



"People
helping people
help
themselves"

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

Indiana Family and Social Services Administration
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Anne Murphy, Secretary

January 23, 2009

This communication contains information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. This document will also be available on the First Steps Website, under "What's New?", with the heading "CRO Transition Information". Please direct all questions to: FirstStepsWeb@fssa.in.gov. The next update will be sent no later than January 30, 2009.

● **Provider Account Management (PAM):** We communicated to you last week that a separate email would be sent to providers with an Online Access Form. Please note that this email will first be sent to the SPOE offices, and they will in turn distribute it to providers. This form will need to be printed, completed, and mailed to CSC Covansys.

● **Provider Account Management (PAM) Orientation/Training:** PAM is a web-based claiming system tailored to early intervention programs. First Steps will be providing documentation for self-guided orientation to PAM. The documentation is designed to provide the user with a quick start on the primary functionality. Additional resources will be available within PAM and online to assist the user with all aspects of the PAM system. The self-guided orientation documentation will be provided by February 2, 2009. This will allow users, during the transition period, to familiarize themselves prior to the February 16, 2009 implementation date.

● **Web InterChange: Reminder:** Effective January 30, 2009 you will have "**view only**" access to Web InterChange for First Steps claims submitted prior to January 30, 2009. If you have questions regarding claims, claims payment or an authorization, please understand that CSC Covansys **will not** be able to answer your questions during the transition period of January 30, 2009 to February 16, 2009. Therefore, we ask that you refrain from calling CSC with claims, billing or authorization questions until after February 16, 2009.



- **512 Waivers:** First Steps prefers that all waiver requests be held under after the CRO transition on February 16th. It had previously been stated that the 512 Waivers could be submitted with the understanding that they will not be evaluated until after the transition; we now request that these be held so as to prevent any misplacement or overlooking of requests.

- **1099's:** Will be sent out by January 31, 2009.

IMPORTANT DATES:

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 6:00 a.m. EST	Last date/time to submit claims to AIM
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

- **First Steps Reimbursement Schedule:** Following is the provider reimbursement schedule. Payments are scheduled to be made on the Check Run Date. The first payment is scheduled for February 19, 2009 and will include claims received and processed by CSC Covansys on February 16 and 17, 2009. Please note the statement at the bottom of the schedule.

Indiana First Steps Reimbursement Schedule

Effective 2/16/2009

#	Claims Processed			Check Run Date	Check Run Day of Week
1	2/16/2009	to	2/17/2009	2/19/2009	Thursday
2	2/17/2009	to	2/24/2009	2/26/2009	Thursday
3	2/24/2009	to	3/3/2009	3/5/2009	Thursday
4	3/3/2009	to	3/10/2009	3/12/2009	Thursday
5	3/10/2009	to	3/17/2009	3/19/2009	Thursday
6	3/17/2009	to	3/24/2009	3/26/2009	Thursday
7	3/24/2009	to	3/31/2009	4/2/2009	Thursday
8	3/31/2009	to	4/7/2009	4/9/2009	Thursday
9	4/7/2009	to	4/14/2009	4/16/2009	Thursday
10	4/14/2009	to	4/21/2009	4/23/2009	Thursday
11	4/21/2009	to	4/28/2009	4/30/2009	Thursday
12	4/28/2009	to	5/5/2009	5/7/2009	Thursday
13	5/5/2009	to	5/12/2009	5/14/2009	Thursday
14	5/12/2009	to	5/19/2009	5/21/2009	Thursday
15	5/19/2009	to	5/26/2009	5/28/2009	Thursday
16	5/26/2009	to	6/2/2009	6/4/2009	Thursday
17	6/2/2009	to	6/9/2009	6/11/2009	Thursday
18	6/9/2009	to	6/16/2009	6/18/2009	Thursday
19	6/16/2009	to	6/23/2009	6/25/2009	Thursday
20	6/23/2009	to	6/30/2009	7/2/2009	Thursday
21	6/30/2009	to	7/7/2009	7/9/2009	Thursday
22	7/7/2009	To	7/14/2009	7/16/2009	Thursday

To ensure your claims will be paid on a Check Run Date submit claims via either the **Provider Account Module or EDI** by 5:00 p.m. ET one (1) business day prior to the last claims processing date for the Check Run Date. Please note, the Check Run Date does not guarantee ACH payments will be sent that day.