

Available Resources

We are here to help!

Indiana Health Coverage Programs
Gainwell Technologies
2024 Spring Roadshow



Agenda

- Indiana Health Coverage Programs (IHCP) Website
- IHCP Provider Healthcare Portal
- Helpful Tools
- Questions



IHCP Website



Provider Website

Google “Indiana Medicaid” to find the homepage for the [Indiana Medicaid website](#)

Indiana Medicaid

Welcome to Indiana Medicaid

Welcome to Indiana Medicaid. On this site, you can learn about the different Medicaid programs and how to apply. Check out our Eligibility Guide to learn about eligibility for certain programs and see if you may qualify.

How a return to normal will impact some Indiana Medicaid members

Members

If you are an Indiana Health Coverage Programs member or are interested in applying to become a member, please click here.

Providers

If you are an Indiana Health Coverage Programs provider or are interested in becoming an Indiana Medicaid provider, please click here.

Business Partners

If you are an Indiana Health Coverage Programs business partner (such as a managed care entity, trading partner, or contractor), please click here.



News and Bulletins

The screenshot shows the top navigation bar of the 'Indiana Medicaid for Providers' website. On the left is a 'MENU' icon. Next to it is the 'INDIANA MEDICAID for Providers' logo. The main title 'Indiana Medicaid for Providers' is centered in the header. On the right is a search bar labeled 'Search Providers'. Below the header is a large banner image of a stethoscope. On the left side of the banner, there is a text block: 'The Indiana Health Coverage Programs (IHCP) offers providers easy access to the resources and tools needed to conduct business with Indiana Medicaid. Provider updates and announcements, important reference materials, and general program information are all available through links and webpages located on this website.' On the right side of the banner, there is a white search input field with a magnifying glass icon.

What's New?

Find out about recent news items, provider publications, and other website or program updates.

[Read the Latest IHCP Update Email](#)

IHCP News Items

[Click Here To View More News](#)



Bulletins



Banner Pages

Sign Up to Receive E-mails

[Link to sign up for e-mails](#)

Get Important News & Updates

Sign up for email and/or text notices of Medicaid and other FSSA news, reminders, and other important information. When registering your email, check the category on the drop-down list to receive notices of Medicaid updates; check other areas of interest on the drop-down list to receive notices for other types of FSSA updates.

Enter your email address

Sign Up

Stay
Informed!!!

New Subscriber

Subscription Type

Email

Primary Email Address

You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

Email Address *

Confirm Email Address *

Email Delivery Preference

If you would like to change how subscription updates are delivered to you, select an option below.

- Send updates immediately by email
- Send updates daily by email
- Send updates weekly by email



IHCP Website Search

IN.gov An official website of the Indiana State Government Accessibility Settings Language Translation Governor Eric J. Holcomb

Indiana Medicaid for Providers

Provider Enrollment Provider References Provider Education Business Transactions Clinical Services About IHCP Programs Contact Information

Ability Settings Language Translation Governor Eric J. Holcomb

IMPORTANT
The Indiana Medicaid for Providers website is currently undergoing provider enrollment revalidation activity. To minimize risk of disruption to your enrollment, please visit our ["Provider Enrollment Revalidation" webpage](#).

IHCP Clinical Services
The Indiana Medicaid for Providers website is currently undergoing provider enrollment revalidation activity. To minimize risk of disruption to your enrollment, please visit our ["Provider Enrollment Revalidation" webpage](#).

Search: Fee Schedule

- fee schedule
- fee schedules
- ihcp fee schedules
- boxing fee schedule
- professional fee schedule
- outpatient fee schedule

7

Provider References

The screenshot shows the top portion of the 'Indiana Medicaid for Providers' website. At the top, it identifies itself as an official website of the Indiana State Government, with links for Accessibility Settings, Language Translation, and Governor Eric J. Holcomb. Below this is a dark green header with the 'Indiana Medicaid for Providers' logo and a search bar labeled 'Search Providers'. A navigation bar below the header contains seven icons with corresponding labels: Provider Enrollment, Provider References (highlighted with a blue border), Provider Education, Business Transactions, Clinical Services, About IHCP Programs, and Contact Information.

Bulletins, Banner Pages and Reference Modules ←

Current News

Code Sets ←

Email Notifications

Forms

IHCP Provider Locator

OPR Provider Verification

Other Provider Resources



Service and Provider-Specific Modules

Resources with the answers – a module for everyone!

Service- and Provider-Specific Modules

[Anesthesia Services](#)

[Behavioral Health Services](#)

[Chiropractic Services](#)

[Clinical Trials](#)

[Dental Services](#)

[Diabetes Self-Management Training Services](#)

[Durable and Home Medical Equipment and Supplies](#)

[Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\)/HealthWatch Services](#)

[Emergency Services](#)



Provider Education

IN.gov An official website of the Indiana State Government Accessibility Settings Language Translation Governor Eric J. Holcomb

MENU INDIANA MEDICAID for Providers **Indiana Medicaid for Providers** Search Providers

Provider Enrollment Provider References **Provider Education** Business Transactions Clinical Services About IHCP Programs Contact Information

Provider Education Opportunities

2024 IHCP Roadshow

IHCP Live

IHCP Quick Hits

Program Integrity Provider Education Training

IHCP Provider Healthcare Portal Training

PE Qualified Provider Training

Electronic Visit Verification Training

Archived Workshop Presentations

- [Provider Education Opportunities](#)
- [2023 IHCP Roadshow](#) (annual spring seminar information)
 - [Workshop Registration](#)
 - [Archived Workshop Presentations](#)
- [IHCP Live](#) (upcoming webinars and recordings of past webinars)
- [IHCP Quick Hits](#) (short, on-demand videos)
- [Program Integrity Provider Education Training](#)
- [IHCP Provider Healthcare Portal Training](#)
- [Presumptive Eligibility \(PE\) Qualified Provider Training](#)
- [Electronic Visit Verification \(EVV\) Training](#)

Business Transactions

IN.gov An official website of the Indiana State Government Accessibility Settings Language Translation Governor Eric J. Holcomb

MENU INDIANA MEDICAID for Providers **Indiana Medicaid for Providers** Search Providers

Provider Enrollment Provider References Provider Education **Business Transactions** Clinical Services About IHCP Programs Contact Information

Portal Links for Providers

IHCP Provider Healthcare Portal

Eligibility Verification

Qualified Provider Presumptive Eligibility (PE)

Electronic Visit Verification

Electronic Data Interchange (EDI) Solutions

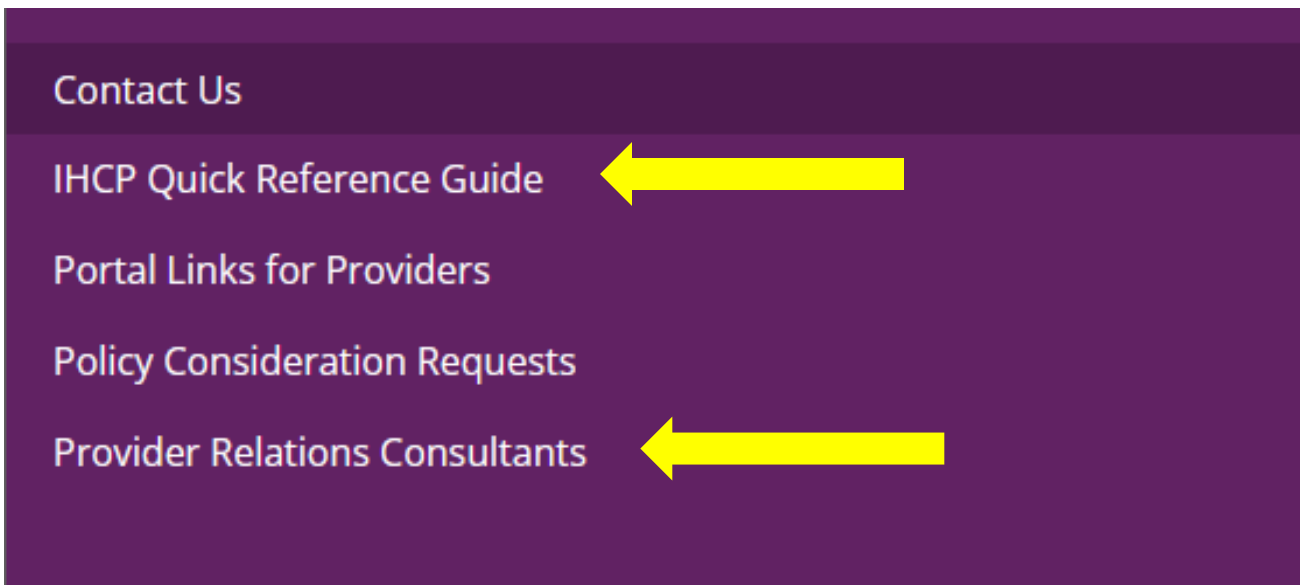
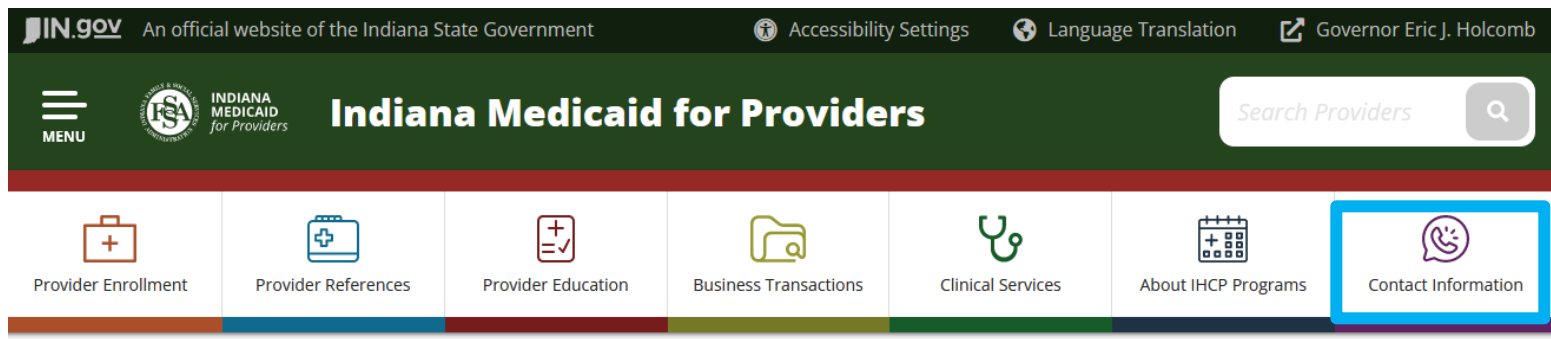
Billing and Remittance

Program Integrity

Health Insurance Portability and Accountability Act

- [Code Sets](#)
- [IHCP Fee Schedules](#)
- [Long-Term Care Durable Medical Equipment \(DME\) Per Diem Table](#)
- [Diagnosis-Related Group \(DRG\) Inpatient Reimbursement](#)
- [Explanation of Benefits \(EOB\)](#)
- [Best Practices for Claim Submission](#)
- [Claim Administrative Review and Appeal](#)

Contact Information



Let's take a closer look at the [IHCP Quick Reference Guide](#).



Quick Reference Guide

IHCP Quick Reference Guide – Contact Information



General Information for the Indiana Health Coverage Programs (IHCP)	Provider Customer Assistance 800-457-4584 Member Customer Assistance 800-457-4584 Member Applications 800-403-0864 Indiana Medicaid Website in.gov/medicaid	Provider Enrollment IHCP Provider Enrollment P.O. Box 7263 Indianapolis, IN 46207-7263 800-457-4584 <i>IHCP Provider Healthcare Portal</i> portal.indianamedicaid.com	Third-Party Liability (TPL) IHCP – TPL P.O. Box 7262 Indianapolis, IN 46207-7262 800-457-4584 Fax: 866-667-6579 INXIXTPLRequests@gainwelltechnologies.com <i>TPL Casualty</i> INXIXTPLCasualty@gainwelltechnologies.com	Fraud and Abuse Reporting Office of Medicaid Policy & Planning (OMPP) Program Integrity 402 W. Washington St., Room W374 Indianapolis, IN 46204-2739 Program.Integrity@fssa.in.gov <i>IHCP Provider and Member Concerns Line</i> 800-457-4515	Long-Term Care Rate-Setting Long-Term Care Audits Myers and Stauffer 800-877-6927 Fax: 317-571-8481 mslc.com/indiana
--	---	--	--	---	---

Fee-for-Service (FFS), Including Traditional Medicaid, Waiver, 590 Program and Other FFS Coverage

FFS Information <i>(Other than for Pharmacy and Nonemergency Medical Transportation (NEMT))</i>	FFS Prior Authorization and Utilization Management (PA-UM) Contractor <i>PA Submission by Mail, Phone, Fax and Portal</i> For Medical, Dental and Substance Use Disorder (SUD): Acentra Health – Prior Authorization 6802 Paragon Place, Suite 440 Richmond, VA 23230 866-725-9991 Fax: 800-261-2774 Atrezzo Provider Portal: atrezzo.acentra.com <i>Disenrollment From Hoosier Healthwise for FFS Hospice</i> 866-725-9991 Fax: 800-261-2774	FFS Electronic Transactions <i>Electronic Data Interchange</i> INXIXTradingPartner@gainwelltechnologies.com 800-457-4584 <i>Paper Attachments for Electronic Claims</i> Gainwell – Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259 <i>IHCP Provider Healthcare Portal</i> portal.indianamedicaid.com <i>IHCP Portal Help Desk – Technical Assistance</i> INXIXElectronicSolution@gainwelltechnologies.com 800-457-4584 <i>Atrezzo Provider Portal (for PA-UM)</i> atrezzo.acentra.com	FFS Paper Claim Submission <i>Professional (Excluding Crossover)</i> Gainwell – CMS-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269 <i>Professional Crossover</i> Gainwell – CMS-1500 Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267 <i>Institutional (Inpatient Hospital, Home Health, Outpatient Facility, Long-Term Care – Including Crossover)</i> Gainwell – UB-04 Claims P.O. Box 7271 Indianapolis, IN 46207-7271 <i>Dental</i> Gainwell – Dental Claims P.O. Box 7268 Indianapolis, IN 46207-7268	FFS Adjustment Forms (No Refund Checks) Gainwell – Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265 FFS Refunds Gainwell – Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303 Uncashed FFS Check Returns Gainwell – Finance Unit 950 N. Meridian St. Suite 1150 Indianapolis, IN 46204-4288	Form Requests Gainwell – Forms P.O. Box 7263 Indianapolis, IN 46207-7263 FFS Nonpharmacy and non-PA Provider Inquiries and Claim Administrative Review Requests Gainwell – Written Correspondence IHCP Provider Healthcare Portal <i>(In the IHCP Portal, click the Secure Correspondence link to submit a request)</i>
FFS NEMT Information	Verida Trip Reservation Line 855-325-7586 <i>Member Portal:</i> member.verida.com <i>Member Webpage:</i> myverida.com/member-resources	Verida Provider Assistance Line 855-325-7611 <i>Provider Portal:</i> provider.verida.com <i>Provider Webpage:</i> myverida.com/transportation-providers	Verida Facility Dispatch Line 888-822-6104 <i>Facility Portal:</i> facility.verida.com <i>Facility Webpage:</i> myverida.com/facilities	Verida Facility Reservation Line (standing orders) 855-325-7588 Verida Website verida.com	Request Administrative Review INClaims@verida.com Claim Appeals Verida Claims 843 Dallas Highway Villa Rica, GA 30180
FFS Pharmacy Information	FFS Pharmacy Inquiries and Prior Authorization Optum Rx Clinical and Technical Help Desk 855-577-6317 Fax: 855-678-6976 PA Fax: 855-577-6384 Optum Rx – PA P.O. Box 44085 Indianapolis, IN 46244-0085	FFS Pharmacy Paper Claim Filing Optum Rx Manual Claims Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903	FFS Pharmacy Claim Voids/Reversals Optum Rx – Void/Reversals Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903 FFS Pharmacy Benefit Management Inquiries PDL@FSSA.in.gov	FFS Pharmacy Administrative Review of Claim Requests Optum Rx Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903 Optum Rx Indiana Drug Rebate Operations 5775 Peachtree-Dunwoody Rd., Suite C-600 Atlanta, GA 30342 indiana.rebates@optum.com	FFS Pharmacy Refunds <i>Courier Mail</i> JP Morgan Chase Optum Rx Claims LBX 26594 131 South Dearborn – 6th Floor Chicago, IL 60603 <i>First-Class Mail</i> Optum Rx Claims 26594 Network Place Chicago, IL 60673-1265



Managed Care Information

IHCP Quick Reference Guide – Contact Information



Managed Care

Program of All-Inclusive Care for the Elderly (PACE)	For contact information, see the Program of All-Inclusive Care for the Elderly page at in.gov/fssa/da.			
Healthy Indiana Plan (HIP) Enrollment Broker (MAXIMUS) Helpline: 877-438-4479 Fax: 317-238-3120	Anthem <i>Provider Services</i> Anthem.com 844-533-1995 Fax: 866-408-7087 <i>Member Services</i> 866-408-6131 <i>Claims</i> Anthem Reimbursement <i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 844-533-1995 Fax (Physical Health Inpatient and Outpatient): 866-406-2803 Fax (Behavioral Health Inpatient): 877-434-7578 Fax (Behavioral Health Outpatient): 866-877-5229 <i>Pharmacy Services</i> PBM: IngenioRx Anthem Pharmacy Information Claims: 833-205-6007 PA: 844-533-1995 PA Fax (Retail Pharmacy): 844-864-7860 PA Fax (Medical Injectable): 888-209-7838 Help for Pharmacists: 833-236-6191 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589 <i>Vision Services</i> VBM: Superior Vision superiorvision.com/eve-care-professionals 877-235-5317 Fax: 518-556-7707	Managed Health Services (MHS) <i>Provider Services</i> MHSIndiana.com 877-647-4848 Fax: 866-753-7240 <i>Member Services</i> 877-647-4848 <i>Claims</i> MHS Payment Policies <i>Prior Authorization – Medical and SUD</i> MHS PA 877-647-4848 Fax (Physical Health Inpatient and Outpatient): 866-912-4245 Fax (Behavioral Health Inpatient): 844-288-2591 Fax (Behavioral Health Outpatient): 866-694-3649 <i>Pharmacy Services</i> MHS Pharmacy Information PBM Claims: CVS Health PBM PA: US Script Claims: 800-311-0557 PA: 866-399-0928 PA Fax: 866-399-0929 (standard) PA Fax: 855-678-6976 (specialty) <i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 855-609-5157 <i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 844-820-6523 (HIP)	MDwise <i>Provider Services</i> MDwise.org 800-356-1204 Fax: 877-822-7190 <i>Member Services</i> 800-356-1204 <i>Claims</i> HIP Claims <i>Prior Authorization – Medical and SUD</i> MDwise PA 888-961-3100 Fax (Physical Health Inpatient and Outpatient): 866-613-1642 Fax (Behavioral Health Inpatient): 866-613-1631 Fax (Behavioral Health Outpatient): 866-613-1642 <i>Pharmacy Services</i> MDwise Pharmacy Information PBM: MedImpact Claims: 844-336-2677 PA: 800-788-2949 PA Fax: 858-790-7100 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589	CareSource <i>Provider Services</i> CareSource.com 844-607-2831 <i>Member Services</i> 844-607-2829 <i>Claims</i> CareSource Claims 844-607-2831 <i>Prior Authorization – Medical and SUD</i> CareSource PA 844-607-2831 Fax: 844-432-8924 <i>Pharmacy Services</i> CareSource Pharmacy Information PBM Claims: Express Scripts (ESI) Pharmacy Help Desk: 800-440-0474 PA: 844-607-2831 Pharmacy Benefit PA Fax: 866-930-0019 Physician-Administered Drugs (Medical Benefit) PA Fax: 888-399-0271 <i>Dental Services</i> CareSource Dental 844-607-2831 <i>Vision Services</i> VBM: Superior Vision Provider Customer Service: 888-575-0203 Utilization Management (PA): Fax: 886-819-9417 Email: gcs@superiorvision.com



Hoosier Care Connect

IHCP Quick Reference Guide – Contact Information



<p>Hoosier Care Connect</p> <p>Enrollment Broker Helpline: 866-963-7383</p>	<p>Anthem</p> <p><i>Provider Services</i> Anthem.com 844-284-1798 Fax: 888-859-3046</p> <p><i>Member Services</i> 844-284-1797</p> <p><i>Claims</i> Anthem Reimbursement 866-408-6132</p> <p><i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 844-284-1798 Fax (Physical Health Inpatient and Outpatient): 866-406-2803 Fax (Behavioral Health Inpatient): 877-434-7578 Fax (Behavioral Health Outpatient): 866-877-5229</p> <p><i>Pharmacy Services</i> PBM: IngenioRx Anthem Pharmacy Information Claims: 833-235-2024 PA: 844-284-1798 PA Fax (Retail Pharmacy): 844-864-7860 PA Fax (Medical Injectable): 888-209-7838 Help for Pharmacists: 833-236-6191</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589</p> <p><i>Vision Services</i> VBM: Superior Vision superiorvision.com/eye-care-professionals 877-235-5317 Fax: 518-556-7707</p>	<p>Managed Health Services (MHS)</p> <p><i>Provider Services</i> MHSIndiana.com 877-647-4848 Fax: 866-753-7240</p> <p><i>Member Services</i> 877-647-4848</p> <p><i>Claims</i> MHS Payment Policies</p> <p><i>Prior Authorization – Medical and SUD</i> MHS PA 877-647-4848 Fax (Physical Health Inpatient and Outpatient): 866-912-4245 Fax (Behavioral Health Inpatient): 844-288-2591 Fax (Behavioral Health Outpatient): 866-694-3649</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script MHS Pharmacy Information Claims: 800-378-0779 PA: 866-399-0928 PA Fax: 866-399-0929 (standard) PA Fax: 855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 855-609-5157</p> <p><i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 844-820-6523 (HIP)</p>	<p>UnitedHealthcare</p> <p><i>Provider Services</i> UHCprovider.com/INcommunityplan 877-610-9785</p> <p><i>Member Services</i> UHCCommunityPlan.com/in 800-832-4643</p> <p><i>Claims</i> UHCprovider.com/claims 877-610-9785</p> <p><i>Prior Authorization – Medical and SUD</i> UHCprovider.com/qaan 877-610-9785 Fax: 844-897-6514</p> <p><i>Pharmacy Services</i> PBM: Optum Rx UnitedHealthcare Pharmacy Information Claims: 866-215-5046 PA: 877-610-9785 PA Fax: 844-897-6514</p> <p><i>Dental Services</i> UHCdentalproviders.com 844-402-9118</p> <p><i>Vision Services</i> marchvisioncare.com 844-486-2724</p>
--	--	--	--



Hoosier Healthwise

IHCP Quick Reference Guide – Contact Information



<p>Hoosier Healthwise</p> <p>Enrollment Broker (MAXIMUS) Helpline: 800-889-9949 Fax: 317-238-3120</p>	<p>Anthem</p> <p><i>Provider Services</i> Anthem.com 866-408-6132 Fax: 866-408-7087</p> <p><i>Member Services</i> 866-408-6131</p> <p><i>Claims</i> Anthem Reimbursement</p> <p><i>Prior Authorization (PA) – Medical and Substance Use Disorder (SUD)</i> Anthem PA 866-408-6132 Fax (Physical Health Inpatient and Outpatient): 866-406-2803 Fax (Behavioral Health Inpatient): 877-434-7578 Fax (Behavioral Health Outpatient): 866-877-5229</p> <p><i>Pharmacy Services</i> PBM: IngenioRx Anthem Pharmacy Information Claims: 833-235-2023 PA: 866-408-6132 PA Fax (Retail Pharmacy): 844-864-7860 PA Fax (Medical Injectable): 888-209-7838 Help for Pharmacists: 833-236-6191</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589</p> <p><i>Vision Services</i> VBM: Superior Vision superiorvision.com/eye-care-professionals 877-235-5317 Fax: 518-556-7707</p>	<p>Managed Health Services (MHS)</p> <p><i>Provider Services</i> MHSIndiana.com 877-647-4848 Fax: 866-753-7240</p> <p><i>Member Services</i> 877-647-4848</p> <p><i>Claims</i> MHS Payment Policies</p> <p><i>Prior Authorization – Medical and SUD</i> MHS PA 877-647-4848 Fax (Physical Health Inpatient and Outpatient): 866-912-4245 Fax (Behavioral Health Inpatient): 844-288-2591 Fax (Behavioral Health Outpatient): 866-694-3649</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script MHS Pharmacy Information Claims: 800-378-0815 PA: 866-399-0928 PA Fax (Standard): 866-399-0929 PA Fax (Specialty): 855-678-6976</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 855-609-5157</p> <p><i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 844-820-6523 (HIP)</p>	<p>MDwise</p> <p><i>Provider Services</i> MDwise.org 800-356-1204 Fax: 877-822-7190 or 317-829-5530</p> <p><i>Member Services</i> 800-356-1204</p> <p><i>Claims</i> MDwise Hoosier Healthwise Claims 800-356-1204</p> <p><i>Prior Authorization – Medical and SUD</i> MDwise PA 888-961-3100 Fax: 888-465-5581</p> <p><i>Pharmacy Services</i> PBM: MedImpact MDwise Pharmacy Information Claims: 844-336-2677 PA: 800-788-2949 PA Fax: 858-790-7100</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589</p>	<p>CareSource</p> <p><i>Provider Services</i> CareSource.com 844-607-2831</p> <p><i>Member Services</i> 844-607-2829</p> <p><i>Claims</i> CareSource Claims 844-607-2831</p> <p><i>Prior Authorization – Medical and SUD</i> CareSource PA 844-607-2831 Fax: 844-432-8924</p> <p><i>Pharmacy Services</i> CareSource Pharmacy Information PBM Claims: Express Scripts (ESI) Pharmacy Help Desk: 800-416-3632 PA: 844-607-2831 Pharmacy Benefit PA Fax: 866-930-0019 Physician Administered Drugs (Medical Benefit) PA Fax: 888-399-0271</p> <p><i>Dental Services</i> CareSource Dental 844-607-2831</p> <p><i>Vision Services</i> VBM: Superior Vision Provider Customer Service: 888-575-0203 Utilization Management (PA): Fax: 886-819-9417 Email: ecs@superiorvision.com</p>
---	--	--	---	---

Care Management – Right Choices Program (RCP)

<p>RCP Administrator</p>	<p>Acentra Health – FFS Traditional Medicaid 866-725-9991 Fax: 800-261-2774</p>	<p>Anthem – HIP, Hoosier Care Connect and Hoosier Healthwise 866-902-1690, option 1 Fax: 866-387-2959</p>	<p>MHS – HIP, Hoosier Care Connect and Hoosier Healthwise 877-647-4848 Fax: 866-753-7240</p>	<p>MDwise – HIP and Hoosier Healthwise 800-356-1204 Fax: 317-822-7500</p>	<p>Care Source – HIP and Hoosier Healthwise 844-607-2829 (TTY: 800-743-3333 or 711) Email: lockinprogram@caresource.com</p>	<p>United Healthcare – Hoosier Care Connect 800-832-4643, (TTY and TDD: 711) Fax: 888-843-6007</p>
--------------------------	--	--	---	--	--	---



IHCP Provider Healthcare Portal



Provider Registration

portal.indianamedicaid.com

The screenshot shows the top portion of the Indiana FSA website. On the left is the FSA logo with the text 'FAMILY AND SOCIAL SERVICES AGENCY' and 'INDIANA' below it. A green 'Home' button is visible. Below the navigation bar, there is a 'Login' section with a 'User ID' input field and a 'Log In' button. A red box highlights the 'Register Now' link, and another red box highlights the 'Where do I enter...' link.

Registration

Select one of the following options that best describes your role.

- Provider**
A Provider is an individual, state or local agency, corporate, or business entity that is enrolled in one or more of the Indiana Health Coverage Programs (IHCP) as a provider of services.
- Delegate**
A Delegate is an individual designated by the Provider, Managed Care Entity, or Non-Provider Organization to perform administrative functions on behalf of an IHCP entity.
- Managed Care**
A Managed Care Entity (MCE) is a lawful entity contracted with the state to operate a prepaid health care delivery plan on a capitated basis.
- Non-Provider Org**
A Non-Provider Organization is an entity approved by the state to gain limited access to the Portal.

Portal Functions

The screenshot displays the Indiana Medicaid for Providers portal. At the top, the IFA logo is on the left, and the text "INDIANA MEDICAID for Providers" is in the center. On the right, there are links for "Contact Us", "FAQs", and "Logout". Below this is a green navigation bar with tabs for "My Home", "Eligibility", "Claims", "Care Management", and "Resources". Three red arrows point upwards from the "My Home", "Eligibility", and "Claims" tabs to the "My Home" text below. The main content area is divided into a left sidebar and a main section. The sidebar contains sections for "User Details" (with a "Welcome" message and links for "My Profile" and "Manage Accounts"), "Provider" (with fields for "Name" and "Provider ID", and links for "Disenroll", "Provider Profile", "Provider Maintenance", and "Enrollment / Revalidation Status"), and "Provider Services" (with links for "Member Focused Viewing" and "Search Payment History"). Two red arrows point left from the "Disenroll" and "Provider Maintenance" links. The main section features a "WELCOME HEALTH CARE PROFESSIONAL!" message, a photograph of two healthcare professionals, and three links: "Contact Us", "Notify Me", and "Secure Correspondence". A paragraph of text below the photo states: "We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to benefits, answers to frequently asked questions, and the ability to search for providers."

Contact Us | FAQs | Logout

INDIANA MEDICAID for Providers

My Home Eligibility Claims Care Management Resources

My Home

User Details

Welcome

- ▶ [My Profile](#)
- ▶ [Manage Accounts](#)

Provider

Name

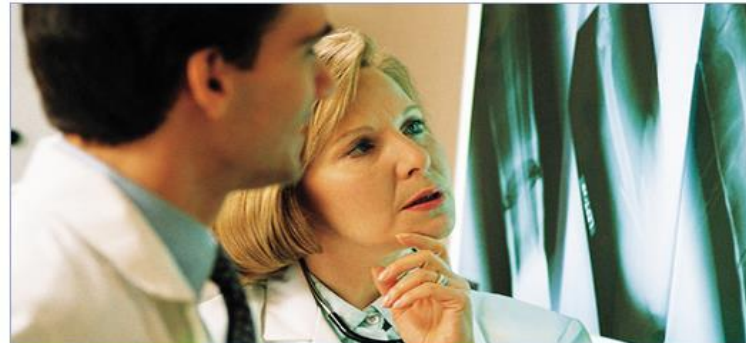
Provider ID

- ▶ [Disenroll](#)
- ▶ [Provider Profile](#)
- ▶ [Provider Maintenance](#)
- ▶ [Enrollment / Revalidation Status](#)

Provider Services

- ▶ [Member Focused Viewing](#)
- ▶ [Search Payment History](#)

WELCOME HEALTH CARE PROFESSIONAL!



[Contact Us](#)

[Notify Me](#)

[Secure Correspondence](#)

We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to benefits, answers to frequently asked questions, and the ability to search for providers.

Revalidation



The Revalidation link will appear when the service location is in the 90-day time frame for completion.

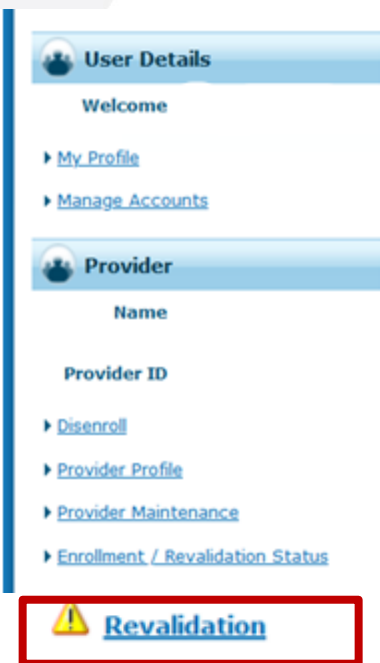
- The date for **COMPLETION** can also be verified on the Provider Profile.

Organization Information	
Organization	
Disregarded Entity	
Revalidation Date	07/27/2025
Recertification Date	-

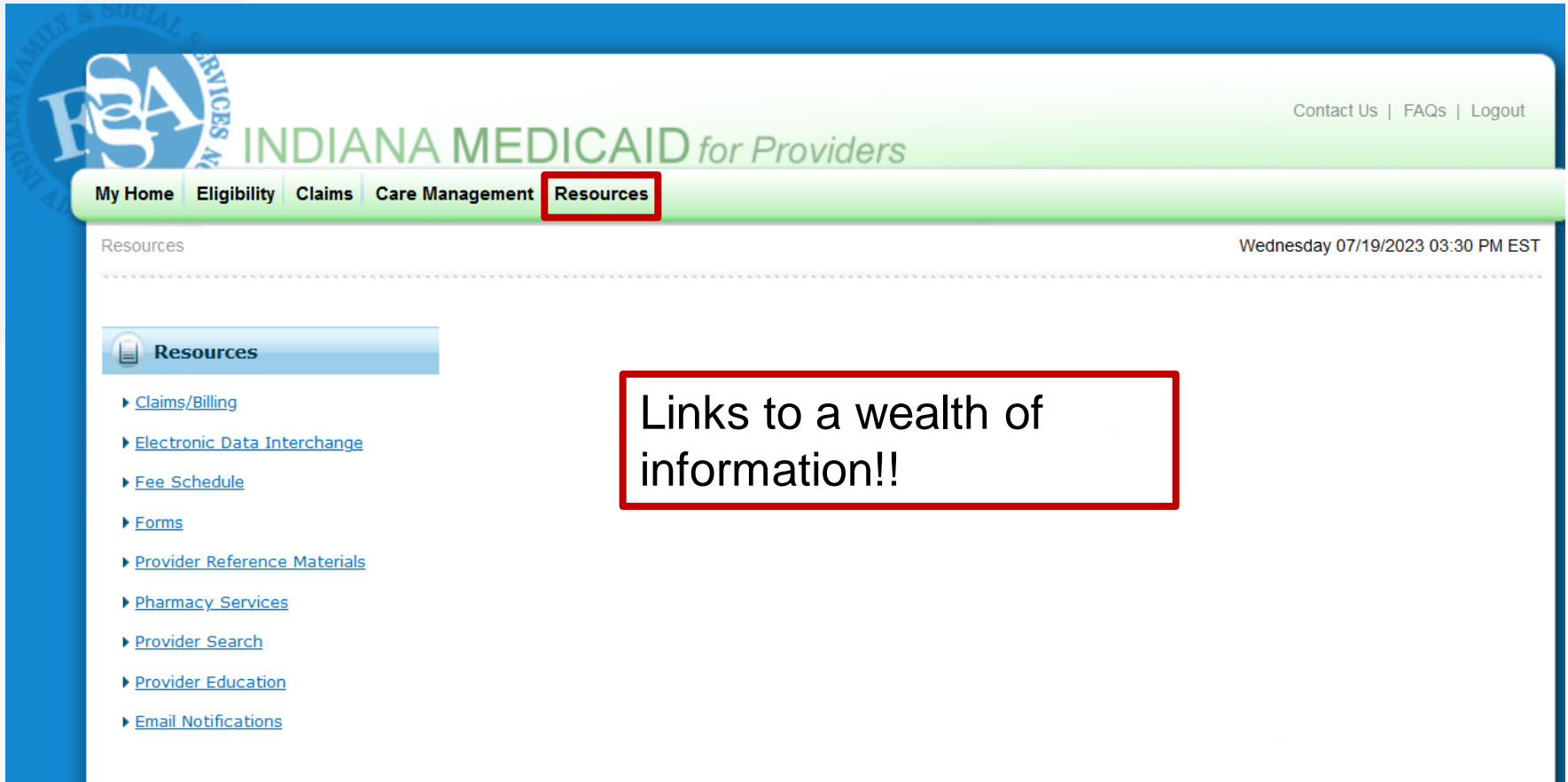
Warning!!!

The revalidation must be **submitted** and **approved** before the revalidation end date.

- If the revalidation is not finalized prior to the date, the service location will be termed and a new enrollment application will need to be submitted, which will result in a new Provider ID.



Resources



The screenshot shows the 'Resources' page of the Indiana Medicaid for Providers website. At the top, there is a green header with the word 'Resources' in white. Below this is a blue navigation bar with the FSA logo and the text 'INDIANA MEDICAID for Providers'. To the right of the logo, there are links for 'Contact Us | FAQs | Logout'. Below the navigation bar is a green bar with a menu: 'My Home | Eligibility | Claims | Care Management | Resources'. The 'Resources' link is highlighted with a red box. Below this bar, the page title 'Resources' is displayed on the left, and the date and time 'Wednesday 07/19/2023 03:30 PM EST' are on the right. A blue sidebar on the left contains a 'Resources' section with a list of links: 'Claims/Billing', 'Electronic Data Interchange', 'Fee Schedule', 'Forms', 'Provider Reference Materials', 'Pharmacy Services', 'Provider Search', 'Provider Education', and 'Email Notifications'. A red-bordered box in the center of the page contains the text 'Links to a wealth of information!!'. At the bottom right, there is a circular logo for the Indiana Family & Social Services Administration (FSA).

Links to a wealth of information!!



Helpful Tools



Written Correspondence

Do's:

- After the provider has made reasonable attempts to correct or adjust a claim, the provider may submit a written request for administrative review stating why the provider disagrees with the claim payment amount.
- Submit NCCI edits if the provider believes that a claim was coded correctly and would like reconsideration.
- Refer to the [Claim Administrative Review and Appeals](#) module for guidelines.

Dont's:

- Submit claims with errors to have claims reprocessed.
- Submit claims to determine status.
- Request timely filing be waived on claims that do not meet allowable criteria.

When using an outside vendor or billing company, it is the provider's responsibility to make sure the guidelines are followed.



Provider Assistance

Your Provider Relations consultant can:

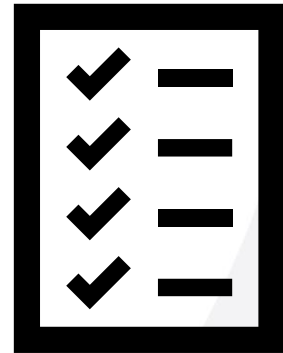
- Assist you with complex claim denial issues.
- Provide free IHCP Provider Healthcare Portal training.
- Assist you with the enrollment or revalidation process.
- Assist you in understanding member eligibility.
- Conduct 1:1 virtual or in-person onsite training and provider workshops.
- Help you in navigating the IHCP provider website and modules.



Contact Checklist

E-mails and calls should always include:

- Provider NPI and Provider ID.
- Contact name, phone number and e-mail.
- Exact reason for the e-mail or call:
 - Claim example and exact claim information.
 - Member information including the RID (member Medicaid number).
 - Nature of issues.
- Provider enrollment – include the application tracking number (ATN).
- Any other information to help us research prior to returning the e-mail or call.

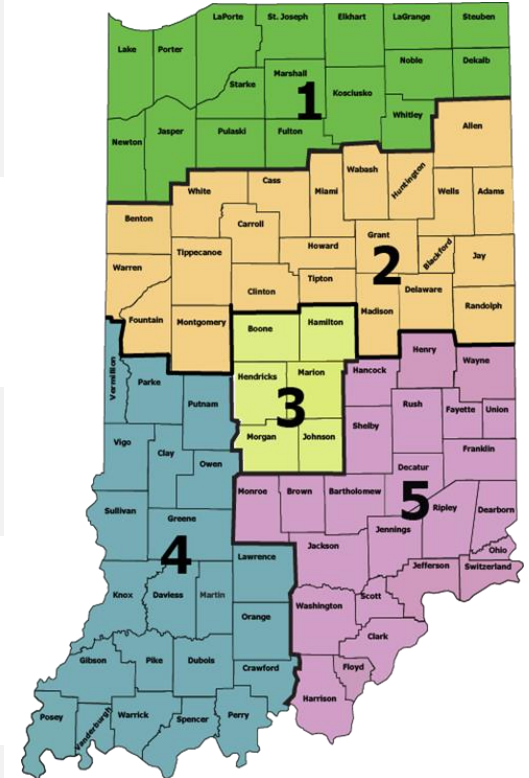


**E-mail is the preferred method of contact.
Make sure they are secure when needed.**



Provider Relations Team

Region	Consultant	Telephone	Counties Served
1	Jean Downs inxixregion1@gainwelltechnologies.com	317-488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley
2	Jill Harris inxixregion2@gainwelltechnologies.com	37-488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware, Fountain, Grant, Howard, Huntington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White
3	Jeannette Curtis inxixregion3@gainwelltechnologies.com	317-488-5321	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Emily Redman inxixregion4@gainwelltechnologies.com	317-488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderburgh, Vermillion, Vigo, Warrick
5	Tami Foster inxixregion5@gainwelltechnologies.com	317-488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Hancock, Harrison, Henry, Jackson, Jefferson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne



Helpful Tools Information

[Indiana Medicaid for Providers](#) website:

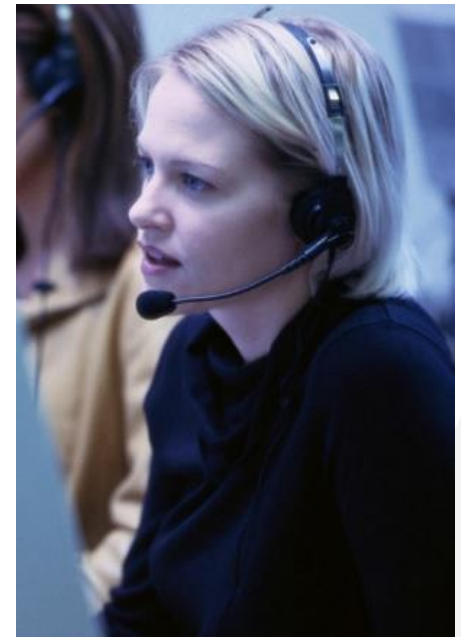
- Provider References > IHCP Provider Reference Modules
- Contact Information > Provider Relations Consultants

Customer Assistance:

- 800-457-4584
- Live assistance available Monday–Friday, 8 a.m. – 6 p.m. Eastern Time

Secure Correspondence:

- Via the IHCP Provider Healthcare Portal
 - Registered account required.
 - After logging in to the IHCP Provider Healthcare Portal, click **Secure Correspondence** to submit a request.



Questions

