

**Summer Newsletter 2017
Volume 35**



Intersecting providers and payors for optimal care.

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MHFRP Announcement

InteCare is pleased to announce that we have won the contract to continue as the Fiscal Agent for the Indiana Mental Health Funds Recovery Program! This will be our 19th year managing this program and we couldn't be more excited. We have exciting plans to enhance the program this next year so stay tuned!

The MHFRP is a federal reimbursement program that allows Managed Care Providers to recover federal funds based on Medicaid administrative activities performed by agency staff. The week-long time study is an approved method to quantify the amount of time spent completing administrative activities by providers across the state.

Thank you MHFRP team for all the hard work and effort!!

For more information on the MHFRP program contact Brooke Abbott.
babbott@intecare.org

NEW InteCare Service Offering

Payer Market and Reimbursement (aka Contracting)

InteCare understands that organizations may have a vast array of needs when it comes to contracting. From expanding your payer mix or payer market by obtaining contracts from new payers to developing strategic organizational initiatives around contract management and payment analysis, InteCare listens and customizes the contracting experience to meet your specific needs.

InteCare has contracting experts who have worked for both the provider organizations as well as the insurance payers. This knowledge and expertise can assist provider organizations/practices with understanding how to navigate the insurance world at C-level leadership relationships.

- Working alongside organizations to resolve reimbursement issues with current payers
- Expanding your payers by obtaining new contracts
- Evaluating your current contracts in regards to revenue and services
- Reviewing and negotiating contract language and rates
- Developing and managing special payer value based care and cost of care savings initiatives
- Building payer relationships



Contact Kimberly Gray McDaniel (kgraymcdaniel@intecare.org) or Brooke Abbott (babbott@intecare.org) for more information!!



Welcome Our New Staff

Welcome our newest InteCare team members! Candace and Tiara will be responsible for managing accounts and day-to-day activities to support the Enrollment and Credentialing program. Belinda has joined us as the newest member of the Medicaid and Medicare Enrollment team. With extensive knowledge and experience, we are confident that they will be an asset to both our company and clients.

Our Noble Purpose

A few months ago during our Strategic Planning process, we reviewed our mission statement to ensure it continued to reflect who we are and what we are trying to achieve. The InteCare team and Board of Directors felt it was time to make a change and that our previous mission statement no longer fit. We began to ask ourselves, "What is our purpose, why do what we do?"

After much thought and discussion we decided to transition from a mission statement to a noble purpose:

"We simplify administrative complexities to strengthen provider and payer relationships that enhance the delivery of care."

The InteCare team also decided to create a list of values we live by that tie us together:

1. **High Quality** - We demonstrate high quality services through its personnel, programs, customer, and community interactions.
2. **Cost Effective** - We believe as a non-profit organization we can provide the highest quality for the best price.
3. **Integrity** - A critical asset to us! We set high standards and are committed to practice business fairly and behave ethically. With a high level of integrity and satisfaction, we are able to bring solutions that improve business operations and reduce total operation expenses.
4. **Job Satisfaction** - We strive to be the employer of choice through offering competitive salaries, benefits and an enjoyable atmosphere where employees understand their roles and responsibilities and how it aligns with the goals of the organization.
5. **Respect** - We treat everyone with the respect and dignity they deserve and we value diversity among our employees and customers. We respect all people.
6. **Customer Driven** - We recognize that our customers are the reason we are here and we strive to provide the best customer experience possible.

Our team has learned first-hand what it takes to maintain a positive and effective organization during rapid growth. We are excited, yet anxious, to what our future holds!



Working To End Homelessness

InteCare's Supportive Services for Veteran Families (SSVF) Program helps Veterans across nine counties in Indiana who are either homeless or facing eviction. There are over 40,000 Veterans currently experiencing homelessness in the United States.

InteCare's program is one of four organizations serving Indianapolis and the surrounding counties.

We are able to serve 400 Veteran families each year and want to share the successful story of one of these Veterans, a young man who served in Operation Iraqi Freedom came to the InteCare SSVF program while living on the streets in Edinburgh, IN. He had been in and out of treatment facilities for injuries sustained while serving in a combat zone. Case Manager, Emily Quillen, helped him immediately find shelter

through Stepping Stones Homeless Shelter in Anderson, IN. When the Veteran came to InteCare SSVF, he had not been receiving his full social security benefits for quite some time due to a failed attempt of employment and did not have access to health services that he needed.

Emily helped the Veteran to get his social security income restored immediately and helped him gain access to health services as well. Emily helped the Veteran find permanent housing shortly thereafter and referred him to a Supportive Housing Program where he has remained successfully housed for over six months now. The Veteran continues to succeed and enjoy his new apartment.



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