



"People
helping people
help
themselves"

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration
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E. Mitchell Roob Jr., Secretary

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This communication contains important information that you will need to know as First Steps transitions the Central Reimbursement Office from EDS to CSC Covansys. These updates will be posted to the First Steps Web under "What's New?" approximately every two weeks, or as information becomes available. It is imperative that you read these updates as you receive them from the SPOE office, or when posted on the website. Please make sure you are checking your emails daily, as some information may be time sensitive. Please direct all questions to:

FirstStepsWeb@fssa.in.gov.

● **Service Matrix:** The current Service Matrix will be ported over to CSC Covansys. Effective Tuesday February 3, 2009, providers will no longer be able to update the Service Matrix until the transition is complete. The matrix will be viewable, but will not have the capability to be updated or changed in any way. CSC Covansys will reactivate the update capability on Monday, February 16, 2009. Provider's existing username and password will be carried forward. It will not be necessary for providers to receive a new username.

● **AIM:** AIM will remain up and functional through Friday, January 30, 2009 at 12:00 p.m. EST. It is **highly encouraged** that providers submit all eligible claims prior to this date and time. In addition, the button to replace a claim will be disabled on Monday, January 26, 2009. All claiming activity will be shut down between January 30th and February 16th. **Please be aware that while you won't be able to bill between this period, you will still be able to provide services. Services not submitted for claims prior to January 30, 2009 may be submitted after February 16, 2009, however the filing limit for claim submission will remain in effect.*

● **Provider Account Module (PAM):** CSC Covansys will implement the PAM, the new online claims submission and management system, on Monday, February 16, 2009. Providers will be required to apply for a PAM user ID. Information regarding this process as well as training for PAM will be provided in advance. Please check your email or the First Steps Web for this information, which we will update as soon as it is received.



● **Electronic Data Interchange (EDI)/Batch Billing:** CSC Covansys will support batch billing via HIPAA-compliant EDI transactions. Information regarding the Companion Guides, testing process, and timeframes is forthcoming.

● **SPOE Software:** The SPOE's will continue to use the existing SPOE software for child record entry and maintenance, including authorizations. Effective Thursday, January 29, 2009, SPOE's will discontinue communicating to the CRO. New records and authorization maintenance will be on hold until CSC Covansys resumes CRO operations on Monday, February 16, 2009. This means that during this time, the SPOE will not be able to correct or change any existing authorizations. While services can be authorized during this period, the capability to view them electronically will not be available.

● **Provider Enrollment/Credentialing:** EDS will accept and process enrollment packets and re/credentialing forms through Friday, January 16, 2009. After that date, all mail received will be forwarded to the First Steps office for delivery to CSC Covansys. CSC will assume and begin processing provider enrollment and credentials effective Monday, February 16, 2009. **Please note that if your credentialing date falls during these time periods, you are **highly encouraged** to submit your packets early to ensure timely processing and updating in the system before the data transfer. If credentialing is not up to date before the transition, you as a provider will not be able to bill or have authorizations entered during this time. We will follow up with a possible credentialing extension date.*

● **Electronic Funds Transfer (EFT):** Information regarding the enrollment for EFT payments will be transitioned from EDS to CSC Covansys. Providers will not need to supply this paperwork at the time of transition. Payments will continue to be deposited to the accounts on file at the time of transition.

IMPORTANT DATES:

| Date | Activity |
|--------------------------|---|
| 1/12/2009 10:00 a.m. EST | Last date/time to submit request for a 512 denial waiver to First Steps |
| 1/16/2009 | Last date for EDS to accept provider enrollments and credentialing applications. |
| 1/26/2009 | EDS will disable the replace claim functionality |
| 1/29/2009 5:00 p.m. EST | Last date/time for SPOE communication to EDS. All authorization maintenance should be complete and communicated by this time. |
| 1/30/2009 12:00 p.m. EST | Last date/time to submit claims to AIM |

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| 1/30/2009 – 2/15/2009 | Transition Period – System shutdown |
| 2/3/2009 | Last payment made via EDS |
| 2/16/2009 | First date for activity with CSC Covansys; Service Matrix, PAM, Provider Enrollment processing, helpdesk/phone support |
| 2/19/2009 | First payment made via CSC Covansys |