CHAPTER 1: INTRODUCTION

PROPRIETARY INFORMATION

The information contained in this Provider Manual is proprietary.

By accepting this manual, the provider agrees not to disclose such information, to protect and hold the information confidential, and to use this manual solely for the purposes of referencing information regarding the provision of medical services to Anthem Healthy Indiana Plan members.

In Indiana, Anthem Insurance Companies, Inc., dba Anthem Blue Cross and Blue Shield is an Independent Licensee of the Blue Cross and Blue Shield Association.

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PRIVACY AND SECURITY STATEMENT

As a covered entity, Anthem Insurance Companies, Inc. (the Plan) achieved compliance with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule on April 14, 2003. Compliance efforts included, but were not limited to, the appointment of a Privacy and Security Officer, establishment of a Privacy and Security Office, and creation of an infrastructure designed to support ongoing compliance requirements throughout the company. This infrastructure includes the adoption of policies and procedures, and the training of all associates.

The Plan adopted policies and procedures that are compliant with the HIPAA Privacy Rule including the granting of the following individual rights:

- The right to have access to designated records that contain Protected Health Information
- The right to request an amendment to Protected Health Information contained in designated records
- The right to place restrictions on the use and disclosure of Protected Health Information for treatment, payment and health care operations
- The right to receive confidential communications at an alternate address or location
- The right to request an accounting of disclosures
- The right to voice a complaint pertaining to the Plan’s privacy policies and procedures
Privacy notices describing the company’s use and disclosure of Protected Health Information are provided to all existing and new members. These notices are available upon request, printed in all new member handbooks, and found on the Plan’s website at www.anthem.com.

The Plan achieved compliance with the provisions of the HIPAA Security Rule on April 20, 2005. Compliance efforts included, but were not limited to, the appointment of a Privacy and Security Officer, establishment of a Privacy and Security Office, and creation of an infrastructure designed to support ongoing compliance requirements throughout the company. This includes the adoption and communication of policies, standards, and procedures and the training of all associates.

As a covered entity, the Plan is compliant with the HIPAA Security Rule through its corporate Information Assurance program designed to do the following:

- Maintain an information assurance, risk-management program
- Protect the confidentiality, integrity and availability of electronic Protected Health Information
- Utilize administrative, physical and technical safeguards to address reasonably anticipated threats and hazards to electronic Protected Health Information
- Continually evaluate the effectiveness and adequacy of the program

The Plan and its affiliates are committed to delivering excellent service. Part of that commitment includes compliance with and support of the HIPAA Privacy and Security Mandate. Most important, we are committed to protecting member and patient privacy and safeguarding related health information.

Secure eMail

The Plan uses the Secure eMail encryption tool to ensure that your client’s Protected Health Information (PHI) is kept private and secure. We’re doing this because we know that many people are concerned about identity theft.

Secure eMail encrypts e-mails and attachments identified as potentially having PHI. Here’s how it works:
• If the Plan sends you an e-mail or attachment containing PHI, you are notified that you have a Secure eMail message.

• By clicking on a link in this e-mail notification, you are directed to the Secure eMail website at https://messages.anthemsecureemail.com/.

• If you are using Secure eMail for the first time, you must register to create a password-protected account.

• Next, log in to Secure eMail’s Message Center to retrieve your e-mail and attachment.

• You can also use Secure eMail to send encrypted e-mails to the Plan.

If you need technical assistance or have questions about Secure eMail, contact our eBusiness Help Desk at 866-755-2680.

This service is available to you at no charge. We hope you understand the importance of taking these steps in protecting the personal information of your clients.
WELCOME TO YOUR ANTHEM HEALTHY INDIANA PLAN PROVIDER MANUAL

HEALTHY INDIANA PLAN℠
Health Coverage = Peace of Mind

The Indiana Family and Social Services Administration (FSSA) contracts with Anthem Insurance Companies, Inc. for the provision of Healthy Indiana Plan in all counties in Indiana. Anthem Insurance Companies, Inc. provides coverage pursuant to the Healthy Indiana Plan program in the state of Indiana. Anthem Insurance Companies, Inc. is hereafter referenced in this manual as the “Plan.”

This Provider Manual is a comprehensive document designed to inform network physicians, hospitals, facilities, ancillary providers and other health care professionals of Plan guidelines and requirements. We are pleased to provide you with the tools and information in this Provider Manual to assist you in caring for our members.

This manual, and any further updates, revisions and amendments, are part of the Participating Provider Agreement. Should any language contained in this manual conflict with language contained in the Participating Provider Agreement, the Participating Provider Agreement takes precedence.

Using This Manual

This manual is provided to you on CD-ROM. It is also available on the secure website at www.anthem.com.

You may link to any section of this manual by clicking on the topic in the Table of Contents. Each section may also contain cross-links to other sections, a glossary, important phone numbers, or to our website or outside websites containing additional information. Icons, bold type, or boxes may draw attention to important information.
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Icons used are as follows:

🔗 Link to other section or website

Shaded Blue Box Important Information to Remember

Manual Updates

If new procedures and processes take effect after this manual has been published, the Plan will provide updates through various means of distribution including, but not limited to, special mailings, and fax blasts or rapid e-mail updates. The Plan will also post updates on the secure website at www.anthem.com. These updates will be considered addenda to the Provider Manual.

If you have any questions about the content of this manual, contact our Customer Care Center or your provider network representative.

This manual does not contain legal, tax or medical advice. Please consult your own advisors for such advice.
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Disclaimer

The information provided in this Provider Manual is intended to be informative and assist you in navigating the various aspects of participation with the Anthem Healthy Indiana Plan program. Unless otherwise specified in your contract, the information contained in this manual is not binding upon Anthem and is subject to change. Please refer to our online manual for the most up-to-date information. Anthem will make reasonable efforts to notify you of changes to the content of this manual.

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