



"People helping people help themselves"

Indiana Family and Social Services Administration

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

E. Mitchell Roob Jr., Secretary

January 8, 2009

This communication contains additional information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. As a reminder, this document will also be available on the First Steps Web under "What's New?", with the heading "CRO Transition Information". Questions may be directed to: FirstStepsWeb@fssa.gov.

• 512 Waivers: January 12, 2009 at 10:00 a.m. EST is the last date that you may submit requests for a 512 Waiver to First Steps. Any request submitted after this time and date will not be accepted! Claims involved in the request must only contain the 512 denial code, and demonstrate that billing beyond the 60 day time period was no fault of the provider. Claims can be expected to be reprocessed by EDS within 30 days, however if the claim is again denied after First Steps has submitted the waiver to EDS, First Steps can not override the denial. Claims that have already been approved for waiver processing are expected to be completed prior to the CRO conversion on 2/16/09. The submission of requests for a 512 waiver will resume after February 16, 2009 following the complete conversion to CSC Covansys, however this does not ensure that payments will be made.

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• Provider Credentialing: Those who are due to turn in their First Year Attestation Page, or due to complete their initial or annual credentialing whose date normally falls between 1/1/2009 and 2/28/2009—that date will be moved to April 1, 2009. *This is a one time occurrence during the transition period, and beginning in 2010, all original due dates for credentialing will be reinstated.

• AIM: Due to the vast amounts of information that are being transferred from EDS to CSC Covansys, it is necessary and vital for the system to be shut down for the period January 30, 2009 to February 16, 2009. All claiming activity will be shut down for the time period so that CSC Covansys can ensure that all information has been received from EDS.

• Billing Issues: A number of billing and payment issues have been identified during some initial data conversion. If your claims are included, you will be notified by First Steps within the next week.

IMPORTANT DATES:

Table with 2 columns: Date, Activity. Rows include 1/12/2009 10:00 a.m. EST, 1/16/2009, and 1/26/2009.



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
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

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