



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

C.L. "BUTCH" OTTER -- Governor  
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December 11, 2009

**Pharmacy Providers – Point-of-Sale Provider Change Update**

First Health Services Corporation (FHSC) will begin providing Point-of-Sale (POS) drug claims processing for the Idaho Medicaid Program on Saturday, January 30, 2010 at 8:00 a.m. MT. All drug claims, regardless of Date of Service, must be submitted through First Health Services Corporation at this time. The Idaho POS system will require pharmacies to submit drug claims electronically in the National Council for Prescription Drug Programs (NCPDP) standardized Version 5.1. The current pharmacy vendor, HP (formerly EDS), will cease to process POS drug claims at 8:00 p.m. MT on January 29, 2010. The last day for HP to process paper drug claims is January 22, 2010. Paper drug claims received by HP after January 22, 2010 will be rejected.

Starting January 23, 2010, paper claims should be sent to First Health Services at the following address:

First Health Services Corporation  
Idaho Paper Claims Processing Unit  
P.O. Box C-85042  
Richmond, VA 23261-5042

Effective January 4, 2010, First Health Services Pharmacy Support Call Center and the Web Support Call Center will be available for Providers to call with any questions about the upcoming transition. In addition, and also effective January 4, 2010, information on the Idaho Pharmacy Medicaid Program can be located at the website listed below. The nationwide toll free numbers and website address effective January 4, 2010 are listed below:

**Pharmacy Support Call Center:** (800)922-3987 (24/7/365)  
**Web Support Call Center:** (800)241-8726 (Monday – Friday 8:00 a.m. - 6:00 p.m. MT)  
**Website:** <https://Idaho.fhsc.com>

The *Pharmacy Claims Submission Manual* for the Idaho Pharmacy Medicaid Program will be located at <https://Idaho.fhsc.com> on January 4, 2010 and includes the Idaho Point-of-Sale (POS) *Payer Specification Document* in Appendix A. Please note the Payer Specification Document has been sent to all Idaho software vendors.

First Health Services has made a testing region available that is open to all providers and vendors until January 8, 2010. Please check with your vendor to ensure that they have the information needed to test and/or have successfully submitted test claims into our environment. If you or your software vendor requires assistance regarding testing procedures, please contact our certification team at (804) 217-7900.

**Note:** Durable Medical Equipment (DME) and J-code claims will continue to be processed by HP until the new medical claims system is operable later in 2010.

The First Health Provider Workshop schedule is as follows (*three hours of Continuing Education (CE) credit*):

City	Address	Phone	Time
Coeur d'Alene	DHW 1120 Ironwood Drive Coeur d'Alene, ID 83814	(208) 665-8844	Thursday, January 7 9:00 a.m. – 12:00 p.m. PT 2:00 p.m. – 5:00 p.m. PT
Coeur d'Alene	DHW 1120 Ironwood Drive Coeur d'Alene, ID 83814	(208) 665-8844	Friday, January 8 9:00 a.m. – 12:00 p.m. PT 2:00 p.m. – 5:00 p.m. PT
Idaho Falls	University Place 1770 Science Center Dr. CHE Building, Room 204 Idaho Falls, ID	(208) 282-7986	Monday, January 11 9:00 a.m. – 12:00 p.m. MT 2:00 p.m. – 5:00 p.m. MT
Idaho Falls	University Place 1770 Science Center Dr. CHE Building, Room 204 Idaho Falls, ID	(208) 282-7986	Tuesday, January 12 9:00 a.m. – 12:00 p.m. MT 2:00 p.m. – 5:00 p.m. MT
Nampa	Northwest Nazarene University 623 Holly St. Room 205 Nampa, ID	(208) 467-8790	Thursday, January 14 9:00 a.m. – 12:00 p.m. MT 2:00 p.m. – 5:00 p.m. MT
Boise	ITT Tech 12302 W Explorer Drive Lab #1 Boise, ID 83713	(208) 322-8844	Friday, January 15 9:00 a.m. – 12:00 p.m. MT 2:00 p.m. – 5:00 p.m. MT
All	Introduction to First Health Services Corporation Webinars	(866) 705-7362 Participant Code: 7912834	Monday, January 18 9:00 a.m. – 12:00 p.m. MT Thursday, January 21 1:00 p.m. – 4:00 p.m. MT



The *Introduction to First Health Services Corporation* workshop is primarily designed for pharmacists and technicians who process pharmacy claims for the Idaho Medicaid program. This workshop is sponsored by the Nebraska Council for Continuing Pharmaceutical Education (NCCPE). NCCPE is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. Participants will earn three contact hours of continuing pharmacy education (CPE) credits for attendance of the entire workshop and the completion of an evaluation form. This is a knowledge based CPE activity. ACPE

Pharmacists UAN #128-000-10-002-L04-P. ACPE Pharmacy Technician UAN #128-000-10-002-L04-T. This workshop is offered several different times. CPE credit will only be offered for one workshop. Participants should not seek duplicate credit. For questions about CPE Statements of Credit, call NCCPE at (402) 420-1500.

To register for the provider workshops, please **contact First Health Services Corporation at (800)922-3987. The schedule for the workshops is attached.** There is no cost for these training sessions.

If you cannot attend the Provider Workshops, webinars will be offered during the month of January to include User Administration Console, Pharmacy Web Prior Authorization (for prescribers), and Pharmacy Web Claims Submission. You can register for these sessions by calling (800) 922-3987. Please take note that the three (3) hours of CE will not be applicable for the webinars.

The webinar schedule is as follows (*no CE hours for these webinars*):

<b>UAC Webinar</b>	
<b>Tuesday, January 5, 2010</b> 1:00 p.m. – 4:00 p.m. (EST) 11:00 a.m. – 2:00 p.m. (MT) 10:00 a.m. – 1:00 p.m. (PT)	<b>Tuesday, January 12, 2010</b> 3:00 p.m. – 6:00 p.m.(EST) 1:00 p.m. – 4:00 p.m. (MT) 12:00 p.m. – 3:00 p.m. (PT)
<b>Tuesday, January 19, 2010</b> 1:00 p.m. – 4:00 p.m. (EST) 11:00 a.m. – 2:00 p.m. (MT) 10:00 a.m. – 1:00 p.m. (PT)	<b>Tuesday, January 26, 2010</b> 3:00 p.m. – 6:00 p.m.(EST) 1:00 p.m. – 4:00 p.m. (MT) 12:00 p.m. – 3:00 p.m. (PT)
<b>Web Claims Submission Webinar</b>	
<b>Wednesday, January 6, 2010</b> 3:00 p.m. – 5:00 p.m. (EST) 1:00 p.m. – 3:00 p.m. (MT) 12:00 p.m. – 2:00 p.m.(PT)	<b>Wednesday, January 13, 2010</b> 12:00 p.m. – 2:00 p.m. (EST) 10:00 a.m. – 12:00 p.m. (MT) 09:00 a.m. – 11:00 a.m. (PT)
<b>Wednesday, January 20, 2010</b> 3:00 p.m. – 5:00 p.m. (EST) 1:00 p.m. – 3:00 p.m. (MT) 12:00 p.m. – 2:00 p.m.(PT)	<b>Wednesday, January 27, 2010</b> 12:00 p.m. – 2:00 p.m. (EST) 10:00 a.m. – 12:00 p.m. (MT) 09:00 a.m. – 11:00 a.m. (PT)
<b>Web PA Webinar</b>	
<b>Thursday, January 7, 2010</b> 12:00 p.m. – 1:00 p.m. (EST) 10:00 a.m. – 11:00 p.m. (MT) 09:00 a.m. – 10:00 a.m. (PT)	<b>Thursday, January 14, 2010</b> 3:00 p.m. – 4:00 p.m. (EST) 1:00 p.m. – 2:00 p.m. (MT) 12:00 p.m. – 1:00 p.m.(PT)
<b>Thursday, January 21, 2010</b> 12:00 p.m. – 1:00 p.m. (EST) 10:00 a.m. – 11:00 p.m. (MT) 09:00 a.m. – 10:00 a.m. (PT)	<b>Thursday, January 28, 2010</b> 3:00 p.m. – 4:00 p.m. (EST) 1:00 p.m. – 2:00 p.m. (MT) 12:00 p.m. – 1:00 p.m.(PT)

**Provider Record Update (PRU) Reminder:** In addition to the First Health Workshops listed above, ***all*** Medicaid Pharmacy Providers must complete the Provider Record Update no later than January 1, 2010, in order to submit pharmacy claims and receive payment from Idaho Medicaid after January 30, 2010. You can update your provider information in the new secure online provider portal by logging on to [www.idmedicaid.com](http://www.idmedicaid.com) or by calling Idaho Medicaid Provider Enrollment at (866) 686-4272.

Idaho Medicaid