH Town Hall, and if needed reference the [Registration Instructions](#) for information on how to set-up a Training Account and enroll into a session. Please contact IDTraining@gainwelltechnologies.com for any support to register for the event.

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
March 4th 11:00 AM MST (10:00 AM PST)	March 4th 3:00 PM MST (2:00 PM PST)	March 7th 10:00 AM March 7th 2:00 PM MST	March 10th 10:00 AM March 13th 2:00 PM MST	March 10th 2:00 PM MST	March 11th 10:00 AM 2:00 PM MST	March 13th 10:00 AM March 14th 2:00 PM MST

Updates to EPSDT Forms and Processes

Starting March 1, 2025, there will be new and separate EPSDT request forms for each type of service; DME, PCS, Vision Therapy/MiSight, and SBS. Please use the appropriate form for the service you are requesting. These forms can be found on the [Idaho Medicaid EPSDT website](#) or in the [public documents library](#).

For EPSDT Pharmacy requests please use the Pharmacy EPSDT request form located on the [Idaho Medicaid Pharmacy website](#).

Please review the Suppliers Idaho MMIS Provider handbook to ensure you are submitting a complete and valid EPSDT Request for Additional Services form with the supporting documentation. If a request for service does not contain the required documentation set by the Department, then Medicaid may not be able to complete a review. If the Department cannot complete a review for service, then the request may be denied, and the supplier will be asked to resubmit with the required and proper documentation. It is important for providers to be knowledgeable about Medicaid's current procedure when they submit a complete and valid EPSDT Request for Additional Services form, IDAPA 16.03.09.880. Please review IDAPA 16.03.09.880 and the Suppliers Idaho MMIS Provider Handbook to ensure you are in alignment with the proper procedure.

Thank you for the service you provide to our participants and working with us to ensure Medicaid participants receive their requested services in a timely manner.

Residential Habilitation Services

It has come to the attention of the Bureau of Developmental Disability Services that clarification is needed regarding Residential Habilitation (ResHab) agencies hiring direct care staff to work specifically with participants who also have their housing provided by those same direct care staff.

Page 4 of the [Idaho Adult Developmental Disabilities Waiver \(Idaho DD Waiver\)](#) defines ResHab as traditional services available to eligible participants, either through supported living services (in the home of the participant) or Certified Family Home (CFH) services (in the home of the provider).

Services rendered in the home of the participant:

Page 53 of the Idaho DD Waiver as well as Idaho Administrative Procedures Act (IDAPA) 16.03.10.705.01 requires that those providing ResHab services in the home of a participant be employed by a ResHab agency.

Services rendered in the home of the provider:

Page 51 of the Idaho DD Waiver as well as IDAPA 16.03.10.705.02.a requires that any individual who provides ResHab services in the home they own be certified by the Department as a CFH and also receive ResHab program coordination services from the Department or its contractor. More information about CFH requirements for when a home must be certified are available in the [September 2023 MedicAide Newsletter](#) article.

There is no allowance in the Idaho DD Waiver or IDAPA for supported living services by a ResHab agency to be rendered in the home of the provider where a participant does not have ownership or a lease agreement in their name. This means, supported living services by a ResHab agency are the only option for rendering ResHab services in the home of the participant and CFH services are the only option for rendering ResHab services in the home of the provider.



MEDICARE/MEDICAID PLAN CHOICES

New options are coming for Medicare and Medicaid dual eligible members enrolled in the Medicare Medicaid Coordinated Plan (MMCP) or Idaho Medicaid Plus (IMPlus).

CHANGES ARE COMING

- UnitedHealthcare (UnitedHealthcare) will provide IMPlus starting June 1, 2025.
- Blue Cross of Idaho (BCI) will no longer provide services for IMPlus or MMCP after May 31, 2025.

YOU HAVE OPTIONS

- An enrollment choice form will be mailed to members on March 1st.
- **All members** can choose Molina IMPlus, Molina MMCP, or UnitedHealthcare IMPlus.



BLUE CROSS OF IDAHO

BCI is leaving the network. Members can choose to enroll with Molina in either IMPlus or MMCP or UnitedHealthcare IMPlus.

Current BCI members who do not choose a plan will be automatically enrolled in IMPlus with UnitedHealthcare June 1, 2025.



UNITEDHEALTHCARE COMMUNITY PLAN OF IDAHO

Beginning March 1, members can choose UnitedHealthcare for their IMPlus plan starting June 1, 2025.

UnitedHealthcare will offer MMCP starting January 1, 2026.



MOLINA HEALTHCARE OF IDAHO

Members enrolled with Molina for MMCP or IMPlus will remain enrolled with Molina, unless they choose another option.

CONTACT THE IDAHO MMCP AND IMPLUS MEDICAID TEAM

833-814-8568

IdahoDuals@dhw.idaho.gov

mmcp.dhw.idaho.gov

Frequently Asked Questions



Am I affected?

Idahoans over the age of 21 that are enrolled in Medicare parts A, B, and D and Idaho Medicaid Enhanced benefits plan who live in a county where managed care is available.



Is it required that I enroll with either Molina or United?

The IMPlus plan is mandatory in most counties in Idaho. To see if you live in a mandatory county please see the more detailed FAQs on the Idaho Medicaid website or call or email, contact information is at the bottom of this flyer.



When can I make an enrollment choice?

Letters will be mailed on March 1st to all eligible members. The letters will contain an enrollment choice form. This form can be mailed, faxed, or emailed to Idaho Medicaid.



What is IMPlus?

Idaho Medicaid Plus (IMPlus) is a Medicaid health plan that manages Medicaid benefits only. It does not impact who manages your Medicare benefits. This option will be mandatory in most counties.



What is MMCP?

The Medicare Medicaid Coordinated Plan (MMCP) is a health plan that manages both Medicare and Medicaid benefits through one company. This option is always voluntary.



What happens if I don't make an enrollment choice?

No problem! If you are currently enrolled with Molina in MMCP or IMPlus, you will remain enrolled with Molina.

If you are enrolled with BCI in MMCP or IMPlus, you will be automatically enrolled into United IMPlus.



MOLINA HEALTHCARE OF IDAHO

Members can contact Molina using the information below.



866-403-8293



<https://www.molinahealthcare.com/members/id/en-us/hp/medicare/enroll.aspx>

UNITEDHEALTHCARE COMMUNITY PLAN OF IDAHO

Members can contact United using the information below.



866-785-1628 (Live March 1, 2025)



<https://www.uhc.com/communityplan/idaho>





MEDICARE/MEDICAID PROVIDER INFO SESSIONS

05

**SOUTHEAST IDAHO
COMMUNITY ACTION AGENCY**

MARCH, 2025

10:30 - 11:30 AM

650 N. 7TH AVE. POCATELLO, ID

05

AREA V AGENCY ON AGING

MARCH, 2025

1 - 2 PM

214 E. CENTER POCATELLO, ID

06

BLACKFOOT LIBRARY

MARCH, 2025

12:30 - 1:30 PM

129 N BROADWAY ST. BLACKFOOT, ID

07

**TETON MEDICAL CENTER
CONFERENCE ROOM**

MARCH, 2025

10:30 - 11:30 AM

2001 S. WOODRUFF AVE., SUITE 19
IDAHO FALLS, ID 83404

2:30 - 3:30 PM

2001 S. WOODRUFF AVE., SUITE 19
IDAHO FALLS, ID 83404

For more info : www.mmcp.dhw.idaho.gov





MEDICARE/MEDICAID PROVIDER INFO SESSIONS

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MARCH 2025

TWIN FALLS LIBRARY PROGRAM ROOM

11:30 - 12:30 PM 201 4TH AVE E, TWIN FALLS, ID 83301

12:45 - 1:45 PM 201 4TH AVE E, TWIN FALLS, ID 83301

12

MARCH 2025

JEROME PUBLIC LIBRARY

11:00 - 12:00 PM 100 1ST AVE E, JEROME, ID 83338

12

MARCH 2025

MOUNTAIN HOME CENTRAL DISTRICT HEALTH

3:30 - 4:30 PM 520 E. 8TH N. MOUNTAIN HOME, ID 83647

For more info : www.mmcp.dhw.idaho.gov



SAVE THE DATE VIRTUAL IDAHO HEALTH CARE CONFERENCE 2025

VIRTUAL SESSION ONE

MAY 6TH 2025

TIME: 12:30-3:30PM PST

1:30-4:30PM MST

VIRTUAL SESSION TWO

MAY 8TH 2025

TIME: 8:30AM-12:00PM PST

9:30AM-1:00PM MST

**For more information please refer to
www.idahohealthconference.com**



Sponsored By:






BRAD LITTLE – Governor
ALEX J. ADAMS – Director

IDAHO DEPARTMENT OF
HEALTH & WELFARE

JULIET CHARRON – Deputy Director
Medicaid & Behavioral Health
Post Office Box 83720
Boise, Idaho 83720-0009
PHONE: (208) 334-5747
FAX: (208) 364-1811

February 11, 2025

MEDICAID INFORMATION RELEASE MA25-01

To: Medicaid Providers In Managed Care Networks
From: Juliet Charron, Deputy Director 
Subject: Managed Care Provider Enrollment With The State Medicaid Agency Medicaid Enterprise System (MES)

Under federal rule and the Social Security Act ([Section 1932\(d\) of the Act, 42 C.F.R. § 438.602 State responsibilities, 42 C.F.R. § 438.602\(b\) Screening and enrollment and revalidation of providers, Medicaid Provider Enrollment Compendium \(MPEC\) \(March 22, 2021\)](#)), Idaho Medicaid is required to execute provider agreements with managed care providers and enroll them with the State Medicaid Agency Medicaid Enterprise Systems (MES). Provider enrollment information will be shared with Idaho Medicaid Managed Care Organizations (MCOs) will interface with providers for contracting, network development, and reimbursement.

This information release gives(60) days' notice to alert providers that the first phase of managed care provider enrollment. Providers in the first phase can begin enrolling on March 3, 2025, and must begin enrollment by April 30, 2025.

Please continue reading for the provider enrollment phases and next steps.

Background

Please review information release [MA24-01 Managed Care Provider Enrollment](#) for relevant background on this issue.

Next Steps

Depending on their type and specialty, providers, , may enroll as Fee-for-Service (FFS) providers **OR** as an Ordering, Referring, Prescribing (ORP) MCO-Only provider with Gainwell. ORP/MCO-Only is an enrollment option for providers to be enrolled with Medicaid, without enrolling through FFS. The ORP/MCO-Only enrollment option is most likely the best choice for NEMT, Dental, and Behavioral Health providers as their services are usually provided exclusively through an MCO.

Some providers, who support MMCP or IMPlus programs for participants who are dually eligible for Medicaid and Medicare (Duals), will most likely want to fully enroll with Medicaid, in order to provide services to Medicaid participants not served through a MCO.,

Providers MUST enroll with Idaho Medicaid MES vendor Gainwell Technologies (GWT) in order to continue to provide services to Medicaid participants served through an MCO.

Providers should begin their enrollment process during their identified enrollment phase listed below.

For resources to support you in either a New Enrollment or ORP Enrollment, please visit the [Prospective Providers and Enrollment](#) resources page on www.idmedicaid.com.

Non-emergency Medical Transportation (NEMT) Providers

Enrollment Start Date: [March 3, 2025](#)

Enrollment End Date: [April 30, 2025](#)

Dental Providers

Enrollment Start Date: [March 3, 2025](#)

Enrollment End Date: [April 30, 2025](#)

Behavioral Health Providers

Enrollment Start Date: [May 5, 2025](#)

Enrollment End Date: [July 31, 2025](#)

MMCP or IMPlus Providers

Enrollment Start Date: [August 4, 2025](#)

Enrollment End Date: [December 31, 2025](#)

All provider types that bill Medicaid must be enrolled, even in instances where a provider may bill Medicare as the primary payer, or when there is any Medicaid cost sharing.

[Frequently Asked Questions](#)

Q: How do I start enrollment?

A: Providers must first create a Trading Partner Account (TPA). GWT has created a TPA Provider Not Yet Enrolled Registration Guide.

<https://www.idmedicaid.com/Getting%20Started/Trading%20Partner%20Account%20Provider%20Not%20Yet%20Enrolled%20Registration%20Guide.pdf>

Different provider types have different enrollment processes. The GWT website has a page dedicated to Provider Enrollment. Please find the Provider Enrollment Checklists and the Provider Enrollment User Guides on this page:

<https://www.idmedicaid.com/Prospective%20Providers%20and%20Enrollment/Prospective%20Providers%20and%20Enrollment.aspx>

Q: Once I have started my application, is there a time limit to complete it?

A: Yes, once the application process begins, you have 14 days to add to or submit your application before it is cancelled and deleted. The two-week timeout resets every time you login and save new changes within the application.

Q: Can I enroll before my enrollment start date?

A: While you will not be turned away from enrolling, it can cause delays for the other providers if you enroll before the start date. We urge providers to wait for their enrollment window.

Q: Can I enroll as an ORP/MCO-Only and change by enrollment at a later date to also bill FFS?

A: Yes. Conversion of your ORP enrollment record to an individual pay-to, or to affiliate you with a Group is a simple process. A user guide for the ORP conversion can be found on our website.

Q: Who do I call if I have additional questions or experience issues with any part of the enrollment process?

A: Please reach out to the Gainwell Idaho Provider Enrollment Team via Email - IDProviderEnrollment@gainwelltechnologies.com
Or call a Gainwell Provider Services Representative with general Provider Enrollment questions (toll free) 866-686-4272, option 1.

For general questions about managed care provider enrollment please reach out to the following:

NEMT

Medicaid Transport (NEMT) Team
800-296-0509
MedicaidTransport@dhw.idaho.gov

Dental

Medicaid Dental Team

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MedicaidDental@dhw.idaho.gov 208-364-1824

Idaho Behavioral Health Plan
855-202-0983
IdahoProvider@MagellanHealth.com

Duals
833-814-8568
IdahoDuals@dhw.idaho.gov

JC/so

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January 28, 2025
AMENDED February 12, 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	\$13.98
92508		Group Speech/Hearing Therapy-Assistant by School Districts	15 min	\$4.27

School-Based 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 email MedicaidReimTeam@dhw.idaho.gov.

JC/wd

Information Release MA25-02
January 28, 2025 – AMENDED FEBRUARY 12, 2025
Page 2 of 2

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February 5, 2025

MEDICAID INFORMATION RELEASE MA25-03

To: Medicaid Enrollees, Providers, and Stakeholders
From: Juliet Charron, Deputy Director 
Subject: Medicare and Medicaid Dual Eligible Program Updates

This information release is regarding Medicaid coverage through the Medicare-Medicaid Coordinated Plan (MMCP) and Idaho Medicaid Plus (IMPlus) and changes in this current plan year.

We are excited to announce that Idaho Medicaid Plus (IMPlus) coverage will be available through UnitedHealthcare Community Plan of Idaho (United). Effective June 1, 2025, dual members in the counties below are required to enroll in IMPlus with Molina Healthcare of Idaho (Molina) or United, unless they choose to enroll in Molina's Medicare Medicaid Coordinated Plan (MMCP).

Ada	Bonner	Elmore	Kootenai	Payette
Adams	Bonneville	Fremont	Latah	Power
Bannock	Boundary	Gem	Lincoln	Shoshone
Benewah	Canyon	Gooding	Madison	Twin Falls
Bingham	Cassia	Idaho	Minidoka	Valley
Blaine	Clark	Jefferson	Nez Perce	Washington
Boise	Clearwater	Jerome	Owyhee	

MMCP and IMPlus members currently enrolled with Blue Cross of Idaho will be automatically enrolled in United's IMPlus plan unless they choose to receive their benefits through Molina. Members always have the option to choose their plan and will have 90 days to do so upon notice. A notice regarding enrollment will be sent to members on 03/01/2025.

Molina is the only health plan that will offer MMCP from June 1, 2025, to December 31, 2025. Coverage for the MMCP with United will be available starting on January 1, 2026.

Information Release MA25-03
February 5, 2025
Page 2

The Division of Medicaid understands this will be a significant change for members, providers, and stakeholders. Allowing United to start June 1, 2025, instead of January 1, 2026, should provide a smoother transition for members and providers.

The division will be sending additional information to members and the provider community in March 2025.

We encourage you to visit mmcp.dhw.idaho.gov for frequently asked questions for members and providers.

We look forward to supporting members and providers through this transition. For additional questions or concerns, please email IdahoDuals@dhw.idaho.gov or call (833) 814-8568.

Sincerely,

Juliet Charron
Deputy Director

JC/so

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February 11, 2025

MEDICAID INFORMATION RELEASE MA25-04

To: Medicaid Occupational, Physical, and Speech and Language Therapy Providers

From: Juliet Charron, Deputy Director

Subject: Therapy Cap Limits

Effective for claims with dates of service on and after January 1, 2025, therapy cap limits are increasing to \$2,410 annually for Medicaid Occupational Therapy services and physical therapy/speech-language pathology services combined. These caps are set annually by the Centers for Medicare and Medicaid Services. Home health agencies and school-based providers fall under different regulations and are not subject to these limitations.

If you have questions about these caps, please contact the Office of Reimbursement in the Idaho Division of Medicaid at (208) 287-1180 or email MedicaidReimTeam@dhw.idaho.gov. Thank you for participating in the Idaho Medicaid Program.

JC/nd

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February 24, 2025

MEDICAID INFORMATION RELEASE MA25-05

To: All Nursing Facility and ICF/ID Administrators

From: Juliet Charron, Deputy Director

Subject: Information Request Related to Wage Determination

Each year the Idaho Department of Health and Welfare gathers information from all intermediate care facilities for persons with intellectual disabilities (ICF/ID) and nursing facilities (including hospital-based facilities) to determine wage data for select employees in the nursing home industry.*

If you were a Medicaid provider on or before **March 15, 2025**, you are required to complete the attached certification according to the instructions and, following the submission instructions on Page 4, return the information to:

Myers and Stauffer LC
1144 S. Silverstone Way, Ste. 210
Meridian, ID 83642

You must respond by April 15, 2025.

If you have questions, please contact Pamela Newell of Myers and Stauffer at (208) 685-1587, (800) 336-7721 or IDWAHRS@mslc.com. Thank you for participating in Idaho Medicaid.

JC/ash

Attachments:

* *ADDITIONAL TERMS – NURSING FACILITIES A-4.16B and IDAPA 16.03.10.603.02*

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INFORMATION REQUEST INSTRUCTIONS

(Please read carefully as strict adherence to these standards is required)

As of March 15, 2025, we are requesting the following information regarding select staff at all intermediate care facilities for individuals with intellectual disabilities (ICF/ID) and nursing facilities (including hospital-based facilities).*

You must submit the following information on the WAHR Survey Form 2025, in an Excel format, to Myers and Stauffer no later than April 15, 2025.* Early submissions are greatly appreciated. **Please see Submission Requirements below for additional requirements.**

Employee Identifier: Include only the name or identifier for each employee (e.g., ID number). Do not include employee social security numbers. **Note: employee names and ID numbers are protected information and should only be sent via the Myers and Stauffer SFTP or through secure email.**

- Employment Class: Do not send information for staff who are not involved in the direct routine care of residents who receive long-term care (e.g., physical therapy, occupational therapy, speech therapy, restorative aides, staff development, social service, activities, health information, administration, or ward clerks should not be included).
- Include and assign only DIRECT ROUTINE care staff that fall into these categories (do not include outside contract labor):
 - RN - Registered Nurses (indicate Director of Nursing, Mini Data Set (MDS) Staff, Care Manager, etc.)
 - LPN - Licensed Practical Nurses
 - CNA - Certified Nurse Aides
 - NA - Nurse Aides
 - Dietary Aide
 - Housekeeping Aide
 - Laundry Aide
 - QIDP - Qualified Intellectual Disabilities Professional (ICF/IDs only)
 - THT - Therapy Technicians (ICF/IDs only)
- Hourly Wage: Include only the base hourly wage. If the individual is paid a salary, please convert it to an hourly wage (full time = 2,080 hours/year).
- Weekly Hours: Include the number of hours that the individual works in an average work week and round figures to the nearest hour. Include Pro Re Nata (PRN) staff only if a weekly average can be determined.
- Time Frame: The wage data must be the rate paid as of March 15, 2025. Do not include personnel hired after this date.

* According to *ADDITIONAL TERMS – NURSING FACILITIES A-4.16B and IDAPA 16.03.10.603.02*

- **Format: All providers are now required to use the standardized Excel reporting form, WAHR Survey Form 2025.** The form is available for download at <https://myersandstauffer.com/provider-portal/>. Select Idaho, navigate to the download folder and select the "WAHRS" folder.
- **Submission Requirements:** The preferred method for submission is through the Myers and Stauffer LC Secure File Transfer Portal (SFTP). If you do not have an account, please contact Tanya Bader of Myers and Stauffer LC at (208) 685-1592 or (800) 336-7721 to request access to the SFTP. If you elect to email your submission, it must be sent through a **secured** email system and should be sent to IDWAHRS@mslc.com. **Email submissions are considered secure only when the recipient is required to utilize a login in order to retrieve the email.**
- **Certification:** The cover sheet/certification page below must be completed, signed, and included with the information requested above. A PDF of the signed certification is acceptable.

STATE OF IDAHO
DEPARTMENT OF HEALTH AND WELFARE
* * *
PERSONNEL LISTING WITH WAGE DATA
* * *
REQUESTED TO COMPLY WITH
IDAPA ADDITIONAL TERMS - NURSING FACILITIES A-4.16B and IDAPA 16.03.10.603.02
* * *
AS OF MARCH 15, 2025

Name of Facility

Address

City, State, Zip

Medicaid Provider Number

I certify that, to the best of my knowledge, the information reflected herein is an accurate representation of the facts.

Administrator's Signature

Print or Type Name

Date

Phone Number

Email Address

Provider Training Opportunities

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

March: Claims Adjustment

This course will assist you in adjusting claims on the Trading Partner Account for quick resolution.

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.

	March	April	May
	Claims Adjustment	Durable Medical Equipment	PEA Maintenance
10-11:00 AM MT	3/18/2025	4/15/2025	5/20/2025
	3/19/2025	4/16/2025	5/21/2025
	3/20/2025	4/17/2025	5/22/2025
2-3:00 PM MT	3/12/2025	4/09/2025	5/14/2025
	3/13/2025	4/10/2025	5/15/2025
	3/18/2025	4/15/2025	5/20/2025
	3/20/2025	4/17/2025	5/22/2025

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 [26](#) 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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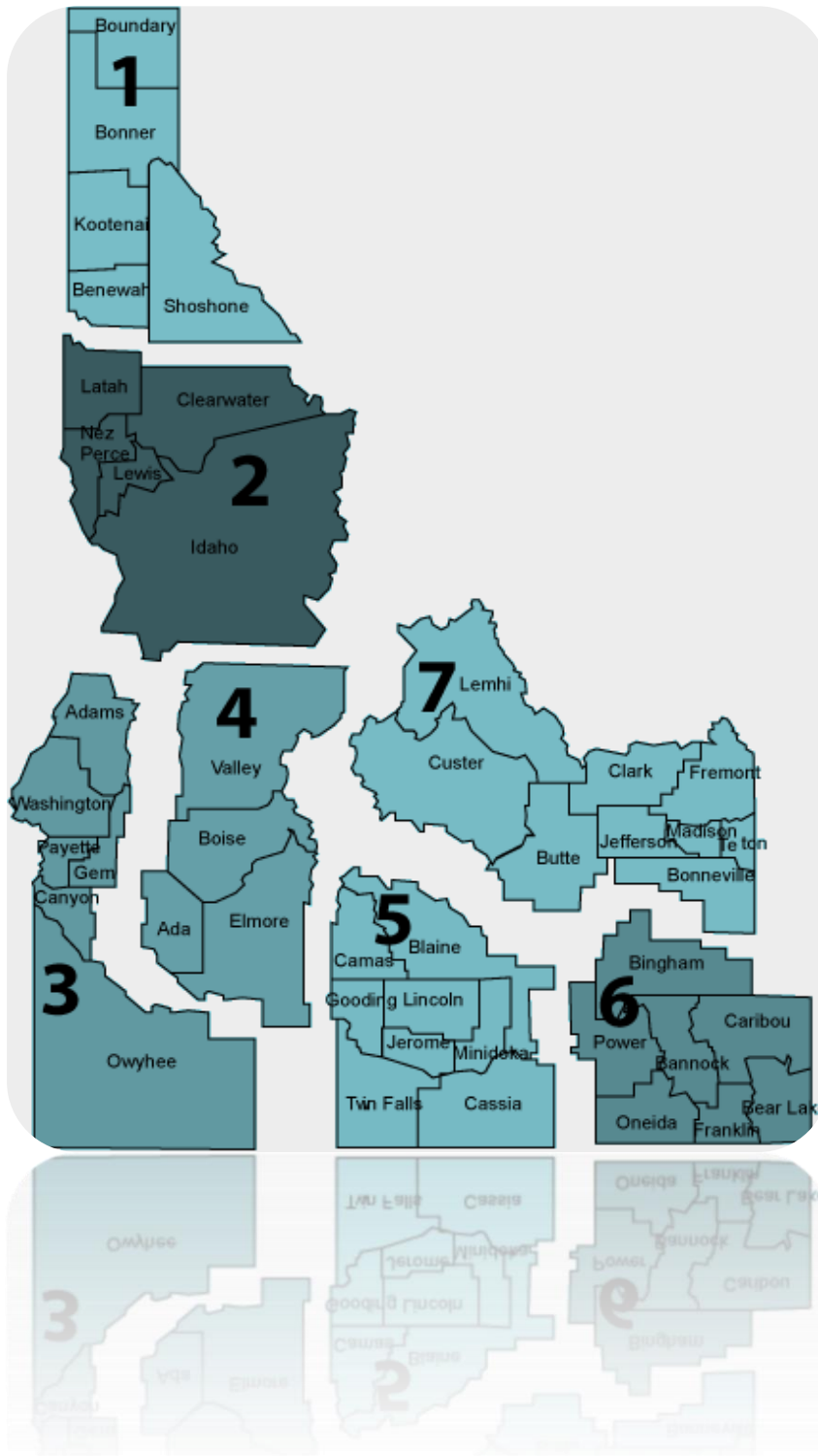
Gainwell Technologies Provider and Participant Services Contact Information

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

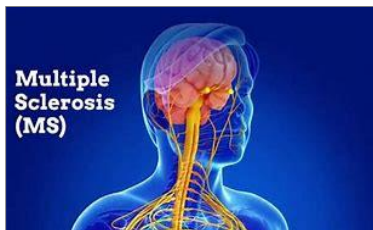
Region.9@gainwelltechnologies.com

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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.



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Idaho Medicaid providers.
Editor: Shannon Tolman**

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

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