



Integrated Home Care Services 2024 Quick Reference Guide	
IHCS Website	<p>On the IHCS website you can learn who we are, who we serve, connect to MedTrac and access provider resources such as the IHCS Provider Manual, Billing and Claims Manual, Portal Guide, Provider Communication, Provider Education and Training materials, Compliance information, instructional videos, product manuals and other pertinent information. Be sure to check the IHCS website often for important updates.</p> <p>www.ihcscorp.com</p>
Authorizations	<p>All Home Health, Durable Medical Equipment and Home Infusion services require an authorization from IHCS prior to providing services. Services/products performed without authorization may be denied for payment, and any such denial of payment is not billable to the patient by the Provider.</p> <p>For Authorizations (Status, Re-authorization Requests or Add-on Services please contact us at:</p> <p>(844) 215-4264 Ext 7533</p>
Credentialing	<p>IHCS is delegated for credentialing/re-credentialing. IHCS Network Providers are re-credentialed every two to three years (as determined by applicable law or plan requirements).Credentialing department can be reached by calling: (844)215-4265 Ext 7534 or Select Option 5 then Option 3 or emailed at ProviderNetwork.Credentialing@ihcscorp.com</p>
Provider Relations	<p>The IHCS Provider Relations Group is here to support our contracted network. Please connect with us should you have questions or concerns or need access to one of our portals. Provider Relations can be reached by calling: (844) 215-4264, Option 5, Option 2, or via email:</p> <p>Provider Relations: Providerservices@ihcscorp.com Medtrac Portal Access & Training: Providertraining@ihcscorp.com VisibilEDI Access: Providerservcies@ihcscorp.com Password Reset: PR-PasswordSupport@ihcscorp.com</p>
Claims	<p>1. Electronic EDI Claims: If you are using practice management software (Availity) to submit claims electronically, your system needs to be set up with the payer ID IHCS1. All Medicare claims sent to Availity shall be sent in 837i format.</p>



	<p>2. Paper Claims: Must be submitted on the Professional 1500 HCFA Claim Form Version 02/12, any claims submitted on 1500 Version 08/05 will be rejected as of April 1, 2014. (Please review CMS changes for further detail) Copies of the form cannot be used for submission. Data must be typed, not handwritten. Authorization number must include any hyphens (entire auth #- 123456-1-1234) Box 23. NPI # of rendering location must be in Box 32a. Any claims not in this standard format will be denied or rejected.</p> <p>For any questions regarding claims (Status, Appeals, Support): (844)215-4264 Ext 7532 or Select Option 4</p> <p>ClaimsInquiry@ihscorp.com</p>
Customer Service	<p>The IHCS Customer Service Group can be reached by calling: (844) 215-4264 Ext 7530 or Option 2</p>
MedTrac Portal	<p>MedTrac is the IHCS proprietary information system that provides a complete picture of the homecare ecosystem.</p> <p>MedTrac Login (ihscorp.com)</p>
Netsmart/EVV Portal	<p>For Florida Medicaid members covered by Simply Healthcare®: EVV Evv Dashboard (4tellus.net)</p>
VisibilEDI Portal	<p>Use the Provider Portal to view claims, claim status messages, claims payments, and check eligibility. You can access the portal 24 hours a day, seven days a week.</p> <p>For questions or support, email us any time or call us Monday through Friday from 8:30 AM to 5:30 PM EST. (844) 215-4264 providersupport@ihscorp.com</p> <p>IHCS (visibiledi.com)</p> <p>Please direct questions about payments to: EOP@ihscorp.com</p>