



"People
helping people
help
themselves"

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

Indiana Family and Social Services Administration
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

Anne Murphy, Secretary

January 30, 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 the link "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 February 5, 2009.

***Reminder: At 6:00 am EST the system began its shutdown of Web InterChange. No claiming activity will occur from this point on, until after the transition to CSC Covansys is complete on February 16, 2009.**

● **Web InterChange:** Providers will continue to have **view only** access to Web InterChange after January 30th. Effective February 16, 2009 --and upon CSC Covansys' receipt and processing of the provider's PAM online access form—providers will be able to view all of their First Steps authorizations and claims history as well as submit new claims via PAM.

● **Provider Account Management (PAM) Enrollment:** The Online Access Enrollment Form has been sent out. EVERY provider should fill this form out, otherwise he or she will not be able to view any authorizations or submit claims. Should you need assistance with filling out the form, please call: 866-339-9595.

● **PAM Orientation and Training:** Documentation for self-guided orientation will be sent out by February 2, 2009. The documentation is designed to provide the user with a quick start on the primary functions of the system, and additional resources will be available within PAM and online to assist the user with all aspects of the PAM system.

***Reminder: Effective at 5:00 pm EST on February 2, 2009, the Matrix website will only be available for searching and viewing. NO updates will be allowed after this time until the transition is complete.**



● **Enrollment and Credentialing:** Enrollment and credentialing checklists will be available by the end of next week, along with a new Personnel Guide.

● **CRO Contact Information:** Use the following address for mailing provider enrollment and credentialing applications—

Central Reimbursement Office
C/O CSC—Provider Enrollment
P.O. Box 29160
Shawnee Mission, KS 66201-9160
866-339-9595

(* Please note that provider files will not be received by CSC Covansys until late next week, therefore questions regarding the applications should be held until after February 9th.)

IMPORTANT DATES:

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