



PHYSICIAN REFERENCE GUIDE

& Member Benefits

An important message from your colleagues in ISMA leadership. . .

The Indiana State Medical Association defends the medical profession every day — on your behalf — whether through legislative advocacy, interventions with federal and state agencies or negotiations with commercial payers and other entities attempting to negatively influence health care.

We are your physicians...your colleagues...your friends. Our ranks include well-established physicians and others new to the healing arts. We originate from Indiana and from places all over the globe. We are men and women who know that working together, we can maintain the autonomy we believe is critical to the care of our patients.

Alone, we will lose our independence, not take it back from those who seek to take it away. Divided we will fail to maintain our scope of practice, surrendering it to those less qualified to care for our patients. Ours is — and always will be — a never-ending struggle that easily can be lost if we do not remain vigilant. Advantage can be gained, but only through our collective strength and determination to meet each new challenge.

We are you and you are the ISMA.
Thank you for your support of organized medicine.



To obtain information
about the ISMA,
call (800) 257-4762
or (317) 261-2060,
FAX us at
(317) 261-2076, or
find us on the Internet
at www.ismanet.org.

Richard Idler, M.D.

TABLE OF CONTENTS

Topics	Page
ISMA Member Benefits and Services	4
Additional Services and Information about the ISMA.....	10
Licensure/Registrations/Certifications.....	13
Health Records	16
Medical Malpractice	19
Professional Referrals	20
Employer Posting Requirements	20
Billing Information for Medicare.....	23
Medicaid and Managed Care Information.....	27
Programs for Families, Children and Seniors in Indiana.....	36
Important Telephone Numbers.....	38
Selected Health Care Web Sites.....	39



Mary McAteer, M.D.

ISMA MEMBER BENEFITS & SERVICES

★ Free member benefit ✚ Discounted member benefit

Advocacy ★

Legislation passed by the Indiana General Assembly and the U.S. Congress directly affects how you practice medicine. With your membership, ISMA physician leaders and staff professionals represent you 365 days a year and send you legislative updates weekly during the Indiana legislative session (also on the member's section of ISMA's Web site, www.ismanet.org).

You can join the fight for better laws and policies impacting your medical practice by becoming part of the Key Contact program. You'll work at the grass-roots level to shape effective health care legislation and educate lawmakers about its importance. Call the ISMA for more information.

ISMA MEMBER BENEFITS & SERVICES

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Addressing issues of concern to you and your patients, Key Contact physicians and the ISMA affect change on such issues as:

- Legislation in Indiana and the nation
- Medical policy
- Medical liability
- Continuing medical education
- Graduate medical education
- Physician impairment
- Managed care
- Children's health
- Tobacco use
- Family and community violence
- School sports and health education

athenahealth, Inc. ★

Teaming with athenahealth, Inc., a leading physician billing, practice management and electronic medical record vendor, the ISMA now can help members access state-of-the-art billing services. athenahealth also allows access to the country's largest database of payer rules. Plus, you may be eligible to enjoy a 6 percent discount off the monthly athenaCollector fee when all physicians in your practice are members in good standing of the ISMA. To learn more, visit www.athenahealth.com/ISMA.

Claims and Reimbursement Assistance ★

Resolve billing and reimbursement problems involving Medicare, Medicaid and commercial carriers with help from ISMA practice advisors who are available to you daily. Or you may attend regular meetings with the carriers. Bimonthly updates are published for members following each meeting with Medicare, Medicaid and their contractors.

Also, the ISMA regularly provides members news about changes and solutions to issues with the large commercial plans. Physician members and their staffs bring questions to these meetings, which are open to all ISMA members and practice employees.

ISMA MEMBER BENEFITS & SERVICES

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Coding Assistance ★

For better or worse, codes determine your reimbursement. Correct coding also keeps the auditors away. The ISMA Coding Hotline is available to members for clarification of CPT, ICD and HCPCS coding issues by calling (800) 257-4762 or (317) 261-2060.

Complaint Form Regarding Health Plans and HIPAA ★

The ISMA and the American Medical Association (AMA) offer a tool to help you with the frustrating day-to-day administrative hassles of managed care. The AMA Health Plan Complaint Form can be used to detail the types and severity of the problems you face. The AMA and the ISMA use the information to identify trends, facilitate discussions with national health insurers and coordinate organized medicine's legislative and regulatory agendas.

You can use the Health Insurance Portability and Accountability Act (HIPAA) Complaint Form to inform the AMA about health plans and other payers out of compliance with the HIPAA electronic transaction and code set standards.

Membership in the AMA is not required. Find the complaint form at www.ama-assn.org/ama/pub/category/6760.html.

In-Office Education Services ✚

The ISMA In-Office Education Services can give you peace of mind. After spending time with our staff, you'll know you are complying with governmental guidelines and receiving proper reimbursement. Plus, you'll enjoy improved cash flow and increased patient satisfaction.

These educational activities include compliance training, office administration enhancement, HIPAA compliance review, Medicare/Medicaid claims regulation review, and superbill or encounter form set-up and review. Find details at www.ismanet.org/education/inhouse/index.htm.

ISMA MEMBER BENEFITS & SERVICES

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Directory of Physician Members ★

You will receive a directory with your own listing and listings of colleagues for consultations and referrals. For more detailed information, you are listed on the Doctor Details pages of the ISMA Web site. Doctor Details is promoted to the public on your behalf and lists information such as educational background, specialty, affiliations, office address and phone, and a link to your practice's Web site. Since going live in March 2000, Doctor Details has provided the public with over 100,000 searches and benefited members as an outstanding referral source. The average number of views of the Doctor Details search page is more than 1,000 per month — and growing. See Doctor Details at www.ismanet.org/ddetails/index.htm.

Education ✚

Change is constant and professional development never ends. Sharpen your business acumen and help your staff stay abreast of changes by participating in ISMA seminars and workshops. Some seminars will offer online real-time meeting participation. Education is available for you through two venues:

1. You can attend on-site professional development seminars and workshops conducted for you, your manager and your staff at discounted registration fees. The range of topics includes business and legal issues, coding, Medicare, Medicaid and office management. See a schedule at www.ismanet.org/education/index.htm.
2. If you prefer educational opportunities near your home, customized CME and non-CME programs through your county medical society, hospital, group or other entity can be created upon request.

Field Services ★

The ISMA field staff assigned to northern and southern Indiana serves your interests and acts as liaison between the ISMA and its members. The field staff representatives provide legislative updates and other key information through county medical society meetings, hospital staff meetings and personal contact with the physician community. They strive to increase the number of physicians joining and retaining membership, and enhance participation at all levels of the association. Please contact your ISMA field representative at (800) 257-4762 to refer a colleague who is not a member.

ISMA MEMBER BENEFITS & SERVICES

★ Free member benefit ✦ Discounted member benefit

Insurance ✦

Choose from a multitude of medical insurance plans with flexible benefit designs for you, your family and staff. Let knowledgeable ISMA support staff act as your advocate with the insurer to help you get the most from any plan. Protect yourself, your family and your future with life and disability insurance. More information on these products is available at www.myinmed.org.

Legal Information and Resources ★

Obtain legal assistance and referral services from ISMA's in-house legal staff. Also, the ISMA Legal Department can help you make sense of the documents you must sign by reviewing provider agreements, managed care contracts, employment contracts and more. A multitude of documents summarizing legal information is also available in the Legal Resources section of www.ismanet.org.

Medical Business Specialist (MBS) Certification ✦

As an ISMA member, you can reap the benefits of providing your management and staff with extensive training in policies and procedures critical to office operation. You can improve their communication skills and the significance of their contributions to the success of your practice. The ISMA offers programs needed for development of skills as a certified Medical Business Specialist. For more information call the ISMA office or find it on the Web at www.ismanet.org/education/mbs/index.htm.

Office Depot and Tech Depot Program ✦

The ISMA has teamed up with national retail chain Office Depot® to offer ISMA members special discounts on office supplies. You can also take advantage of TechDepot's special account manager to determine physician technology needs in both large and small offices – plus discounts on computer equipment, software and supplies. Go to www.ismanet.org/why_join/benefits_guide/office_depot.htm.

Patient Education Materials ✦

Educate your patients using ISMA educational resources on such topics as domestic violence, patient satisfaction, obesity and flu shots. Find these handouts at www.ismanet.org/resources/patient_handouts/index.htm.

ISMA MEMBER BENEFITS & SERVICES

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Physician Assistance Program ✦

The ISMA Physician Assistance Program (ISMA PAP) addresses the needs of physicians impaired by chemical dependence, psychiatric disorders and physical disability, as well as the disruptive physician. Title 844 of the Indiana Administrative Code allows substance abusing and/or psychiatrically impaired physicians to obtain help confidentially, provided they follow the guidelines. For more information, contact the ISMA or visit the Web site at www.ismanet.org/resources/assistance/index.htm.

Physician Practice Opportunities ★

The ISMA has developed two methods to help you find new practice opportunities. One is offered through the ISMA's classifieds at www.ismanet.org/resources/classifieds/index.htm. The other is a fully automated system called Opportunities in Medicine in Indiana at www.OMIonline.org, where you can post a CV and access hundreds of potential opportunities.

Publications ★

- Stay on top of health care news that impacts you and your practice with *ISMA Reports*, a biweekly newsletter in print and e-Reports, its e-mail version. Take a look at www.ismanet.org/news/index.htm.
- Learn how the ISMA protects your interests with *Legislative News* updates published weekly during the Indiana General Assembly. Find this new under Government Relations on the ISMA home page at www.ismanet.org.
- Ensure that your concerns with Medicare and Medicaid are reviewed and resolved when you present them to the carriers at Medicare/Medicaid Coalition meetings. Results are reported to all ISMA members through the bimonthly *Medicare/Medicaid Coalition Report* at www.ismanet.org/resources/mm_coalition/index.htm.
- Stay informed on issues and resolutions to problems involving member practices and commercial health plans through the annual *Commercial Payer Report* at www.ismanet.org/resources/commercial_payer_forum.htm.

Commercial Payer Meetings

A session held each June allows you and your staff to meet with commercial payers. The meetings help resolve problems, explain complex regulations and provide answers to your questions. If you are interested in attending or submitting a question, contact the ISMA at (317) 261-2060 or (800) 257-4762. Reports are published after each session as a free service to members. Find the latest at www.ismanet.org/resources/commercial_payer_forum.htm.

Medicare/Medicaid Coalition Meetings

This bimonthly coalition meets with Medicare and Medicaid representatives to discuss issues forwarded by physicians and members of the coalition. Carrier representatives assist in reconciling and clarifying reimbursement concerns as well as procedural, medical policy and systems problems. If you are interested in attending or submitting a question, contact the ISMA at (317) 261-2060 or (800) 257-4762. Bimonthly reports are published following each coalition meeting as a free member service. Find the most recent report at www.ismanet.org/resources/mm_coalition/index.htm.

Indiana Medical Political Action Committee (IMPAC)

IMPAC is the ISMA's nonpartisan political action committee. IMPAC participants are either physician members of the ISMA, spouses of physicians or medical residents. Membership dues are \$250 (physician only), \$500 (physician and spouse), \$365 (Dollar-A-Day Program), \$500 (Five-Star) and \$20 (resident).

Commission on Medical Education

The Commission on Medical Education consists of physicians who survey and accredit organizations to offer continuing medical education. This commission is the only continuing medical education accrediting body in the state and has been in existence for more than 30 years. Anyone interested in becoming an accredited organization should contact the ISMA at (317) 261-2060 or (800) 257-4762 or visit www.ismanet.org/education/CME_providers.htm.

Physician Recognition Award (PRA)

The ISMA recognizes ISMA members who have received the AMA Physician Recognition Award. In 1968, the AMA established the PRA certificate and the related AMA PRA credit system to recognize physicians who, by participating in CME activities, demonstrate their commitment to staying current with advances in medicine.

Medical Student Society (MSS)

The Medical Student Society was established in 1985. Members are dedicated to promoting organized medicine and helping each other through the challenges of medical school. All medical students in Indiana are automatically ISMA members and exempt from all dues.

MSS supports:

- Legislative awareness among medical students
- Campaigns against domestic violence
- Public education about the dangers of tobacco use and alcohol abuse
- Involvement in issues related to graduate medical education
- Student loan deferment protection

Learn more at www.ismanet.org/about/mss.htm.

Resident & Fellow Society (RFS)

The Resident and Fellow Society was established in 1984. As physicians in training, RFS members are aware that the health care system is dynamic in nature and that its members must help protect their future in the healing arts for the good of patients

RFS supports:

- Legislative awareness among resident and fellow physicians
- Active involvement in resident physician contract and workforce issues
- Protection of graduate medical education as the influence of managed care increases and legislative changes threaten funding
- High ethical, educational and practice standards in residency training

For more information, see www.ismanet.org/about/rfms.htm.

Young Physician Society (YPS)

The Young Physician Society was established in 1995. The YPS is eager to promote the entrepreneurial spirit of physicians and seeks to protect their ability to provide the best care possible to patients

YPS supports:

- Participation in legislative activities
- Entrepreneurship among young physicians regardless of specialty
- Grass-roots legislative advocacy in cooperation with county medical societies
- Distribution or provision of practice management and legal advice to young physicians

Read more about YPS at www.ismanet.org/about/yps.htm.

Committee on Family Violence

The ISMA's Committee on Family Violence distributes a guide outlining an eight-step process to assist physicians in helping patients who may have suffered domestic violence. In addition, the committee developed regional, business-sized resource cards to discretely provide victims telephone numbers of shelters and support groups, and outline a safety plan. Learn more at www.ismanet.org/resources/patient_handouts/index.htm.

Specialty Societies

The ISMA provides administrative support and meeting management services for the specialty societies of dermatology, internal medicine, pediatrics, radiology, neurology and surgery, as well as for the Association of Indiana Directors of Medical Education and the Indiana State Medical Association Alliance.

Contact the following entities for regular renewals, as well as any time a physician relocates or closes a practice. You may also contact the ISMA Legal Department for information and resources on starting a practice.

Medical License

All physicians must have an Indiana medical license to practice medicine in Indiana.

Entity: Indiana Medical Licensing Board, (317) 232-2960 or (888) 333-7515 or www.in.gov/pla/medical.htm

Renewal frequency: By June 30 every two (2) years, on odd-numbered years

Renewal means: Paper or online

Fee: \$200 for active license, \$100 for inactive license and \$50 for late fee

Controlled Substance Registry (CSR) Number

All Indiana physicians must have a Controlled Substance Registry number to prescribe, administer or dispense controlled substances.

Entity: Indiana Board of Pharmacy, (317) 234-2067 or www.in.gov/pla/pharmacy.htm

Renewal frequency: By June 30 every two years, on odd-numbered years

Renewal means: Paper or online (simultaneously with medical license)

Fee: \$60 and \$50 late fee

Drug Enforcement Administration (DEA) Number

All physicians must have a Drug Enforcement Administration number to prescribe, administer or dispense controlled substances.

Contact: U.S. Drug Enforcement Administration at (800) 882-9539 or www.deadiversion.usdoj.gov/drugreg/index.html

Renewal frequency: Every three years, based on the date the number was originally assigned

Renewal means: Paper or online

Fee: \$551

Business Entity (registration, filings, reporting)

Most business entities must register, as well as submit regular reports.

Contact: Indiana Secretary of State at (317) 232-6581 or www.in.gov/sos/business

Radiology Equipment (training, inspections, registration)

Persons who operate radiology equipment must have proper training. Equipment must be inspected and registered.

Contact: Indiana State Department of Health, Medical Radiology Services Program at (317) 233-1325 or www.in.gov/isdh/23279.htm

Renewal frequency: Depends on equipment

Laboratory - Clinical Laboratory Improvement Amendments (CLIA)

Entities that perform any tests on materials derived from the human body for the purpose of diagnosis, prevention, or treatment of any disease or impairment or assessment of health of persons must meet certain requirements.

Contact: Indiana State Department of Health at (317) 233-1325

Office-Based Surgery/Anesthesia

Effective May 24, 2008, the Indiana Medical Licensing Board adopted new rules regulating health care facilities that perform office-based anesthesia. The rule applies to facilities performing moderate sedation/analgesia, deep sedation/analgesia, general anesthesia and regional anesthesia. The rule does not apply to local anesthesia, topical anesthesia, superficial nerve blocks or minimal sedation/anxiolysis. All terms are defined in the rule. The rules include provisions regarding knowledge, training and education requirements, interventions, patient rescue, hospital privileges and transfer agreements, informed consent, peer review, and EMS transfer agreements.

Additionally, after January 1, 2010, a practitioner may not perform or supervise a procedure that requires anesthesia in an office-based setting unless the office-based setting is accredited by an approved accreditation agency. As of 2008, the Board had approved the following accrediting agencies:

- American Association for Accreditation of Ambulatory Surgery Facilities, Inc. (AAAASF) at (888) 545.5222 or www.aaaasf.org
- Accreditation Association for Ambulatory Health Care, Inc. (AAAHc) at (847) 853-6060 or www.aaahc.org/eweb/StartPage.aspx
- Joint Commission at (630) 792-5000 or www.jointcommission.org/AccreditationPrograms/Office-BasedSurgery
- Health Facilities Accreditation Program (HFAP) at (312) 202-8062 or www.hfap.org

INSPECT

Any physician who seeks to access their patients' controlled substance prescription drug histories may do so by registering (for free) for the Indiana Scheduled Prescription Electronic Collection and Tracking program or INSPECT.

Contact: Indiana Board of Pharmacy, (317) 234-2067 at www.in.gov/pla/pharmacy.htm

Controlled Substance Prescription Pads

Indiana has its own law regulating controlled substance prescription pads that has been deemed compliant with federal Medicaid requirements. The Indiana Board of Pharmacy publishes a list of vendors approved to print the Indiana security pads. To obtain the list, go to www.in.gov/pla/pharmacy.htm or call (317) 234-2067.

Disclosures

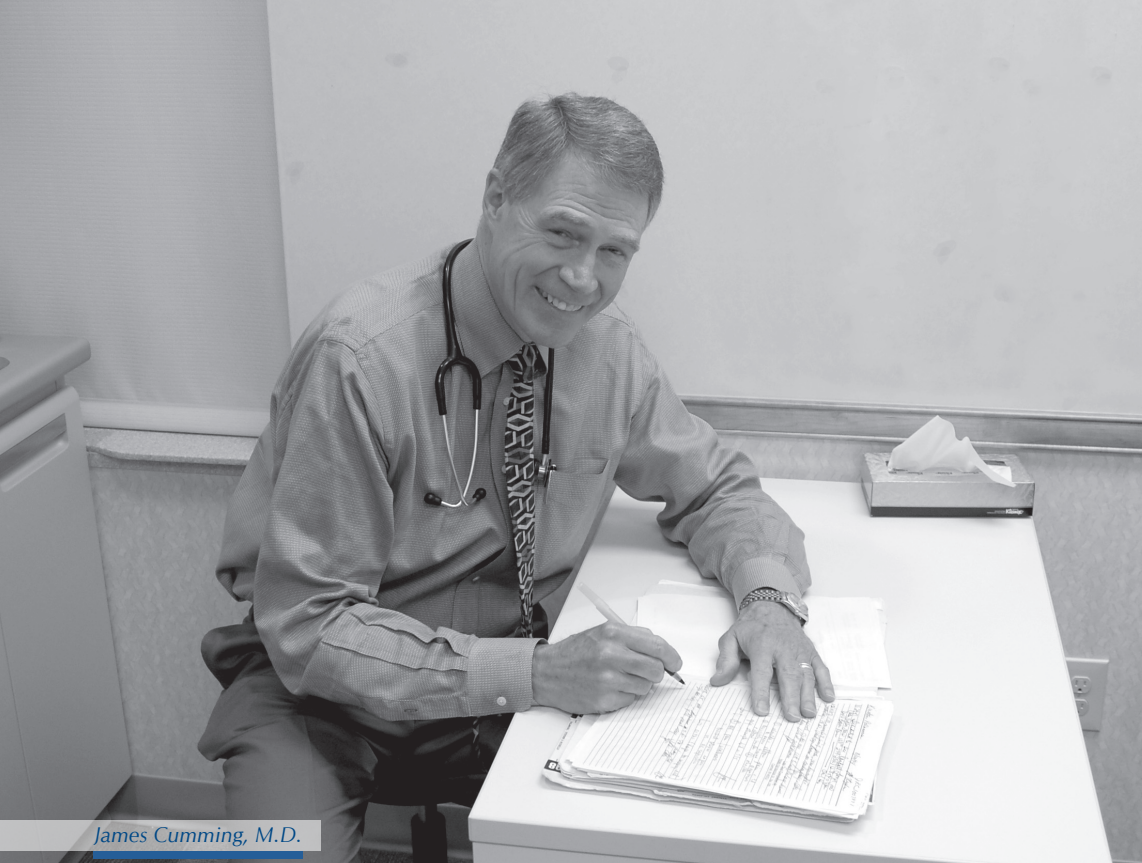
Physicians who have a financial interest in a health care entity must take the following steps before referring a patient to that entity:

1. Disclose in writing to the individual that the physician has a financial interest in the health care entity.
2. Inform the individual in writing that the individual may choose to be referred to another health care entity.
3. Obtain patient's signed acknowledgment of the notice.
4. Retain the patient's signed notice.

This requirement does not apply if a delay in treatment caused by compliance with this rule would reasonably be expected by the referring physician to result in serious:

1. Jeopardy to the individual's health
2. Impairment to the individual's bodily functions or
3. Dysfunction of a bodily organ or part of the individual

Failure to comply with this rule could subject a physician to discipline by the Indiana Medical Licensing Board.



James Cumming, M.D.

HEALTH RECORDS

Patient access to health records

The physician or provider is the owner of the health record. Information contained in the health record belongs to the patient. The health record is confidential and generally shall be disclosed only with the valid written consent of the patient or by court order.

Upon written request and reasonable notice by a competent patient, the physician is required to provide a copy of the patient's health record. The written request for release should include:

- Name and address of the patient
- Name and address of the person requested to release the record
- Name and address of the person to whom the record is to be released
- Purpose of the release
- Description of the information to be released
- Signature of the patient or patient's legal representative if the patient is incompetent
- Date consent is signed
- Statement that the consent is subject to revocation at any time
- Date, event and condition on which consent will expire

HEALTH RECORDS

Withholding Records

Health records may not be withheld because of an unpaid bill for medical services. However, a provider may withhold health record information from the patient if the provider reasonably determines that either the information would be detrimental to the physical or mental health of the patient, or the information is likely to cause the patient to harm him/herself or someone else.

Copy Charges

The following fees may be charged for copying medical records:

- \$20 labor charge (includes first 10 pages)
- \$0.50 per page (pages 11 through 50)
- \$0.25 per page (pages 51 and higher)
- Actual postage costs
- \$10 rush fee if records to be provided within two working days, and records are actually so produced
- Actual cost for X-rays and mammograms
- \$20 certifying fee

A provider must consider waiving or reducing the charges for copies of a patient's medical record if the request is from a provider to whom the patient was referred for treatment or from whom the patient is seeking a second opinion, or if the patient has requested the records for his or her own use and the charges will cause the patient undue financial hardship.

Medicaid considers medical records part of its covered services, so providers cannot charge Medicaid patients for copies of records.

Accessing medical records of a minor

To request health records, the patient must be at least 18 years old or emancipated. If the patient is under age 18 and not emancipated, the patient's parent, guardian or custodian may request the records.

When parents of a minor child are divorced or separated, both the custodial and non-custodial parents of a child have equal access to the child's health records. A court may issue an order that limits the non-custodial parent's access to the child's health records. However, this is not effective unless the provider has received a copy of the court order or has actual knowledge of the court order.

Subpoena

Health records may be released to a third party when a valid subpoena is served. Proper HIPAA procedures must also be followed. Contact the ISMA Legal Department if you have questions.

Retention of Health Records

There are several statutory requirements regarding retention of health records.

- Health records – Minimum 7 years from the last time you saw patient
- X-rays – Minimum 5 years
- Mammograms – Minimum 5 years
- Business records – Contact your health care attorney and accountant

In addition, physicians who participate in preferred provider plans (PPOs) or health-maintenance organizations (HMOs) may agree by contract to maintain records for a longer period of time. Failure to do so could give rise to a breach of contract action.

Due to exceptions in Indiana court cases defining the time when a cause of action accrues, it is advisable for physicians to retain records for a period to be determined in consultation with their attorneys and medical malpractice insurance carriers. Many physicians choose to retain their medical records indefinitely. Physicians may consider converting to electronic records to improve access and reduce storage issues.

Mental Health Records

The provider is the owner of the mental health record. Information contained in the mental health record belongs to the patient. The mental health record is confidential and generally shall be disclosed only with the valid written consent of the patient or by court order.

If you are unfamiliar with the special rules restricting disclosure of mental health records, consult with your private attorney or contact ISMA's legal staff before releasing any mental health records.

Key Features of Indiana's Medical Malpractice Act

Indiana has a unique medical malpractice system. Physicians who obtain sufficient malpractice insurance coverage receive the protections of the Medical Malpractice Act. To participate, physicians generally must purchase underlying malpractice insurance coverage of \$250,000 per act and pay a surcharge into the Patient's Compensation Fund covering the next \$1 million. Surcharge amounts vary by specialty. The physician then receives the protections of Indiana's act that includes capped liability at \$1.25 million per act of malpractice and the ability to have any case pre-screened by a medical review panel consisting of three of the physicians' peers.

Insurance Coverage

Physicians seeking insurance can contact the ISMA for a list of malpractice insurance companies.

Medical Review Panels

The medical review panels were set up as a key feature of Indiana's system to help pre-screen malpractice cases before physicians can be sued in court. The panel consists of three physicians (voting) and one attorney chairperson (non-voting). All Indiana licensed physicians are eligible to serve on medical review panels. There is no limit on how many panels a physician can serve on, either in total or simultaneously. The law does provide a means by which panel members may ask to be excused by showing good cause. However, the panel chairperson has discretion to grant or deny the request.

Panel members are responsible for rendering an opinion as to whether the defendant(s) acted or failed to act within the appropriate standards of care, as well as whether any malpractice caused the complained of damages. If the case later goes to trial, the panel opinion is admissible in court, but it is not conclusive or binding. The parties may call any member of the medical review panel as a witness at trial.

After serving, panel members are entitled to reasonable travel expenses and up to \$350, exclusive of time involved, if called as a witness to testify in court. A panelist has absolute immunity from civil liability for all communications, findings, opinions and conclusions made in the course and scope of medical review panel duties.

PROFESSIONAL REFERRALS

The ISMA has created the Second Opinion program to help physicians obtain professional assistance from health care attorneys and accountants. You are charged no fee for calling the ISMA or for initial contact with select participating firms. Professionals from the firms are prepared to provide you with timely and accurate information relative to your concerns. If the inquiry requires additional services, you may choose whether to retain that firm at the applicable rates. Contact the ISMA Legal Department for referrals.

EMPLOYER POSTING REQUIREMENTS

General responsibilities for employers include posting the following information in a conspicuous place.

STATE POSTERS

Occupational Safety and Health Protection (IOSHA)

Who must post: All private employers engaged in businesses affecting commerce

Contact: Indiana Department of Labor at (317) 232-2655 or www.in.gov/dol

Minimum Wage & Overtime (state and federal)

Who must post: All businesses with annual gross incomes of more than \$500,000

Contact: Indiana Department of Labor at (317) 232-2655 or www.in.gov/dol

No Smoking

Who must post: Anyone operating a building with a fire hazard must post NO SMOKING signs in “open spaces where combustible materials are stored and handled.”

Contact: Indiana Division of Fire and Building Safety at (317) 232-2222 or www.in.gov/dhs

EMPLOYER POSTING REQUIREMENTS

Worker's Compensation

Who must post: All businesses subject to Worker's Compensation Act

Contact: Indiana Worker's Compensation Board at (317) 232-3809 or www.in.gov/wcb

Child Labor

Who must post: All businesses that employ minors ages 14 through 17

Contact: Indiana Department of Labor at (317) 232-2655 or www.in.gov/dol

Indiana Department of Employment and Training Services (IN-DETS Act)

Who must post: All businesses

Contact: Indiana Workforce Development at (317) 232-6702 or www.in.gov/dwd

FEDERAL POSTERS

Equal Employment Opportunity

Who must post: Businesses with 15 or more employees

Contact: U.S. Equal Employment Opportunity Commission-Indianapolis District Office at (800) 669-4000

Polygraph Protection Act

Who must post: All businesses with annual gross incomes of more than \$500,000

Contact: U.S. Department of Labor at (317) 226-6801 or www.dol.gov

Family Medical Leave Act (FMLA)*

Who must post: All businesses that employ 50 or more employees in 20 or more work weeks.

Contact: U.S. Department of Labor at (317) 226-6801 or www.dol.gov

** The FMLA act was amended in January 2008 to include the Military Family Leave Act. This amendment added a provision to extend leave protection to the families of U.S. Armed Forces members. The new amendment also requires all employers to post notice of the law in a conspicuous place in the office. For information about the amendment, visit www.dol.gov/esa/whd/fmla/ndaa_fmla.htm. Offices can obtain the new poster insert with the relevant amendments at the Department of Labor Web site, www.dol.gov/esa/whd/fmla or by calling 1-866-4-USA-DOL.*

EMPLOYER POSTING REQUIREMENTS

Uniformed Services Employment & Re-employment Rights Act (USERRA)

Who must post: All employers

Contact: U.S. Department of Labor at (317) 226-6801 or www.dol.gov/vets

How to verify what posters you need:

The above list may not be comprehensive, and the law could (and probably will) change after this guide is published. Therefore, all employers should independently verify what posters they need. The U.S. Department of Labor has a Web site tool that allows employers to respond to a series of questions to determine which posters are required. Go to www.dol.gov/elaws/posters.htm.

Options for obtaining needed posters:

1. Contact the listed government agency by phone.
2. Go to the listed government agency's Web site. Many have a free downloadable version of the poster on their Web site. For instance:
 - The Indiana Department of labor Web site, www.in.gov/dol, has free downloadable versions of the IOSHA, child labor and minimum wage posters.
 - The Indiana Worker's Compensation Board Web site, www.in.gov/wcb, has a free downloadable version of the Worker's Compensation poster
3. Some companies offer free downloadable versions of the required labor law posters. For example, see GovDocs at www.laborlawposter.com/site/index.html.
4. Some companies sell labor posters. See:
 - a. Labor Law Center at www.laborlawcenter.com
 - b. Business-Know-how at www.businessknowhow.net/posters
5. The Indiana Chamber of Commerce Web site, www.indianachamber.com/pressroom.asp, has:
 - a. A FREE poster subscription service that notifies employers when there is a change in the law that warrants a new labor poster
 - b. Labor posters, books and brochures for businesses for sale



Edward Negovetich, M.D.

BILLING INFORMATION FOR MEDICARE

Traditional Medicare - National Government Services

Part B customer Care - 866.276.8129

Part B IVR - 866.250.5665

You can obtain information such as patient eligibility, claim status, and deductibles.

EDI Call Center - 877.273.4334

Telephone re-opening

Medicare Advantage

Contact the individual carrier directly

Part D

Contact the individual carrier directly

Clinical Provider Outreach and Education/CERT

800-338-6101

Claim Filing Guidelines

What form do I use?

To submit most insurance services to carriers, you must complete a CMS 1500 (08-05) claim form. This form is also available in other versions, such as CMS (C-1) (08-05) and CMS (C-2) (08-05), which are computer forms. Charges submitted on any other form will not be accepted.

Whose responsibility is it to file the claim?

The Centers for Medicare & Medicaid Services (CMS) and other insurance carriers require all physicians to complete claim forms for their Medicare patients whether the service is assigned or non-assigned and whether the physician is participating or non-participating.

Where can I obtain the CMS 1500 (08-05) form?

The CMS 1500 (08-05) claim form can be purchased through the following sources and is also available through a number of private printing agencies:

AMS of Indiana
(317) 255-6352
\$39.95/Box, free shipping for 4 boxes or more

Government Printing Office
(202) 512-1800
www.gpoaccess.gov
Click on U.S. Government Bookstore
Under Search, type: CMS-1500

How do I complete the CMS-1500 (08-05) form?

There are no universal instructions for completing the CMS 1500. Each insurance company will provide specific instructions applicable for claims filed to them.

The National Uniform Claim Committee (NUCC) strongly recommends providers contact their health plans or clearinghouses/vendors prior to submitting a claim on the revised form to ensure they are prepared to accept the new form.

Complete instructions can be found on the National Uniform Claim Committee Web site, www.nucc.org.

Most common errors when completing claims:

- Incorrect identification of the member or incorrect group numbers
- Missing or incorrect diagnosis code
- Use of diagnosis codes that do not correspond with the services rendered
- Invalid CPT codes
- No date of accident (if applicable)
- Billing the secondary payer prior to the primary payer
- Incorrect use of the Provider Identification Number, or since May 2007, the National Provider Identifier (NPI)

Are there time limits for submitting claims?

All claims for Medicare reimbursement must be submitted within the following time frames:

For services rendered Claims must be filed by:

Oct. 1, 2007 – Sept. 30, 2008	Dec. 31, 2009
Oct. 1, 2008 – Sept. 30, 2009	Dec. 31, 2010
Oct. 1, 2009 – Sept. 30, 2010	Dec. 31, 2011

Purchasing a Relative-Value Study (RBRVS)

The RBRVS study, the basis for the original Medicare fee schedule, was published in the Nov. 25, 1991, Federal Register. The fee schedule is updated each year in November. You may print a copy from the Federal Register when the final rules are released, normally the first week of November each year. Hard copies may be ordered from the Government Printing Office (GPO):

GPO
Order and Information Desk
Washington, D.C. 20402-9329
(202) 512-1800

AMA Resource-Based Relative Value Scale (RBRVS)

For order information and pricing, call (800) AMA-3211.

Resources and Tools

The following coding books are available from the AMA:

BILLING INFORMATION FOR MEDICARE

- CPT Coding Book
- AMA ICD-9-CM Code Book
- AMA HCPCS
- Principles of CPT Coding
- Coding with Modifiers
- CPT Assistant
- CPT on CD-Rom
- ICD-9-CM on CD-Rom
- HCPCS on CD-Rom

To order, call (800) 621-8335.

Ingenix also sells the coding book listed below. Order by calling (800) INGENIX (464-3649), option 1, or visit the Web site at www.ingenixonline.com.

- CPT Expert
- HCPCS Level II Expert
- ICD-9-CM Expert for Physicians, Volumes 1 & 2 (Updateable)



MEDICAID AND MANAGED CARE INFORMATION

Medicaid has a one-year filing limit from the date of the service. However, the managed care organizations that contract with physicians to pay for Medicaid services have stricter filing limits. Contact other carriers for their exact filing limit guidelines.

Family and Social Services Administration

(317) 233-4454

www.in.gov/fssa

Office of Medicaid Policy and Planning (OMPP) Managed Care Staff

www.in.gov/fssa/ompp/index.htm

Mailing Address:

MS-07
Office of Medicaid Policy and Planning, FSSA
(Staff Person's Name)
402 W. Washington St.
Indianapolis, IN 46204-2739

General Phone Number: (317) 233-8800

General Fax Number: (317) 232-7382

E-mail Address: managedcare@fssa.in.gov

MEDICAID AND MANAGED CARE INFORMATION

EDS Managed Care Staff

EDS

(317) 488-5000

Fax: (317) 488-5020

www.indianamedicaid.com

Other Important Numbers:

AVR System: (317) 692-0819 or (800) 738-6770

EDS Customer Assistance: (317) 655-3240 or (800) 577-1278

EDS Third-Party Liability: (317) 488-5046 or (800) 457-4510

Electronic Solutions Help Desk: (317) 488-5160 or (877) 877-5182

Electronic Solutions E-mail: INXIXElectronicSolutions@eds.com

Hoosier Healthwise Package C Payment Line: 1-866-404-7113 (toll-free)

Package C Payment Mailing Address:

Hoosier Healthwise

P.O. Box 3127

Indianapolis, IN 46206-3127

Health Care Excel (HCE)

General Phone Number: (317) 347-4500

General Fax Number: (317) 347-4535

Surveillance and Utilization Review: (317) 347-4527 or 1-800-457-4515 (toll free)

Mailing Address:

Health Care Excel

Surveillance and Utilization Review

P.O. Box 531700

Indianapolis, IN 46253-1700

Provider and Member Concern Line (fraud and abuse): (317) 347-4527

MANAGED CARE HELPLINES AND WEB LINKS

Hoosier Healthwise Helpline: 1-800-889-9949 (toll free), Option 3 for providers

IFSSA Hoosier Healthwise Web page: www.in.gov/fssa/ompp/2848.htm.

Medicaid Select Helpline: 1-877-633-7353 (toll free), Option 3 for providers

MEDICAID AND MANAGED CARE INFORMATION

IFSSA Medicaid Select Web page: www.in.gov/fssa/ompp/4166.htm

Care Select Helpline: 1-866-963-7383 (toll free), Option 3 for providers

IFSSA Care Select Web page: www.in.gov/fssa/ompp/4161.htm

Healthy Indiana Plan (HIP) Helpline: 1-877-438-4479 (toll free), Option 3 for providers

IFSSA Healthy Indiana Plan (HIP) Web page: www.in.gov/fssa/hip/index.htm

Indiana Chronic Disease Management Program Helpline: 1-866-311-3101 (toll free)

Indiana Chronic Disease Management Program Web site:
www.indianacdmprogram.com

MANAGED CARE ORGANIZATIONS (MCOs)

Anthem

Mailing Address:

Anthem Blue Cross and Blue Shield

P.O. Box 6144

Indianapolis, IN 46209-9210

General Phone Numbers for Existing Members and Providers:

Member Services: 1-866-408-6131 (toll free)

TTY: 1-866-408-7188 (toll free)

Fax: 1-866-408-7087 (toll free)

Provider Services: 1-866-408-6132 (toll free)

Fax: 1-866-408-7087 (toll free)

Prospective Member: 1-888-232-9613 (toll free)

Prospective Provider: 1-800-618-3141 (toll free)

Transportation: 1-800-508-7230 (toll free)

TTY: 1-866-910-1603 (toll free)

Fax: (317) 291-9446

Prior Authorization: 1-866-408-7187 (toll free)

Fax: 1-866-406-2803 (toll free)

Claims Inquiry:

Members - 1-866-408-6131 (toll free)

Providers - 1-866-408-6132 (toll free)

Pharmacy - 1-866-629-1608 (toll free)

MEDICAID AND MANAGED CARE INFORMATION

Pharmacy: 1-866-629-1608 (toll free)

TTY: 1-800-905-9821 (toll free)

PA Fax: 1-866-408-7103 (toll free)

Anthem Web site: www.anthem.com

Claims Address:

P.O. Box 37180,
Louisville, KY 40233-7180

Managed Health Services (MHS)

Mailing Address:

Managed Health Services
1099 N. Meridian St.
Suite 400
Indianapolis, IN 46204

General Phone Number: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Member Services: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

NurseWise: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Transportation: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Provider Services: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Prior Authorization: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Claims Inquiry: 1-877-MHS-4U4U or 1-877-647-4848 (toll free)

Pharmacy: US Script 1-800-460-8988 (toll free)

Pharmacy Prior Authorization: 1-866-399-0928 (toll free)

Pharmacy Prior Authorization Fax: 1-866-399-0929 (toll free)

Managed Health Services Website: www.managedhealthservices.com

Claims Address:

P.O. Box 3002
Farmington, MO 63640

MDwise

Mailing Address:

MDwise
1099 N. Meridian St.,
Suite 320
Indianapolis, IN 46204

MEDICAID AND MANAGED CARE INFORMATION

Phone Number: (317) 630-2828

Fax: (317) 630-2835

Member Services: (317) 630-2831 or 1-800-356-1204 (toll free)

Provider Services: (317) 630-2831 or 1-800-356-1204 (toll free)

Transportation: (317) 630-2831 or 1-800-356-1204 (toll free)

Prior Authorization: (317) 630-2831 or 1-800-356-1204 (toll free)

Claim Inquiries: (317) 630-2831 or 1-800-356-1204 (toll free)

Pharmacy: (317) 630-2831 or 1-800-356-1204 (toll free)

MDwise Website: www.mdwise.org

Claims Address:

P.O. Box 441423
Indianapolis, IN 46244-1423

CARE MANAGEMENT ORGANIZATIONS (CMOs)

ADVANTAGE Health Solutions, Inc. SM

Mailing Address:

ADVANTAGE Health Solutions, Inc.SM
P.O. Box 90263
Indianapolis, IN 46290

General Phone Number: 1-800-784-3981

General Fax Number: N/A

Member Services: 1-800-784-3981

Provider Services: 1-800-784-3981

Prior Authorization: 1-800-784-3981

Prior Authorization Address:

P.O. Box 80068
Indianapolis, IN 46280

Claims Inquiry: EDS Customer Assistance (317) 655-3240 or 1-800-577-1278

Pharmacy: (317) 655-3240 or 1-800-577-1278 Option 1

ADVANTAGE Health Solutions, Inc.SM Web site: www.advantageplan.com

MDwise

Mailing Address:

MDwise
1099 N. Meridian St.
Suite 320
Indianapolis, IN 46204

General Phone Number: (317) 630-2828**General Fax Number:** (317) 630-2835**Member Services:** 1-866-440-2449**Fax:** 1-877-822-7188**Provider Services:** 1-866-440-2449**Prior Authorization:** 1-866-440-2449**Prior Authorization PO Box Address:**

P.O. Box 44214
Indianapolis, Indiana 46244-0214

Claims Inquiry: EDS Customer Assistance (317) 655-3240 or 1-800-577-1278**Pharmacy:** (317) 655-3240 or 1-800-577-1278 Option 1**MDwise Web site:** www.mdwise.org

HEALTHY INDIANA PLAN (HIP) INSURERS

Anthem Blue Cross & Blue Shield

Mailing Address:

Anthem
P.O. Box 37180
Louisville, KY 40233-7180

Member Services: 1-800-553-2019 (toll free)**Network Development:** 1-800-455-6805 (toll free)**Prior Authorization:** (1-866-398-1922 (toll free)**Radiology Prior Authorization:** 1-888-730-2817 (toll free)**Provider Inquiries:** 1-800-345-4344 (toll free)**Behavioral Health Claim Inquiries:** 1-800-818-6872**Pharmacy:** 1-800-662-0210**Pharmacy PA:** 1-800-338-6180 (toll free)**Anthem Web site:** www.anthem.com**Medical Claims Address:**

P.O. Box 37010
Louisville, KY 40233-7850

MDwise with AmeriChoice

Mailing Address:

MDwise
1099 N. Meridian St.
Suite 320
Indianapolis, IN 46204

Provider Relations: (317) 829-5532**Fax:** (317) 822-7162 or 1-877-822-7192 (toll free)**Member Services:** (317) 822-7196 or 1-877-822-7196 (toll free)**Provider Services:** (317) 822-7196 or 1-877-822-7196 (toll free)**Prior Authorization:** (317) 822-7196 or 1-877-822-7196 (toll free)**Medical Claim Inquiries:** (317) 822-7196 or 1-877-822-7196 (toll free)**Behavioral Health Claim Inquiries:** 1-800-818-6872 (toll free)**Pharmacy:** (317) 822-7196 or 1-877-822-7196 (toll free)**Pharmacy PA:** 1-800-558-1655 (toll free)**Medical Claims Address:**

P.O. Box 31363
Salt Lake City, UT 84131-0363

Behavioral Health Claims Address:

CompCare/MDwise
3405 W. Dr. Martin Luther King, Jr., Suite 101
Tampa, FL 33607

MEDICAID AND MANAGED CARE INFORMATION

HEALTHY INDIANA PLAN (HIP) – ENHANCED SERVICES PLAN

ACS - Non Pharmacy

Claim Inquiry: (317) 614-2032 or 1-866-674-1461 (toll free)

Medical Claims Address:

P.O. Box 33077

Indianapolis, IN 46203-0077

EDS - Pharmacy

Claim Inquiry: EDS Customer Assistance (317) 655-3240 or 1-800-577-1278

Pharmacy Claims Address:

P.O. Box 7268

Indianapolis, IN 46207-7268

Prior Authorization: ACS 1-866-879-0106 Fax 1-866-780-2198



PROGRAMS FOR FAMILIES, CHILDREN AND SENIORS IN INDIANA

Program	Agency	Description
Children's Special Health Care Services (CSHCS) Public Health Commission (800) 475-1355	ISDH	Program to provide family-centered primary care, treatment, rehabilitation and care coordination services to children who are financially and medically in need of care as a result of a chronic illness or disability.
Home & Community Medicaid Services (317) 232-7930	FSSA	A variety of home and community-based services are made available to children across the state through the autism, developmentally disabled and medically fragile children's waivers.
Baby First Perinatal Indiana Network (317) 233-1249	ISDH	Media campaign to improve the rate of early entry into prenatal care. (www.indianaperinatal.org)
Indiana Family Helpline (800) 433-0746 (866) 275-1274 TTY/TDD	ISDH	Provides information about access to programs and services for families.
Tobacco-Free Teens (317) 573-3902	DMH FSSA	After-school programs for children ages 10 to 14 who are at moderate risk of abusing substances.
Healthy Families (317) 232-4770	FSSA	A voluntary home visitation program designed to promote healthy children and families through a variety of services. At-risk families receive intensive home-based services including child development, parental education and health care information.
Prescription Drug Discounts (202) 479-1200 www.info@ncoa.org	NCOA	Benefits Check Up is a free, confidential online service that tells seniors if they are eligible for federal and state programs, as well as discount drug programs.
Hoosier Rx (317) 234-1381 (866) 267-4679	FSSA	Indiana's Prescription Drug Program for low-income seniors (www.in.gov/fssa/elderly/hoosierrx/).
Indiana Tobacco Quitline (800) QUIT-NOW	ISDH	The Indiana Tobacco Quitline is a free phone-based counseling service to help Indiana smokers quit. The Quitline also provides resources for health care providers who want to improve patient outcomes and best practices for employers who want to implement smoke-free policies. (www.indianatobaccoquitline.net)

PROGRAMS FOR FAMILIES, CHILDREN AND SENIORS IN INDIANA

Program	Agency	Description
Maternal & Child Health (MCH) (800) 761-1271	Indiana State Dept. of Health (ISDH)	Assesses health status and assures quality child health services for women and children in Indiana. Provides and monitors grants to cooperative efforts of local communities, health departments and other not-for-profit agencies to provide health services to women, infants, children and adolescents.
Women, Infants and Children (WIC) (800) 522-0874	ISDH	A nutrition intervention program operated to provide nutrition education, supplementary foods of high nutritional value and health care referrals.
Immunizations	ISDH	Administers public sector vaccine through the state. Conducts surveillance for investigation of vaccine-preventable disease cases and outbreak control. Serves Medicaid-eligible, Medicaid-ineligible and underinsured children.
Indiana Family Healthcare Lead Screening (800) 433-0746	ISDH	Provides voluntary lead screening for children birth to age 6 living in communities with factors putting them at high risk of lead poisoning.
Family Planning (317) 637-4343	Planned Parenthood	Family planning counseling, medical services and contraceptive services.
Hoosier Assurance Plan (317) 232-7800	Dept. of Mental Health (DMH), Family & Social Services Admin. (FSSA)	Mental health services for children and adolescents with serious emotional disturbances.
Children's Health Insurance Program (CHIP) (800) 889-9949 www.state.in.us/chip	Hoosier Healthwise	National program to provide health insurance to children under 200 percent of the poverty level and ineligible for Medicaid.
Medicaid (317) 233-4455	FSSA	Federal/state entitlement program to provide medical care to pregnant women and eligible children or adults over the age of 65, blind or disabled. See pages 26–28 for additional contact information on Medicaid managed care.
First Steps www.in.gov/fssa/first_step/	FSSA	To provide access to early intervention services for all Indiana families with infants and toddlers experiencing developmental delays or disabilities.

IMPORTANT TELEPHONE NUMBERS

Infectious Disease/Venereal Disease (VD)

Infectious Disease Clinic (AIDS testing) (317) 221-8300
VD/STD Hotline (800) 227-8922

Crisis/Suicide Prevention

Crisis (including family violence) & Suicide Intervention. (317) 251-7575
Midtown Mental Health Center. (317) 630-7791

Counseling

Community Mental Health Centers: Adult & Child. (317) 882-5122
Family Service Association. (317) 634-6341
Salvation Army Social Service Center. (317) 637-5551

Drugs/Alcohol

AL-ANON/ALATEEN (317) 357-9607
Poison Hotline (800) 222-1222 or (317) 929-2323
Cocaine Hotline (800) 662-HELP
Narcotics Anonymous. (317) 875-5459
Dope Hotline. (317) 327-DOPE

Health Services

Indiana Family Helpline (800) 433-0746

Other Important Phone Numbers

Helpline (United Way of Central Indiana). (317) 926-4357
Legal Services Organization of Indiana, Inc.
(low-income civil cases) (317) 631-9410

Support Groups/Counseling for Domestic Violence

Indiana Coalition Against Domestic Violence
(24-hour hotline) (800) 332-7385
Indiana Family Helpline (800) 433-0746
For notification when batterer is released
from Marion County jail (800) 278-8134

MEDICAID AND MANAGED CARE INFORMATION

Indiana State Medical Association. www.ismanet.org
Access Indiana www.in.gov or www.ai.org
AdminaStar Federal. www.adminastar.com
Agency for Healthcare Research and Quality www.ahrq.gov
American Hospital Association www.aha.org
American Medical Association www.ama-assn.org
Centers for Disease Control and Prevention www.cdc.gov
Center for Health Care Strategies, Inc. www.chcs.org
Centers for Medicare & Medicaid Services www.cms.gov
Code of Federal Regulations www.gpoaccess.gov/cfr/index.html
Dept. of Health and Human Services www.dhhs.gov
Federal Register www.archives.gov
Food and Drug Administration www.fda.gov
Government Accountability Office www.gao.gov
U.S. Government consumer health
and human services information www.healthfinder.gov
Health Insurance Portability and
Accountability Act (HIPAA) www.hhs.gov/ocr/hipaa
Indiana Medicaid www.indianamedicaid.com
INshape Indiana Program www.INshape.in.gov
IU School of Medicine www.medicine.iu.edu
Indiana State Department of Health www.in.gov/isdh
Kaiser Family Foundation www.kff.org
Legal and Tax Answers for Nonprofits. www.exemptlaw.com
Local Health Departments listing www.in.gov/isdh/links/local_dep/
Medicaid FAQs. www.cms.hhs.gov/medicaid/
Medicare FAQs. www.cms.hhs.gov/medicare/
National Health Law Program. www.healthlaw.org
National Library of Medicine (includes Medline). www.nlm.nih.gov
Office of Inspector General www.oig.hhs.gov
Search page for federal legislative information. <http://thomas.loc.gov>
Senator Evan Bayh. <http://bayh.senate.gov/WebMail1.htm>
Senator Richard Lugar. <http://lugar.senate.gov>
U.S. Congress www.visi.com/juan/congress
U.S. Senate. www.senate.gov
U.S. Dept. of Health and Human Services www.dhhs.gov
White House www.whitehouse.gov



Indiana
State
Medical
Association

322 Canal Walk
Indianapolis, IN 46202-3268