

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

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IHCP email inboxes for providers' questions and feedback

The Indiana Health Coverage Programs (IHCP) has several email inboxes for taking providers' questions, requests for guidance, and feedback. Providers who wish to interact directly with staff at the Office of Medicaid Policy and Planning (OMPP) are welcome to email the following groups:

Provider Enrollment

OMPPProviderEnrollment@fssa.IN.gov

The OMPP Provider Enrollment inbox is a convenient avenue for providers to ask questions and request clarifications about any aspect of IHCP provider enrollment, including:

- Enrollment policy
- Initial enrollment and application process
- IHCP-requested changes to a submitted application

Provider Relations

OMPPProviderRelations@fssa.IN.gov

The OMPP Provider Relations inbox gives providers an opportunity to ask questions, general or specific, about the following:

- Announcements, including bulletins, banner pages and news items
- Claims appeals
- Claims processing and reimbursement
- Clarification of policies and deadlines
- Prior authorization (PA)

IHCPListens@fssa.IN.gov

The purpose of the IHCP Listens inbox is to gather providers' input about Provider Relations events. Topics may include:

- Policies and programs – questions may be covered during workshop roundtable sessions or addressed in follow-up, published announcements
- Feedback on past IHCP workshops, webinars and other presentations
- Ideas for future workshops or presentations



continued

The intent of the IHCP Listens inbox is not to respond to all individual inquiries, but instead help the IHCP determine how to enhance provider communications based on overall feedback.

Reimbursement

FSSA.IHCPReimbursement@fssa.in.gov

The IHCP Reimbursement inbox is for questions or issues regarding reimbursement of services. This includes the following:

- Payment rates for claims
- Requests for changes to reimbursement rates



Policy Consideration

PolicyConsideration@fssa.in.gov

A detailed explanation of the Policy Consideration inbox is described in *IHCP Bulletin* [BT202139](#).

FSSA SUD (Substance Use Disorder) services

SUD.Services@fssa.in.gov

The Family and Social Services Administration (FSSA) SUD Services inbox allows IHCP providers to email questions or concerns about SUD treatment services.

Additional information is available on the [Substance Use Disorder Treatment](#) webpage at in.gov/medicaid/providers.

Note: The IHCP encourages providers to check with their IHCP provider relations field consultants for initial questions. A complete list of the field consultants is available on the [Provider Relations Consultants](#) webpage at in.gov/medicaid/providers.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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