

MDwise Hoosier Alliance Provider Network

*The Solutions You Need
The Support Your Patients Deserve*

**Measurable
Quality
of Care**



**Efficient
Practice
Management**

**Fast,
Accurate
Claims
Payments**



Hoosier Alliance
Hoosier Alliance Is An AmeriHealth Mercy Company

At **MDwise Hoosier Alliance**, our mission is rooted in our history as a member of the AmeriHealth Mercy Family of Companies. AmeriHealth Mercy was founded by the Sisters of Mercy more than 25 years ago. Those charitable beginnings forged the mission that guides us today.

Although our mission is humanitarian, we are constantly striving to ensure our business processes are state of the art.

During our inaugural four years, we spent many hours listening to and learning from our statewide network of providers. Those conversations have led us to expand the programs and processes that physicians have responded to positively and they've prompted us to institute improvements in areas that will strengthen our provider relationships even further.

Whether you're in our provider network or considering joining, we hope you'll take a few minutes to turn these pages and discover the many ways MDwise Hoosier Alliance can



contribute to the success of your practice and the health of your patients.

We help people:

- **Get care**
- **Stay well**
- **Build healthy communities**

We have a special concern for those who are poor.

Quality of Care

Helping you reach your disease prevention and chronic disease management goals

Positive patient outcomes are the goal of any successful medical practice — and Hoosier Alliance can help you get there.

We support your patient care efforts by:

- Adhering to the nationally agreed upon HEDIS measurement standards, which were created by the National Committee for Quality Assurance, HEDIS stands for Healthcare Effectiveness Data & Information Set
- Tracking our members' health-care records and notifying you when your patients are due for certain services
- Conducting patient outreach (e.g., checkup and screening reminder calls and mailers)
- Arranging no-cost transportation to and from checkups for Hoosier Healthwise members
- Providing a 24-hour nurse-on-call service
- Providing access to peer-reviewed resources via our Web site: www.hoosieralliance.org



**Monthly reports
will give an update on
your practice's progress
toward meeting specific
HEDIS measures.**

Quality of Care

Helping you reach your disease prevention and chronic disease management goals

Another way we can help you help your patients is through our case management (CM) services. Patients enrolled in CM are given personalized health care information and referrals to relevant community resources in an effort to help them cope more effectively with the challenges of their particular, often chronic, health issues.

Through a steady program of education and emotional support, our staff of CM nurses strives to ensure patient compliance with the treatment plan you prescribe.



We will notify you each time one of your patients joins our CM program and we'll seek your input regarding the type of support that would most benefit your patient's health.

The services we provide for each condition that falls under our CM umbrella are detailed in a series of condition-specific program guides. These guides are readily available for download on the Provider page of our Web site.

Our case managers are available Monday through Friday to answer any questions you have about our member care initiatives. We can be reached at 1-888-961-3100, option 4.

Claims

Giving you multiple payment and submission options;
you pick which method works best for you

We know physician practices come in all shapes and sizes and are equipped with varying degrees of technology. To make sure we are responsive to your claims submission preferences, we process both paper and electronic claims. Here are some other ways we've structured our claims processing and payment operation with you in mind:

- We accept claims via Electronic Data Interchange (EDI) enabling you to reduce your billing time, administrative costs and submission errors
- Corrections to CPT and diagnosis codes, billed amounts and more can also be submitted via EDI
- Member benefits and eligibility can be checked in real time via the myMDwise Provider Portal, NaviNet or Emdeon
- Claims status can be checked day or night, seven days a week. Log on to <https://navinet.navimedix.com>.

Our providers don't need a practice management system to file electronic claims. All they need is Web access!

MDwise Provider Services

myMDwise Provider Portal

Welcome to the myMDwise Provider Portal. This web portal will allow providers to check member eligibility for MDwise Hoosier Healthwise, the Healthy Indiana Plan, and Core Select.

Request an Account
Providers must request access by completing the online sign-up form. After you submit your request, it may take up to a week for MDwise to verify your information and activate your account.

Questions?
If you have questions, please contact MDwise Provider Relations at 1.800.356.1304 or 317.630.2831.
Disclaimer: Eligibility lookup not for verification purposes.

— Login
username:
password:

Provider:
[Request New Account](#)
[Forgot Username or Password](#)

[HIPAA Privacy Policy](#)
[Website Privacy Policy](#)

[Login](#) [Forgot](#) [Sign Up \(Provider\)](#)

Practice Management

Bringing you time savers and comprehensive care models

At Hoosier Alliance, we do all we can to help equip our network providers with the tools they need to keep the business management side of your practice running efficiently and economically, including the following:

- Submit requests to multiple payers through a Web-based portal. Requests are often automatically approved, which means your practice will receive real-time notifications.
- Record important calls concerning workers' compensation, behavioral health and patient transfers through VoiCert technology
- Access information for your MDwise Hoosier Alliance panel through NaviNet. Analyze and download care gap reports and patient clinical summaries for the previous six months.
- Securely exchange health information with peers, insurers and other health care stakeholders through NaviNet

Windows Internet Explorer

Handwriting

https://navinet.hoosieralliance.com/plan.aspx

File Edit View Favorites Tools Help

Go To Admin Messages | Go To Action Items | Log Off

NaviNet Plan Central Office Central NaviNet Central Action Items Customer Support

MDwise Hoosier Alliance

Eligibility and Benefits Inquiry
Claim Status Inquiry
Claim Submission
Request Inquiry
Provider Directory

Use the Plan Central menu at the top left of the screen to match between MDwise Hoosier Alliance and your other health plans.

News & Information

YOU MUST USE YOUR NPI NUMBER after May 23, 2008. You may also continue to use your MDwise Hoosier Alliance ID to ensure we appropriately match you to your plan.

You asked. We delivered

As part of our continuous efforts to improve administrative efficiency and in response to provider suggestions, MDwise Hoosier Alliance now offers NaviNet, NaviNet's provider portal will offer providers convenient access to key information such as real time member eligibility information and claims inquiry.

We expect that you will find this new system easy to navigate. It is also in compliance with mandates set forth by the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Transactions with MDwise Hoosier Alliance are now more efficient and effective through the standardization of the electronic exchange of administrative and financial data and the privacy and protection of a patient's health information is also ensured.

Quick Links

- > Provider Manual
- > Provider Directory
- > Enduser Mail Contact
- > EXCHANGE
- > ManagedCare.com

Provider Communications

- > Provider Forms
- > National Provider Identifier
- > EDI/ARMS

Practice Management

Bringing you time savers and comprehensive care models

We know practice management means much more than claim filing or patient record keeping. It also involves deciding how you will conduct the patient relationships that serve as the cornerstone of your practice.

In an effort to ensure you have the information you need to make informed patient relationship decisions, Hoosier Alliance offers tools and training in:



- **The Patient-Centered Medical Home**

- NCQA-accredited program guides you in your efforts to give personalized, coordinated, effective and efficient care
- According to several studies cited by NCQA, medical homes help improve patient access and reduce unnecessary medical costs
- We fully support this NCQA effort and award network providers who obtain NCQA accreditation. Find out more at www.ncqa.org.

- **Multicultural Health Care**

- Language and cultural differences should not be barriers to health care access for any of our members
- We provide cultural literacy training and Web-based information to our physician network
- Our Web-based information includes links to translation services available throughout Indiana

We Want to Partner With You

Our Network Management Representatives are ready to answer your questions about the benefits of being a MDwise Hoosier Alliance Provider

Along with the many patient- and business-focused programs, platforms and processes we offer, perhaps the most important benefit of being a Hoosier Alliance provider is the personal support you receive. Our highly trained and thoroughly knowledgeable Network Management Staff travels the state providing individualized service to both physicians and office staff. We can answer your questions about case management, quality of care goals, billing, claims processing or any other topic that affects the ease and effectiveness with which you're able to do business with us and care for our members.

If you're already in our network, but have questions about any of the topics touched on in this brochure, please call your Hoosier Alliance Account Executive. If you're not contracted with us, but would like to learn more about how joining our network can benefit your practice:

Visit our Web site

<http://www.hoosieralliance.org>

Or

Call our Network Management Representatives

888-961-3100, option 2

National Leadership Earned by Associates Who Deliver:

**Quality through compassion,
Service through dignity,
Innovation through diversity,
Excellence through competence.**

