



Staying Current on IHCP Provider Healthcare Portal Enrollments and Updates

Indiana Health Coverage Programs (IHCP)
Gainwell Technologies
IHCP Works Annual Seminar October 2026



Agenda

- What Can Be Updated on the IHCP Portal?
- Recertification and Revalidation: What Is the Difference?
- Specialty Changes on the IHCP Provider Healthcare Portal
- New and Upcoming Features, Updates and Reminders
- Helpful Tools
- Questions



What Can Be Updated on the IHCP Provider Healthcare Portal?

Why Use the Indiana Healthcare Provider Portal?



- Faster and more convenient than mailing paper applications
- Information can be saved and returned to later
- Personal information is secure
- Required supporting enrollment documentation attachments can be directly uploaded into the application
- Real-time status of some submitted updates
- Some updates submitted on the IHCP Portal are immediate



Provider Maintenance

Log in to the [IHCP Provider Healthcare Portal](#)

Delegate for Role IDs Provider - In Network -

User Details

Welcome

- ▶ [My Profile](#)
- ▶ [Switch Provider](#)

Provider

Name

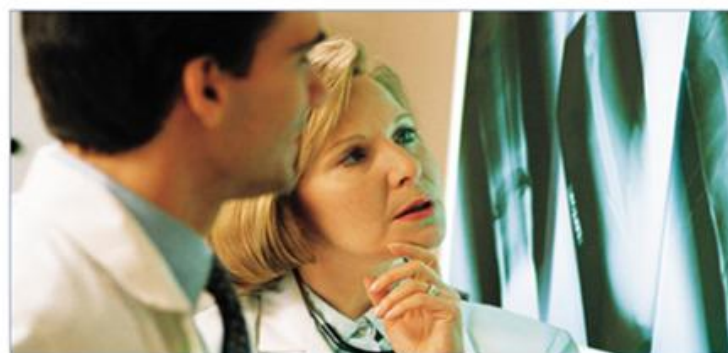
Provider ID

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

Provider Services

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

WELCOME HEALTH CARE PROFESSIONAL!



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](#)

[Notify Me](#)

[Secure Correspondence](#)

Select
Provider
Maintenance



Provider Maintenance Landing Page



Each section is listed as a link if it is available

If it is grayed out, there is already a current request awaiting processing

Provider Maintenance: Instructions ?

Instructions

[Change of Ownership \(CHOW\) Overview](#)

[Tax ID Changes](#)

[Contact and Delegated Administrator Information Changes](#)

[Address Changes](#)

[Specialty Changes](#)

[Presumptive Eligibility Changes](#)

[EFT Changes](#)

[Language and Accessibility Changes](#)

[ERA Changes](#)

[Other Information Changes](#)

[Provider Identification Changes](#)

[Disclosure Changes](#)

[Check Status](#)

Use these pages to submit any changes to your organizational information.
Please select the link on the left to access the information that you would like to maintain.

Current Maintenance Pending Requests

Category	Tracking Number	Request Date
Provider Identification	123456	07/01/2026

If there is a pending request, it is listed here, along with the category, tracking number, and request date.



Provider Maintenance Options

Maintenance Option	Description
Contact and Delegated Administrator Information Changes	Allows maintenance of contact information and delegated administrators: • Contact information corresponds to the individual to be contacted with questions about this location. • Delegated administrators are the individuals entered (during initial IHCP enrollment) for paper submissions only. <i>This option is not related to the task of registering delegates in the IHCP Portal.</i>

The information on this slide and the following slide can be found in the *Provider Maintenance Options* section of the [Provider Enrollment](#) provider reference module. This is just an example of some of the available options.

Additional Provider Maintenance Options

Maintenance Option	Description
Address Changes	Allows users to modify registered W-9, mail-to, pay-to and service location addresses. Changes to the provider's W-9 address on file with the IHCP require submission of a new <i>W-9</i> form. The address entered <i>must exactly match</i> the address reported to the IRS on the <i>W-9</i> form. Dental providers can also use this option to indicate whether they are accepting new patients or patients with special needs.
Specialty Changes	Allows users to add or remove provider specialties and change primary specialty assignment. Restrictions apply for certain providers, such as transportation providers and specialties that are considered high- or moderate-risk.
Rendering Provider Changes	Allows group users to add or remove rendering providers linked to the group provider.

Another Provider Maintenance Option

Maintenance Option	Description
Provider Identification Changes	Allows users to change provider identification data, which includes: Provider name (as recognized by the IRS for tax purposes) • Doing business as (DBA)/service location name • Organizational structure • NPI • Taxonomy • Licensure and certificate information, including Clinical Laboratory Improvement Amendments (CLIA) certification • Medicare participation • Patient population • Drug Enforcement Agency (DEA) information • Auto insurance information, auto registration information and driver's license information and attestations (for applicable specialties only) These changes are not intended to report the sale or transfer of ownership of the enrolled entity.

More Provider Maintenance Options

Maintenance Option	Description
Disclosure Changes	Allows users to report any new or departing owners, board members or managers and maintain address information for all disclosed individuals (owners and managers, individuals, and corporations). Also allows users to update disregarded entity, TIN, and percentage of ownership information for entities with an ownership or controlling interest, when applicable. Do not use the <i>Disclosure Changes</i> link to report CHOW information.
Check Status	Allows users to check the status of their change request using the tracking number assigned during the submission process and the provider's federal taxpayer identification number (TIN) – employer identification number (EIN) or Social Security number (SSN).



Immediate Changes

- Contact and Delegate Administrator
- Address Changes (other than provider W-9 address)
- Specialty Changes that do not require documentation
- Presumptive Eligibility (PE) election
- Electronic Funds Transfer (EFT) add/change
(paper check during change period, depending on the bank)
- EFT deletion
- Language
- 590 and Medical Review Team (MRT) election
- Rendering Provider termination
- Taxonomy Removal
- Medicare Participation

Electronic Attachments



Any changes that require documentation trigger the Attachment screen. This appears **after** you have pressed **Submit**.

The screenshot shows a web interface for uploading attachments. At the top, there is a label "Attachment Type" with a red asterisk, followed by a dropdown menu. Below this is a section titled "Upload File" with the text "The following types of files are allowed: jpeg, tiff, tif, png". A table with one row is visible, containing the text "NonProfit Documentation", "Provider License Info - 123456789", and "Other". To the left of the table is a blue "Add" button. At the bottom right is a blue "Finish Later" button. At the bottom left, there is a link "Click Here." preceded by the text "To view/print the attachment summary".

Attachment Type
NonProfit Documentation
Provider License Info - 123456789
Other

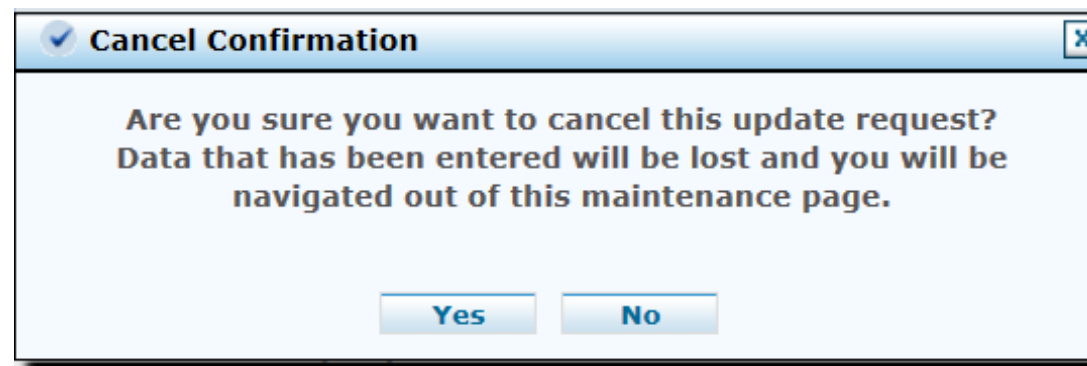


Need to Know

- Review instructions and information provided on each page before submission.
- No changes are made unless you press **Submit**.
- Changes are electronically submitted to Gainwell when clicking **Submit**.



The following confirmation window appears after you click **Cancel**:





Check Status

You can check the details of any pending maintenance requests by clicking on the Provider Maintenance link in the Current Maintenance Pending Requests area.

Provider Maintenance: Instructions ?		
Instructions	Use these pages to submit any changes to your organizational information. Please select the link on the left to access the information that you would like to maintain.	
Change of Ownership (CHOW) Overview		
Tax ID Changes		
Contact and Delegated Administrator Information Changes		
Address Changes		
Current Maintenance Pending Requests		
Category	Tracking Number	Request Date
Provider Identification	123456	07/01/2026

Please note: If there are requests listed, the category associated with the pending requests will appear grayed out and cannot be accessed until updates are finalized.
You also cannot submit more than 1 request at a time in the same category.



Recertification and Revalidation: What Is the Difference?

Recertification



- Some provider types are required to recertify their license or certification to continue to provide those services. Examples of providers who need to recertify include Waiver, Transportation, and Hospitals.
- This information is found on the IHCP Provider Portal by selecting Provider Profile to view the required recertification date:

Organization Information	
Organization	Limited Liability Company
Disregarded Entity	No
Revalidation Date	10/15/2026
Telehealth-ONLY?	☐
Recertification Date	03/31/2027

How Do I Add my Certificate or License on the Provider Healthcare Portal?



- Go to Provider Maintenance and select **Provider Identification Changes**.
- You will see a section for **License Information**. Click the plus sign (+) to add a new license.
- Below the license section is the **Certificate Information** section, if required for your provider type and specialty. Click the plus sign (+) to add your new certificate.

License Information							
* At least one license must be entered.							
	License Number	Name as it appears on the License	Effective Date	Expiration Date	Issuing State	License Type	Action
☐	XXXXXXXXXX	XXXXXXXX XXXXX	01/01/2015	12/12/2299	Indiana	Other	Remove
☐ Click to add license information.							

Note: Providers should use the submission date to add a new license or certificate if it is not expired.



Revalidation

- Providers are required to revalidate their enrollment with the IHCP.
- Durable medical equipment (DME) and home medical equipment (HME) providers, including pharmacy providers with DME or HME specialty enrollments must revalidate every three years.
- Other provider specialties are required to revalidate every five years.
- This does include paying the current enrollment fee, if necessary.

Note: In response to a request from the Centers for Medicare & Medicaid Services (CMS), over a two-year period that began in June 2026, the IHCP is conducting an accelerated revalidation of certain providers. See IHCP Bulletin [BT202694](#) for more information.

Revalidation Details



To view your revalidation end date on the portal, select Provider Profile from the home screen.

The revalidation end date is the date everything must be completed by Gainwell Technologies' enrollment team.

Organization Information	
Organization	Limited Liability Company
Disregarded Entity	No
Revalidation Date	10/15/2026
Telehealth-ONLY?	_
Recertification Date	03/31/2027



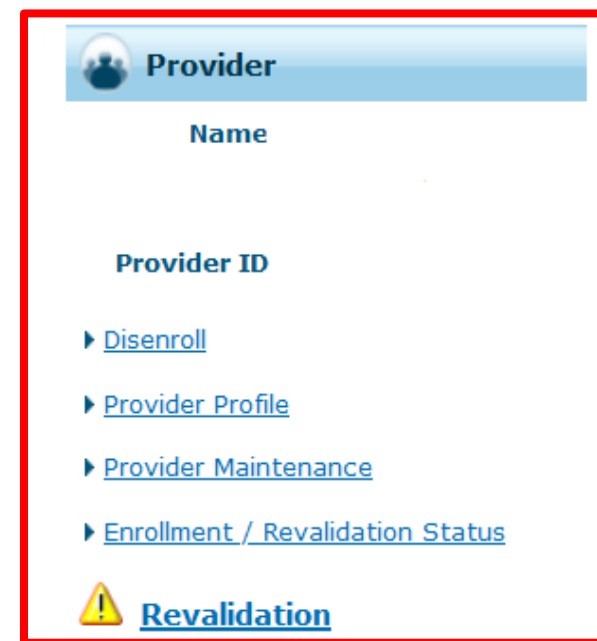
Revalidation Notification

Notifications with instructions for revalidating are sent to the **MAIL TO ADDRESS in each service location provider profile** at 90 calendar days, then at 60 calendar days and 30 calendar days in advance of the revalidation due date

The [Revalidate Your Provider Enrollment](#) webpage includes lists of providers with upcoming revalidation due dates.

Providers will also see a reminder on the homepage of their provider profile, on the [IHCP Provider Healthcare Portal](#) with a yellow triangle indicating Revalidation.

- ***The revalidation reminder is service location specific.***

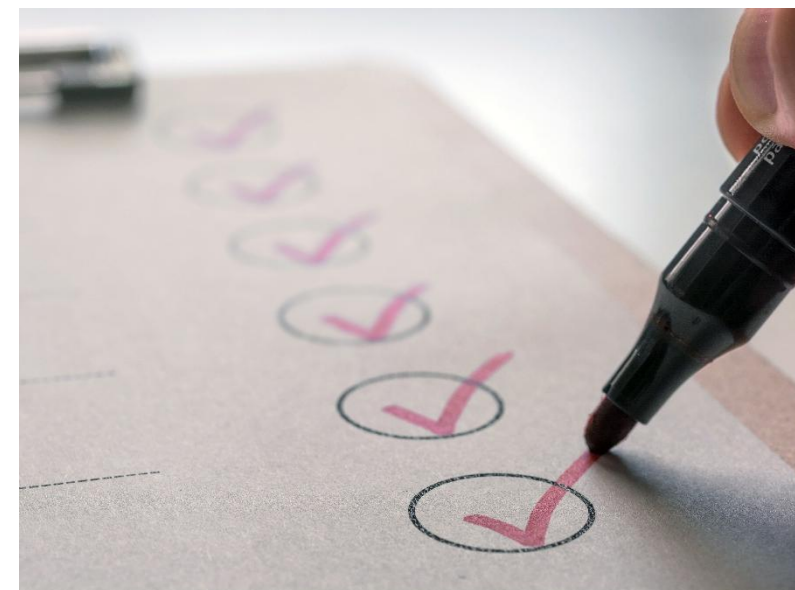


Note: If a revalidation application is submitted close to the enrollment end date, and the enrollment is deactivated while the application is being processed, the enrollment will be reinstated with a retroactive start date after the application is approved.



Revalidation Documentation

- Supporting documents are required during revalidation and must be signed within the last 90 calendar days for example group or rendering provider agreements.
- Group and billing providers must submit a current W-9 form.
- Other documents may be required based on the provider specialty for example a current license or certificate with matching addresses.



*** *White out, mark throughs and strike outs are not allowed on any enrollment documents.***



Revalidation Requirements

An application fee and fingerprint-based background check may be required.



Application fee – Can be satisfied by paying application fee in another state or to Medicare. Providers may request a waiver of the application fee due to financial hardship.



Fingerprint-based background check – Can be satisfied if performed as part of a Medicaid enrollment in another state or if Medicare enrolled. Proof of fingerprinting and background check performed is required.

Refer to the [IHCP Provider Type and Specialty Matrix](#) and [Provider Enrollment Risk Levels and Screening](#) for more information.



Specialty Changes on the IHCP Provider Healthcare Portal

Specialty Changes on the Provider Healthcare Portal



Providers can add or remove a specialty, as well as change their primary specialty assignment via Provider Maintenance, Specialty Changes. Providers need to make sure you are certified or have the appropriate license first if certification or license is required in order to add that specialty on the IHCP portal.

Provider specialty options are determined by the provider type chosen.

When adding a high-risk specialty, you will be required to submit fingerprint background check information on all owners and individuals with controlling interest of 5% or more. If the business entity is not-for-profit, and a high-risk specialty, you will be required to submit fingerprint background check information on each member of the board of directors.



Specialty Change Example

- Select Provider Maintenance and then Specialty Changes
- Click the plus sign (+) beside a current specialty to **update it**.
- Click the plus sign (+) below current specialties listed to **add a new one**.

Click "+" to view or update the details in a row. Click "-" to collapse the row. Click **Remove** to remove the entire row.

	Specialty	Secondary Specialties	Action
	350 : PathWays/Health & Wellness Waiver (PW/H&W)	A05 : PW/H&W Attendant Care A11 : PW/H&W Home and Community Assistance A21 : PW/H&W Structured Family Caregiving	Remove
	363 : Money Follows the Person (MFP)	F05 : MFP-Attendant Care F19 : MFP-Home and Community Assistance F42 : MFP-Structured Family Caregiving	Remove
	Click to add specialty.		

Submit

Cancel

Provider Type-Specific Tips

Applied Behavioral Analysis Rendering Providers

- Be sure to request to have your prior specialty end dated to avoid overlap when adding a new specialty.
- Add the taxonomy code for that new specialty. This can be added via Provider Maintenance under Provider Identification Changes.





New and Upcoming Features, Updates and Reminders

New and Upcoming Features and Updates



New!

- A new process to simplify linking rendering providers to groups was announced in IHCP bulletin [BT2026149](#).
- IHCP bulletin [BT202694](#) announced an accelerated revalidation plan for certain providers that will continue until all affected providers are updated.
- New training documents are available to assist providers with a smoother enrollment and revalidation, as announced in IHCP bulletin [BT202631](#).
- Applied behavior analysis (ABA) agency accreditation requirement by 10/1/2027 announced in IHCP bulletins [BT202646](#) and [BT202660](#).

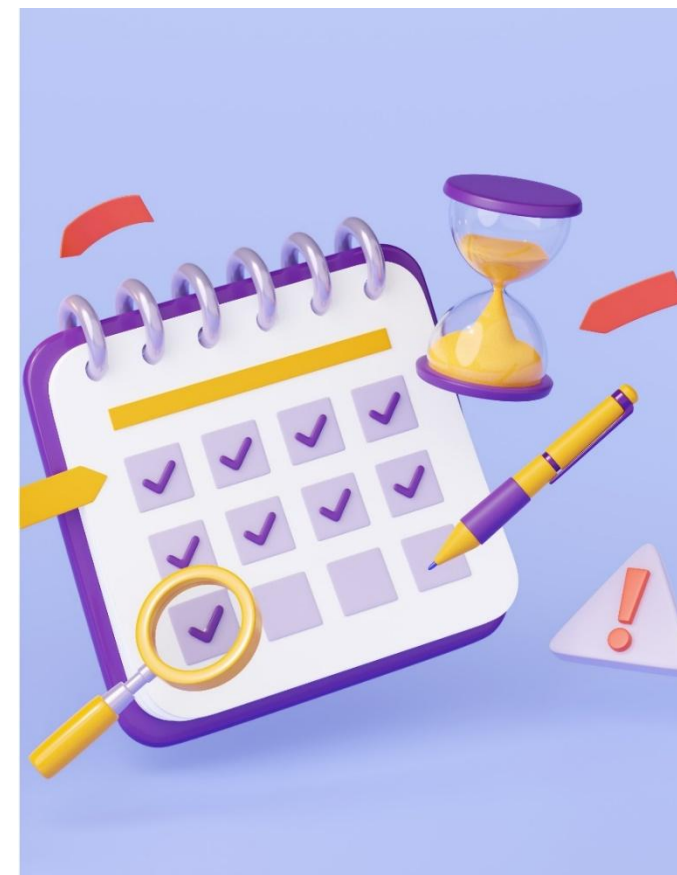
Reminders

Providers are reminded that the Provider Agreement states updates and most changes to the provider enrollment information are to be reported **within 30 business days of the change**.

Providers must notify IHCP Provider Enrollment **within 10 business days of any changes** in the following information:

- Licensure
- Certification, including Clinical Laboratory Improvement Amendments (CLIA) certification
- Permit

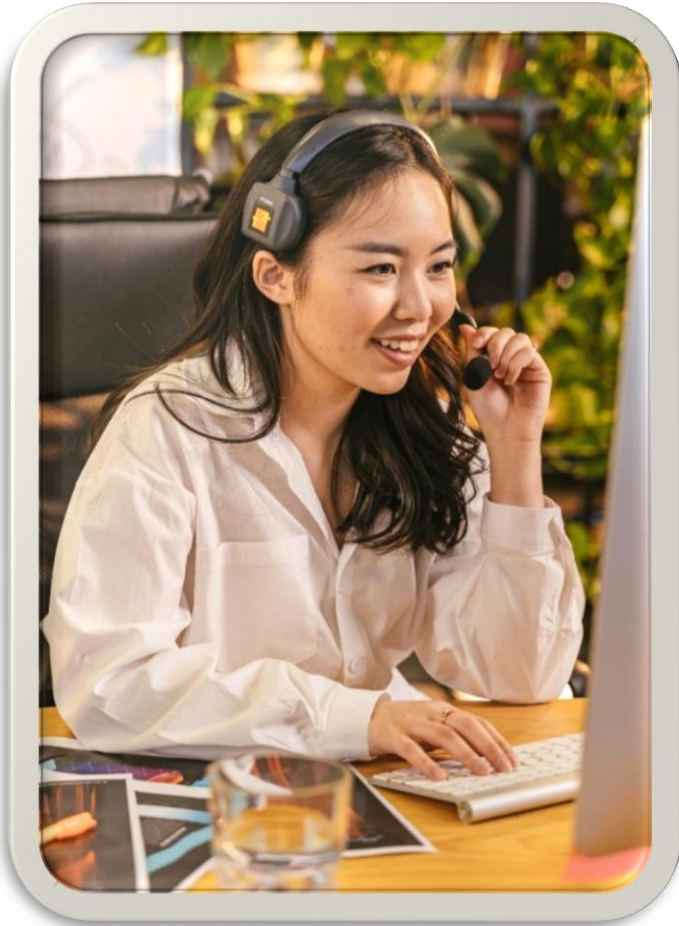
Medicare and Medicaid compare enrollment data - differences in reported information can cause audits to occur.





Helpful Tools

Useful Information



[Indiana Medicaid for Providers website](#)

[IHCP Provider Reference Modules](#)

[IHCP Bulletins](#)

Sign up for [email notifications](#) to receive weekly summaries of new and updated bulletins, modules and other publications.

Customer Assistance

800-457-4584

8 a.m. - 5 p.m. Eastern Time Monday – Friday

[Provider Relations Consultants](#) by region

Secure Correspondence via the [IHCP Provider Healthcare Portal](#)

*(After logging in to the IHCP Portal, click the **Secure Correspondence** link to submit a request.)*

Provider Relations Consultants



Areas Covered	Consultant	Email	Telephone
Region 1 plus Chicago/Watseka, IL, and Sturgis, MI	Michelle Walls	INXIXRegion1@gainwelltechnologies.com	317-488-5071
Region 2 plus Danville, IL	Jill Harris	INXIXRegion2@gainwelltechnologies.com	317-488-5080
Region 3	Open	INXIXRegion3@gainwelltechnologies.com	317-488-5324
Region 4 plus Cincinnati/Harrison and Hamilton/Oxford, OH	Kassandra Johnson	INXIXRegion4@gainwelltechnologies.com	317-488-5153
Region 5	Virginia Hudson	INXIXRegion5@gainwelltechnologies.com	317-488-5186
Region 6	Open	INXIXRegion6@gainwelltechnologies.com	317-210-2618
Region 7 plus Louisville and Owensboro, KY	Tami Lott	INXIXRegion7@gainwelltechnologies.com	317-286-6894
All out-of-state providers except those in the previously listed cities	Judy Green	INXIX_OOS@gainwelltechnologies.com	317-488-5026



Questions

Thank you for attending!

By taking a few moments to complete the event and session evaluations, you help us understand your experience and shape the future of our programs.

