



Provider Newsletter

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Suggestions?



Contact us at 317.237.5770 or visit our [website](#)



Submit Articles or Announcements!!



InteCare's New Credentialing and Enrollment Program

Have you ever felt overwhelmed by the seemingly endless task of keeping yourself or your staff up to date with various payor

panels? Insurance Companies, Managed Care Companies and healthcare related federal and state Provider requirements have become increasingly more complex.

These constant changes greatly impact the medical and behavioral provider community creating a notable increase in administrative time, effort, and overall costs. The consistent question and subsequent request that InteCare has received from our Provider Network is "why can't there be a centralized place to collect, maintain and distribute all of this information to these payors? I don't have time for all of this!"

In October of 2014, InteCare did just this, and introduced a new program that provides comprehensive enrollment and credentialing services for organizations. By serving as a "virtual" department of the provider organization, InteCare serves to provide all necessary credentialing and enrollment documentation on behalf of the respective organization to



If your organization would like to submit articles or announcements for the InteCare Provider Newsletter please send your articles to:

Geoffrey Buck,
Psy.D., CEO

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all payor panels that the organization works with. The backbone of this program is InteCare's BHOLT® Database, which already warehouses comprehensive information on thousands of providers across Indiana and the bordering States as well as the experience and dedication of the InteCare Credentialing team.

The benefits of economy of scale are obvious, but it is also the goal of the program to improve participating organizations prior authorization and claims payment success rates, not to mention to alleviate from clinical staff these administrative burdens that take away from their productivity.

InteCare limited the first group of participants to five Community Mental Health Centers and one FQHC during the initial program roll-out, and plans to add a handful of small groups in the first quarter of 2015 before adding a very large customer in early Spring of this year.

A key feature of the program is to systematically reduce the cost of participating in the program to participants, and once the program generates sufficient revenue to cover the infrastructure cost to InteCare, any excess revenues the program generates going forward will be shared with participants in the form of discounted fees going forward, hopefully beginning the in Spring of 2015. InteCare remains on target in achieving this goal.

While the program is at capacity at present, if you or your organization are interested in participating beginning in the second quarter of 2015, please contact Geoff Buck, CEO, at 317-237-5770 or at GBuck@InteCare.org.



InteCare's SSVF Program Granted Second Year of Funding

InteCare's Supportive Services for Veteran Families (SSVF) Program, funded by the Department of Veterans Affairs, has been awarded an additional year of funding and is now in its second year of operation. The goal of the SSVF program is to promote housing stability among very low-income Veteran

families who are homeless or at risk of becoming homeless. Last year the program served 384 Veteran households and provided over \$600,000 in financial assistance. The program has 14 staff members and we are proud that the majority of the staff are Veterans themselves. The program serves 10 counties across Indiana including; Marion, Madison, Hamilton, Boone, Shelby, Johnson, Hancock, Vigo, Rush and Wayne.

Success stories happen every day in the SSVF Program and we would like to share just one with you:

A 54-year-old Army Veteran found himself homeless after he lost his job as mall security officer over five years ago. The Midtown SSVF team met him at Wheeler Mission for men while on an outreach visit and enrolled this Veteran into the SSVF Program. During his time in the program, he has been able to secure his own apartment and gain employment. He is doing well working forty plus hours per week, sticking to his budget and following his housing stability plan so he will be able to maintain his residence after he has completed the program. The Veteran stated to the SSVF team, "Without you and your hard work I don't know where I would be, and there is no way to thank you enough for what you have done and continue to do for me." If you know a Veteran household in need and would like to make a referral please call our toll free line: 855-896-4345. For more information on the program or to arrange a community presentation, please contact SSVF Program Supervisor:

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317-472-7395
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InteCare Now Using the CAQH/Universal Provider Database Application



InteCare has started using CAQH application for initial and recredentialing applications. Providers in our network may now begin submitting credentialing documentation through

CAQH. For initial credentialing, providers will need to send us your CAQH number and also fill out a short addendum to the CAQH application. This form has information needed for credentialing that is not listed on the CAQH database. If you are already in the InteCare Network we will notify you by letter that you are due for re-credentialing. We will send the addendum form along with the notice so that you may submit this back to us so we can access your credentialing information through CAQH.

Please remember that it is important that you keep the CAQH database updated with your most current information and remember to attest that your information is accurate every 120 days. If this is not done we will not be able to process your credentialing application.

If you would prefer to use the InteCare application instead of CAQH, it is still available. Please contact us by email or telephone and we will send the InteCare application to you.

We are hopeful this change will make it easier and will be a less cumbersome process. If you have questions about this you may contact Julie Maxwell-Coker at jmaxwellcoker@intecare.org or at 317-829-5759.

