

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202455 APRIL 30, 2024

Gainwell Technologies announces new P.O Box addresses

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202447](#), the Indiana Gainwell Technologies team will be moving their physical location this year to better serve the Indiana Family and Social Services Administration (FSSA) and IHCP. Along with this move, Gainwell is also changing their P.O. Box addresses. Prior mail addresses will remain available until stakeholders have had ample time to accommodate this change.

To ensure uninterrupted communication, please update these addresses in your records for each P.O. Box.

Effective Aug. 1, 2024, all correspondence should be directed to the appropriate P.O. Box for the mail being sent as listed in Table 1. For example, any paper professional (medical) claims (excluding crossover) being submitted to Gainwell need to be sent to P.O. Box 50447 as listed in Table 1. Four new P.O. Boxes have been added for Gainwell general mail, drug rebate, managed care and finance. More information on when to submit documents to the new P.O. Boxes will be provided at a later date.



If you have any questions or need further assistance, please do not hesitate to contact Gainwell at INXIX-Move2024@gainwelltechnologies.com.

Table 1 – Gainwell mailing address changes, effective Aug. 1, 2024

| P.O. Box Name | Current P.O. Box | New P.O. Box |
|----------------------------------|---|---|
| Gainwell - General | N/A | P.O. Box 50435 Indianapolis, IN 46250-0418 |
| Gainwell - Claims, RTP, & Retro | P.O. Box 7259 Indianapolis, IN 46207 | P.O. Box 50440 Indianapolis, IN 46250-0440 |
| Gainwell - TPL | P.O. Box 7262 Indianapolis, IN 46207 | P.O. Box 50441 Indianapolis, IN 46250-0418 |
| Gainwell - Written Corr & Review | P.O. Box 7263 Indianapolis, IN 46207 | P.O. Box 50442 Indianapolis, IN 46250-0418 |
| Gainwell - Provider Enrollment | P.O. Box 7263 Indianapolis, IN 46207 | P.O. Box 50443 Indianapolis, IN 46250-0418 |
| Gainwell - Adjustment Claims | P.O. Box 7265 Indianapolis, IN 46207 | P.O. Box 50444 Indianapolis, IN 46250-0420 |
| Gainwell - Medical Crossover | P.O. Box 7267 Indianapolis, IN 46207 | P.O. Box 50445 Indianapolis, IN 46250-0418 |

Table 1 – Gainwell mailing address changes, effective Aug. 1, 2024 (Continued)

| P.O. Box Name | Current P.O. Box | New P.O. Box |
|--|---|---|
| Gainwell - ID cards, Dental & Pharmacy | P.O. Box 7268 Indianapolis, IN 46207 | P.O. Box 50446 Indianapolis, IN 46250-0418 |
| Gainwell - Medical Claims | P.O. Box 7269 Indianapolis, IN 46207 | P.O. Box 50447 Indianapolis, IN 46250-0418 |
| Gainwell - Institutional Claims | P.O. Box 7271 Indianapolis, IN 46207 | P.O. Box 50448 Indianapolis, IN 46250-0418 |
| Gainwell - HIP Bridge | P.O. Box 7255 Indianapolis, IN 46207 | P.O. Box 50449 Indianapolis, IN 46250-0418 |
| Gainwell - HIPAA | P.O. Box 7260 Indianapolis, IN 46207 | P.O. Box 50451 Indianapolis, IN 46250-0418 |
| Gainwell - Managed Care | N/A | P.O. Box 50452 Indianapolis, IN 46250-0418 |
| Gainwell - Drug Rebate | N/A | P.O. Box 50453 Indianapolis, IN 46250-0418 |
| PVS CHIP | P.O. Box 7257 Indianapolis, IN 46207 | P.O. Box 50455 Indianapolis, IN 46250-0418 |
| PVS - MEDWorks | P.O. Box 7258 Indianapolis, IN 46207 | P.O. Box 50456 Indianapolis, IN 46250-0418 |
| Gainwell - Finance | N/A | P.O. Box 50458 Indianapolis, IN 46250-0418 |
| Gainwell - Business Mail / Permit | P.O. Box 9205 Indianapolis, IN 46207 | P.O. Box 9205 Indianapolis, IN 46250 |

QUESTIONS?

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

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