



HFMA

July 2009



Enrollment statistics

- Medicaid
 - 1/1/09 = 389,309; 1/1/03 = 262,361
- MediPASS
 - 1/1/09 = 157,709; 1/1/03 = 68,572
- Iowa Family Planning Network
 - 1/1/09 = 23,989
- Iowa Care
 - 1/1/09 = 27,919



Enrollment vs. Expenses

■ Percentage of total enrollment	■ Percentage of total expenses
■ Kids = 54%	■ Kids = 17%
■ Elderly = 9%	■ Elderly = 20%
■ Disabled = 21%	■ Disabled = 52%

Communication Statistics


- Provider Services call center
 - Averages 31,000 calls per month
 - Average hold time 30 seconds
- Member Services call center
 - Averages 12,000 calls per month
 - Average hold time 15 seconds
- TPL updates
 - Average 26,0000 per month

Web Tools


- Mass Emails
- Online Remittance Advices
- See Informational Letter 652 for enrollment instructions
- Register at www.imeservices.org

New Crossover Form

- It's here – available on IME Provider home page!
- Can submit this form rather than submitting the Medicare/HMO EOB
- Cleaner claim processing!
- Optional

 **Electronic Claim Submission**

- ETP claims can be billed electronically
 - if no paper attachment needed
 - See IL #757
- TPL can be billed electronically
 - Work with software vendor
- Resubmissions after 365 days from DOS can be billed electronically

 **Recent Info Letters**

- Code 01967 billed by minutes #809
- Translation & Interpretation Services #811
- Pregnancy co-pay code #815
- NDC process changes #803
