



PHYSICIAN REFERENCE GUIDE & *Member Benefits*



Indiana
State
Medical
Association

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 together we can continue battling to maintain the autonomy we believe is critical to the care of our patients.

Alone, we will lose our independence rather than gain 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.

KENNETH HALLER, D.O., MUNCIE

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LISA JERRELLS, M.D., BLOOMINGTON

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.

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

ISMA MEMBER BENEFITS & SERVICES

* *Free member benefit* † *Discounted member benefit*

* **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.

* **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 that are 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's 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 (www.ismanet.org/education/inhouse/index.htm).

ISMA MEMBER BENEFITS & SERVICES

* Free member benefit ✚ Discounted member benefit

* 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 (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.
Find 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 a liaison between the ISMA and members. The field staff provides legislative updates and other key information through county medical society meetings, hospital staff meetings and personal contact with the physician community. The field staff strives to increase the number of physicians joining and retaining membership, and to 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.

✚ 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 liaison 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.

ISMA MEMBER BENEFITS & SERVICES

* Free member benefit † Discounted member benefit

* Legal Information and Resources

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

† Medical Business Specialist (MBS) Certification

As a 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 as well as the significance of their contributions to the success of your practice. The ISMA offers the programs needed for development of skills as a certified Medical Business Specialist. For more information call the ISMA office or go to the Web at www.ismanet.org/education/mbs/index.htm.

* Medical Office Online Reference Index (MOORI)

An easily accessed index of resources, this tool was created by the ISMA practice management staff for you and your medical office. MOORI can direct you to a variety of key publications for answers to practice dilemmas (www.ismanet.org/moori/). You need your ME number to access this Web site.

Office Supply Program

The ISMA has teamed up with national retail chain Office Depot® to offer ISMA members special discounts on office 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 (www.ismanet.org/resources/patient_handouts/index.htm).

† 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, providing they follow the guidelines. For more information, contact the ISMA or go on the Web at www.ismanet.org/resources/assistance/index.htm.

ISMA MEMBER BENEFITS & SERVICES

* Free member benefit † Discounted member benefit

* 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 (www.ismanet.org/news/index.htm).
- Learn how the ISMA protects your interests with *Legislative News* updates published weekly during the Indiana General Assembly (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* (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 Commercial Payer Report (www.ismanet.org/resources/commercial_payer_forum.htm).



MICHAEL SHA, M.D., INDIANAPOLIS

ADDITIONAL SERVICES & INFORMATION ABOUT THE ISMA

Commercial Payer Meetings

An annual 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 as a free service to members (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. Coalition 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 as a free member service (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 \$150 (Physician Only), \$300 (Physician and Spouse), \$365 (Dollar-A-Day Program), \$500 (Five-Star) and \$20 (Resident).

Commission on Medical Education

This Commission 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 (www.ismanet.org/education/CME_providers.htm).

CME Joint Partnership

Joint Partnership is the process by which two organizations, one an accredited CME provider (ISMA) and one not, form a partnership to plan, implement and evaluate a CME activity. The ISMA is accredited by the Accreditation Council for Continuing Medical Education (ACCME) and is responsible for ensuring compliance with all ACCME Essential Areas and Elements.

As an accredited provider, the ISMA can partner with an organization that:

- Is located in the United States and its Territories
- Is developing and/or presenting a program of CME for physicians on a **regular and recurring** basis
- Is not a commercial interest
- Is not developing and/or presenting a program of CME that is, in the judgment of the ACCME, devoted to advocacy on unscientific modalities of diagnosis or therapy
- Presents activities that have “valid” content. Specifically, the organization must be presenting activities that promote recommendations, treatment or manners of practicing medicine that are within the CME guidelines. Providers are not eligible for accreditation if they present activities that promote treatments known to have risks or dangers that outweigh the benefits or are known to be ineffective in the treatment of patients.

Physician Recognition Award (PRA)

The ISMA recognizes ISMA members who have received the AMA PRA 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 MSS 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 (www.ismanet.org/about/mss.htm).

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

ADDITIONAL SERVICES & INFORMATION ABOUT THE ISMA

Resident & Fellow Society (RFS)

The RFS 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 (www.ismanet.org/about/rfms.htm).

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

Young Physician Society (YPS)

The YPS 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 (www.ismanet.org/about/yps.htm).

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

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 (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.



AGNES BACALA, M.D., CLARKSVILLE

NEW PRACTICE CHECKLIST

To assist you in your efforts to open a medical practice in Indiana, the ISMA offers the following checklist of things you must do to efficiently get the job done.

Starting a Business

Whether you are starting a new business or cultivating a current one, there are free products and resources available on the Internet.

- U.S. Small Business Administration www.sba.gov
- Indiana Small Business Development Center www.isbdc.org

Registering A Business

Physicians forming a sole proprietorship for general partnership do not have to file with the Indiana Secretary of State. Physicians forming a limited partnership, limited liability partnership, corporation, S-corporation, non-profit corporation, or a limited liability company must file organizational documents with the Secretary of State. For information on company names, filing requirements and reporting obligations, contact:

Indiana Secretary of State
Business Services Division
302 W. Washington Street, Room E018
Indianapolis, IN 46204
(317) 232-6581
www.in.gov/sos/business/

Licenses

A professional license is required to practice medicine. Information about licensing can be obtained from:

Professional Licensing Agency
Medical Licensing Board
402 W. Washington St., Room W072
Indianapolis, IN 46204
(317) 234-2060
www.in.gov/pla/bandc/mlbi/

NEW PRACTICE CHECKLIST

Federal Controlled Substances Registration

Prior to administering, prescribing or dispensing controlled substances, you must register with the Drug Enforcement Administration (DEA Form 224). Your DEA number must appear on all controlled substance prescriptions.

If you have a need for Schedule I or II controlled drugs for office or medical bag use, you must obtain Federal Triplicate Order Forms (DEA Form 222). To obtain your DEA number and to register or order forms, call the DEA at (800) 882-9539 and the Indiana Board of Pharmacy at (317) 234-2067. Find the DEA Web site at www.usdoj.gov/dea/.

Indiana Controlled Substances Registration

In order to prescribe controlled substances in Indiana, a physician must obtain a Controlled Substances Registration (CSR). Separate registration is required for each practice address at which a physician physically possesses controlled substances to administer or dispense.

Information about obtaining a CSR can be obtained from:

Professional Licensing Agency

Indiana State Board of Pharmacy
402 W. Washington St., Room W072
Indianapolis, IN 46204
(317) 234-2067

www.in.gov/pla/bandc/isbp/reqapp/csrindex.html

Hospital Information

To receive a list of hospitals in Indiana contact:

Indiana Hospital & Health Association

P.O. Box 82063
One American Square, Suite 1900
Indianapolis, IN 46282
(317) 633-4870 or (800) 382-7702

www.inhha.org/hospitaldir.asp

X-ray Information

Physicians who plan to operate X-ray equipment in their offices or hospitals must obtain proper training. All equipment must be inspected and registered with the Indiana State Department of Health. For forms, contact:

Indiana State Department of Health

Division of Indoor & Radiologic Health
2 N. Meridian St., 5th Floor
Indianapolis, IN 46204
(317) 233-7147

www.in.gov/isdh/regsvcs/radhealth/websources.htm

Malpractice Insurance and Patient's Compensation Fund (Indiana Department of Insurance)

For information pertaining to malpractice and the Patient's Compensation Fund, call the ISMA Legal Department or the Indiana Department of Insurance at (317) 232-2385 or see the IDOI Web site at www.state.in.us/idoi/.

The ISMA Legal Department can provide a list of malpractice insurance companies.

Health Insurance

The ISMA also provides several health insurance plans to members, their families and office personnel. Contact Tom Martens at the ISMA (800) 257-4762 or (317) 261-2060 for a brochure detailing all options available.

For complaints against commercial insurance carriers doing business in Indiana, contact:

Indiana Department of Insurance

311 W. Washington St., Suite 300
Indianapolis, IN 46204-2787
(317) 232-2385
www.state.in.us/idoi/

State and Federal Employer Numbers

Physicians with any employees must obtain a federal Employer ID Number (EIN). To obtain a federal EIN and a copy of form SS-4, call the Internal Revenue Service at (800) 829-3676 or go to www.irs.gov/. Physicians with employees or who intend to engage in selling and/or renting/leasing tangible personal property must register with the Indiana Department of Revenue. To obtain form BT-1, contact the Department at (317) 232-2240, or visit their Web site at www.in.gov/dor/business/register.html.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) is fully intended to produce a cultural shift. In keeping with the law, medical office staff and patients are expected to be more aware of security and to direct increasing attention to the privacy of protected health information.

To comply with HIPAA, physician practices must perform a self-examination and foster a renewed culture of privacy and security. HIPAA also includes standard formats for electronic transactions and guidelines for the National Provider Identifier (NPI).

You may call the ISMA for information on how to comply with HIPAA or go to the Internet. Here are some useful links:

Indiana State Medical Association . . . www.ismanet.org/education/inhouse/hipaa.htm
Federal www.cms.hhs.gov/hipaa/hipaa2/default.asp

Clinical Laboratory Improvement Amendments (CLIA)

The objective of the CLIA program is to ensure quality laboratory testing. Although all clinical laboratories must be properly certified to receive Medicare or Medicaid payments, CLIA has no direct Medicare or Medicaid program responsibilities.

CLIA requires all entities that perform even one test, including waived test on “...materials derived from the human body for the purpose of providing information for the diagnosis, prevention or treatment of any disease or impairment of, or the assessment of the health of, human beings” to meet certain federal requirements. If an entity performs tests for these purposes, it is considered under CLIA to be a laboratory and must register with the CLIA program.

There are four levels of certification:

1. Waived Certificate

Cost: \$150/two years

Scope: Allows office labs to perform only those tests listed as “waived tests”

Requirements: Minimal, with no survey unless there is a complaint

2. Provider Performed Microscopy Procedures (PPMP)

Cost: \$200/two years

Scope: May perform “waived” and “PPMP” designated tests only

Requirements: Minimal, with no survey unless there is a complaint

3. Compliance Certificate

Cost: \$150 – \$7,940 based on volume, type of tests performed and other factors

Scope: Moderate and high complexity testing services

Requirements: Successful completion of a survey by CMS (Centers for Medicare & Medicaid Services)

4. Accreditation Certificate

Cost: \$150 – \$7,940 based on volume, type of tests performed and other factors

Scope: Moderate and high complexity testing services

Requirements: Successful completion of a survey by an outside accrediting body such as COLA. Also, 5 percent are subject to a random CMS site survey.

The survey and certificate will specify whether the lab can perform moderate or high complexity testing services and is specific depending on the specialty of the practice/lab. To request a survey, the lab must be functional. A registration certificate will be issued allowing the lab to attain a functional state. This certificate legalizes interim lab testing.

The CLIA certificate is issued with the tax ID number of the lab/entity in the name of the designated director and can be shared by multiple physicians as long as the director agrees to accept responsibility for all services at that address.

NEW PRACTICE CHECKLIST

Key Contact:

Wanda Proffitt, lab certification program director
..... (317) 233-7502, FAX (317) 233-7157

For More Information:

- www.cms.hhs.gov/clia
- www.in.gov/isdh/labs
- <http://cms.hhs.gov/forms/cms116.pdf>

Prescription Pads

To order your prescription pads, contact the Indiana State Board of Pharmacy at (317) 234-2067 or view the list online at www.in.gov/pla/bandc/isbp/pad.html.

Legal and Accounting Advice

Prompted by physician concerns, the ISMA created the Second Opinion program to assist with:

- Contracts
- Financial status of your practice
- Strategic planning
- Other practice-related issues

You are charged no fee for calling the ISMA or for the initial contact with a selected firm participating in the Second Opinion program. Professionals from the firms listed below are prepared to provide you with timely and accurate information relative to your concerns.

Contact the ISMA at (800) 257-4762 or (317) 261-2060 for an appropriate referral to one of the following recommended firms; all inquiries are confidential.

Accounting and Health Care Management

Blue & Co., LLC(317) 633-4705
Heaton & Eadie(317) 581-9000
Katz Sapper & Miller.....(317) 580-2000

Legal

Krieg DeVault LLP(317) 636-4341
Hall Render Killian Heath & Lyman, PSC(317) 633-4884

NEW PRACTICE CHECKLIST

Practice Management Consulting Services

The ISMA offers the following services for the physician's office:

- Medicare audit risk assessment
- Consulting
- HIPAA compliance review
- Compliance training
- Superbill set-up and review
- On-site Medicare/Medicaid claim review and education
- Business office services

Coding Hotline

Additionally, the ISMA offers a coding hotline service. This is a benefit for members to provide answers to CPT, HCPCS and ICD-9 coding questions. Each ISMA member may ask three coding questions per month. To access the coding hotline, call (800) 257-4762 or (317) 261-2060.

OSHA Regulations

To learn the OSHA requirements in Indiana, contact the Indiana Occupational Safety and Health Division.

Indiana Department of Labor
402 W. Washington St., Room W195
Indianapolis, IN 46204
(317) 232-2655
www.in.gov/labor/iosha

Continuing Medical Education (CME) Requirements

The Medical Licensing Board of Indiana does not specify the number of CME credits that must be earned each year. However, most HMOs and hospitals do have CME requirements. Check with each of these entities.

For a listing of CME activities across the state, visit www.ismanet.org/CME_calendar.htm.

AMA Resources

To locate resources, contact the AMA at: (312) 464-5000. AMA members can contact the Member Service Center at (800) 262-3211 or go to the AMA Web site at www.ama-assn.org.

AMA Physician Guidelines

In the interest of improved public health, the AMA develops state-of-the-art medical/scientific information. Guidelines are available on the following:

- HIV Blood Test Counseling
- HIV Early Intervention
- Women and HIV
- HIV Chronic Care
- Child Sexual Abuse
- Child Physical Abuse and Neglect
- Domestic Violence
- Elder Abuse and Neglect
- Alcoholism in the Elderly
- Smoking Cessation
- Tuberculosis Education
- Hepatitis

Call (312) 464-5046 or go to www.ama-assn.org.

NEW PRACTICE CHECKLIST

Provider Numbers

Medicare, Medicaid and insurance companies currently require a provider number. Effective May 23, 2007, each provider will need a National Provider Identifier (NPI). To assist you, the addresses and phone numbers for Medicare and Medicaid are listed here. For carrier, HMO and PPO information, contact the Indiana Department of Insurance at (317) 232-2385.

Medicare CMS 855 Provider Enrollment Forms*:

Attn: Provider File Specialist AdminaStar Federal, Inc.
P.O. Box 7078
Indianapolis, IN 46207-7078
(317) 595-4799
www.adminastar.com

The NPI is required before filling out a Medicare application

National Provider Identifiers (NPI)

Health care providers are required by law to apply for a National Provider Identifier.

NPI Transition Plans:

- **Oct. 2, 2006, through May 22, 2007:** CMS systems will accept an existing legacy, Medicare billing number and/or an NPI on claims. If there is any issue with the provider's NPI and no Medicare legacy identifier is submitted, the provider may not be paid for the claim.
- **May 23, 2007 – Forward:** CMS systems will accept only NPI numbers. Small health plans have an additional year to be NPI compliant.

How to obtain a NPI:

Visit the Fox Systems NPI Enumerator Customer Service Center at <https://nppes.cms.hhs.gov> or call (800) 465-3203.

Medicare UPINs will continue to be used until May 22, 2007.

Medicaid

EDS Provider Enrollment and Waiver:

P.O. Box 7243
Indianapolis, IN 46207-7263

Provider Enrollment:(877) 707-5750
Provider Assistance:.....(317) 655-3240 or (800) 577-1278
Automated Voice Response:(317) 692-0819 or (800) 738-6770
Provider Representatives:(317) 488-5000 (*press 0 for operator*)

EMPLOYER POSTING REQUIREMENTS

General responsibilities for employers include the following postings required by OSHA and the Indiana Department of Fire and Building Services.

Indiana Occupational Safety and Health Division (IOSHA)

OSHA's Job Safety & Health Protection poster (OSHA 2203) must be posted in a prominent location within the workplace. (This poster is also referred to as the OSHA Rights and Responsibilities poster.) Obtain a copy by contacting the Indiana Department of Labor, IOSHA Compliance Division, at (317) 232-6942.

Indiana Department of Labor

402 W. Washington St., Room W 195
Indianapolis, IN 46204
www.in.gov/labor/iosha

Division of Fire and Building Safety, Indiana Department of Homeland Security

NO SMOKING signs must be posted in areas where flammable or combustible materials are used or stored.

Division of Fire and Building Safety

Indiana Government Center South
402 West Washington St., Room E 241
Indianapolis, IN 46204-2739
(317) 232-2222
www.in.gov/dhs/fire/

Worker's Compensation Notice

A worker's compensation notice is required of all Indiana businesses subject to the Worker's Compensation Act. The notice must be posted conspicuously.

Worker's Compensation

402 W. Washington St., Room W 196
Indianapolis, IN 46204
(317) 232-3809
www.in.gov/workcomp/

Child Labor

A Child Labor poster is required for all businesses that employ minors ages 14 through 17. Posters are available from the Indiana Department of Labor, Bureau of Child Labor, at (317) 232-2655 or www.in.gov/labor/childlabor/index.html.

Indiana Department of Employment and Training Services (INDETS Act)

The Indiana Department of Employment and Training Services (IDETS) Act poster is required. It is available from Indiana Workforce Development, Equal Employment

EMPLOYER POSTING REQUIREMENTS

Opportunity Compliance Section, at (317) 232-7483 or online at www.dwd.state.in.us.

EEO Compliance

10 N. Senate Ave.
Indianapolis, IN 46204

Equal Employment Opportunity

A poster is required of almost all Indiana businesses with 15 or more employees. Contact the Equal Employment Opportunity Commission.

U.S. Equal Employment Opportunity Commission

101 W. Ohio Street, Suite 1900
Indianapolis, IN 46204
(800) 669-4000 or (317) 226-7212
www.eeoc.gov/

Federal Minimum Wage, Polygraph Protection Act & State Minimum Wage

Posters are required of Indiana businesses with annual gross incomes of more than \$500,000. Contact the U.S. Department of Labor Wage and Hour Division for the Federal Minimum Wage and Polygraph Protection Act posters. Contact the Department of Labor, Employment Standards Division, at (317) 232-2680 for the State Minimum Wage poster.

U.S. Department of Labor Wage and Hour Division

429 N. Pennsylvania, Room 403
Indianapolis, IN 46204
(317) 226-6801 or (866) 4-USA-DOL (487-2365)
Fax: (317) 226-5177
www.in.gov/labor/

Family Medical Leave Act

The Family Medical Leave Act applies to all businesses with 50 or more employees. Contact the U.S. Department of Labor Wage and Hour Division for a poster.

U.S. Department of Labor Wage and Hour Division

429 N. Pennsylvania, Room 403
Indianapolis, IN 46204
(317) 226-6801 or (866) 4-USA-DOL (487-2365)
www.dol.gov/esa/regs/compliance/posters/fmla.htm

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

Under the Veteran's Benefits Improvement Act of 2004, all employers must display a notice of employee's rights, benefits and obligations under USERRA.

U.S. Department of Labor

(888) 972-7332
www.osc.gov/userra.htm



(FROM LEFT) SONDI BOWLEY, M.D., WILLIAM MOHR, M.D., TONYA BROWN, M.D., KOKOMO

HIPAA – HEALTH RECORDS

Patient access to health records

The 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, condition on which consent will expire

Health records should 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.

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
- The actual cost may be charged for X-rays and mammograms
- \$20 certifying fee

HIPAA – HEALTH RECORDS

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 an undue financial hardship for the patient.

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

Access to the 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 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 parent of a child shall 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. To be legally valid, a subpoena must be correctly served in one of three ways: delivering a valid copy of the subpoena directly to the named person, reading the subpoena in the presence of the named person, or leaving the subpoena at the named person's usual place of residence.

A subpoena must include the following:

1. Name of the action
2. Direction to appear at a specific time and place
3. Identity of matter or proceeding in which evidence is to be given, including the case, name and number

A subpoena must concern an action or involve a matter where the court has jurisdiction. In general, out-of-state subpoenas for medical records are invalid. Subpoenas issued by federal courts are valid only if served in the district of the court or within a 100-mile radius of the location where the witness is required to appear.

The physician-patient privilege may provide an adequate reason for not complying with a subpoena. However, failure to obey a valid subpoena without adequate reason and legal authority may cause the physician to be held in contempt of court. A physician who believes he or she cannot or should not comply with a subpoena should contact a private health care attorney.

Retention of Health Records

There are several statutory requirements regarding the retention of health records.

- A provider must maintain health records or microfilms of records for at least seven years.
- A provider must maintain the patient's X-ray film for at least five years. The provider must inform the patient in writing at the time an X-ray is taken, or through the posting of a sign in the X-ray exam area, that the X-ray film will be kept on file for five years, and that the patient may obtain a copy of the X-ray film within the five-year period, at the provider's actual cost. Civil immunity exists to a provider for failing to maintain the X-ray if the destruction was not done in bad faith.
- A provider is required to maintain a patient's mammogram for at least five years. When a mammogram is taken, the provider must inform the patient in writing that the mammogram will be kept on file for five years and that at the end of that five-year period, the patient will be given 30 days to claim the mammogram at no charge to the patient. If the patient desires a copy of the mammogram before the five-year period expires, the patient may obtain, at the provider's actual cost, a copy of the mammogram.

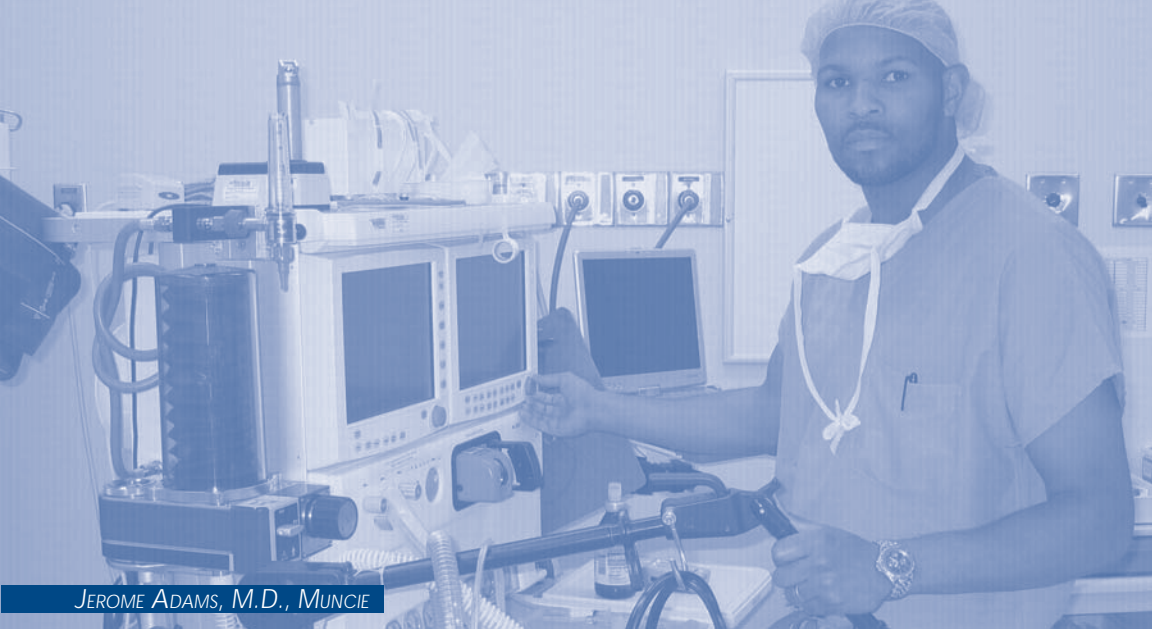
In addition, physicians who participate in preferred provider plans (PPOs) or health-maintenance organizations (HMOs) may agree by contract to maintain records for a longer period of time. Failure to do so could give rise to a breach of contract action.

Due to the exceptions provided in recent 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 carrier. Many physicians may choose to retain their medical records indefinitely. Physicians may consider converting to electronic records to improve access and 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, you should consult with your private attorney or contact ISMA's legal staff before releasing any mental health records.



JEROME ADAMS, M.D., MUNCIE

BILLING INFORMATION FOR MEDICARE

For other carriers, contact the carrier provider enrollment unit.

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?

CMS and other insurance carriers require all physicians to complete claim forms for their Medicare patients whether the service is assigned or nonassigned and whether the physician is participating or nonparticipating.

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

3851 E. 61st Street
Indianapolis, IN 46220
(317) 255-6352
\$39.95/Box, free shipping for 4 boxes or more

Government Printing Office

P.O. Box 371954
Pittsburgh, PA 15250-7954
(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 following is the Form CMS-1500 (08/05) proposed time line:

- Jan. 2, 2007: Health plans, clearinghouses and other information support vendors shall be ready to handle and accept the revised Form CMS-1500 (08/05).
- Jan. 2 – Mar. 30, 2007: Providers can use either the current Form CMS-1500 (12/90) version or the revised Form CMS-1500 (08/05) version.
- April 2, 2007: The current Form CMS-1500 (12/90) version of the claim form is discontinued; only the revised Form CMS-1500 (08/05) is to be used. All re-billing of claims should use the revised Form CMS-1500 (08/05) from this date forward, even though earlier submissions may have been on the current Form CMS-1500 (12/90).

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 that they are prepared to accept the new form. Early adoption of the new 1500 form will help ensure physicians are prepared for the May 23, 2007, deadline to begin using the NPI number on all claim submissions.

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 effective 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, 2005 – Sept. 30, 2006	Dec. 31, 2007
Oct. 1, 2006– Sept. 30, 2007	Dec. 31, 2008
Oct. 1, 2007 – Sept. 30, 2008	Dec. 31, 2009

BILLING INFORMATION FOR MEDICARE

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.

- *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

PO Box 7083
402 W. Washington
Indianapolis, IN 4620-7803
(317) 233-4454

Office of Medicaid Policy and Planning
(317) 233-4454

EDS Managed Care Staff

EDS
950 North Meridian, Suite 1150
Indianapolis, IN 46204-4288
Attn: Managed Care Unit
(317) 488-5000
FAX: (317) 488-5376
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

EDS Claim Filing:

EDS CMS 1500
PO Box 7269
Indianapolis, IN 46207-7269

EDS Medical Crossover Claims
PO Box 7267
Indianapolis, IN 46207-7267

**EDS Institutional Crossover/UB-92 Inpatient Hospital, Home Health,
Outpatient and Nursing Home Claims**
PO Box 7271
Indianapolis, IN 46207-7271

EDS Forms Request
PO Box 7263
Indianapolis, IN 46207-7263

MEDICAID AND MANAGED CARE INFORMATION

EDS CCFs

PO Box 7266
Indianapolis, IN 46207-7266

EDS Dental Claims

PO Box 7268
Indianapolis, IN 46207-7268

EDS Adjustments

PO Box 7265
Indianapolis, IN 46207-7265

Claim Attachments (For Electronic Claims)

PO Box 7259
Indianapolis, IN 46207-7259

Health Care Excel (HCE)

HCE SUR Department

PO Box 531700
Indianapolis, IN 46253-1700
(317) 347-4527
(800) 457-4515

HCE Prior Authorization Department

PO Box 531520
Indianapolis, IN 46253-1520
(317) 347-4511 or (800) 457-4515
Fax: (317) 347-4535

HCE Medical Policy Department

P.O. Box 53380
Indianapolis, IN 46253-0380
(317) 347-4500

Provider and Member Concern Line (Fraud and Abuse):

(317) 347-4527 or (800) 457-4515

For 1261A forms contact:

Forms Distribution Center

6400 East 30th Street
Indianapolis, IN 46219
(317) 591-5228

ACS Pharmacy Benefits Manager Care Center for Pharmacy Services

(866) 879-0106

MEDICAID AND MANAGED CARE INFORMATION

Managed Health Services (MHS)

1099 N. Meridian, Suite 400
Indianapolis, IN 46204
(800) 944-9661
www.managedhealthservices.com

Claims Address:

P.O. Box 3002
Farmington, MO 63640

Other Important Numbers:

Member Services(800) 414-5946
NurseWise (24-hr)(800) 414-5946
Transportation(800) 508-7230, Option #7
Provider Services(800) 414-9475
Prior Authorization and Referrals(800) 464-0991
Claims Inquiry(800) 414-9475

MDwise

1099 N. Meridian Street, Suite 320
Indianapolis, IN 46204
(317) 630-2828
FAX: (317) 630-2828
www.mdwise.org

Claims address:

Refer to specific delivery system.

Other Important Numbers:

Member Services(800) 356-1204 or (317) 630-2831
Claims Inquiry Refer to specific delivery system
Provider Services(800) 356-1204 or (317) 630-2831
Transportation(800) 356-1204 or (317) 630-2831
Prior Authorization..... Refer to specific delivery system

Anthem

120 Monument Circle
Indianapolis, IN 46204
(317) 488-6000

Provider Services(800) 618-3141

CHAMBER OF COMMERCE AREA INFORMATION

Contact the Indiana State Chamber of Commerce for a listing of the various chambers of commerce in Indiana if you need information about:

- Housing
- Neighborhoods
- Schools
- Health care
- Recreation
- Maps
- Utility service numbers
- Transportation
- Major employers
- Real estate services
- Financial institutions

Indiana Chamber of Commerce

115 W. Washington St., Suite 850 S
Indianapolis, IN 46204-3407
(317) 264-3110
www.indianachamber.com

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 (800) 701-0704	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.

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/).

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 a batterer is released
from Marion County jail (800) 278-8134

SELECTED HEALTH CARE WEB SITES

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



322 Canal Walk • Indianapolis, IN 46202 • (800) 257-4762
(317) 261-2060 • FAX (317) 261-2076 • www.ismanet.org