

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202477 JUNE 4, 2024

Gainwell responds to questions about P.O. Box changes

After the publication of *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202455](#), Gainwell Technologies received questions from stakeholders. Those questions and responses apply to many stakeholders and are provided in this bulletin.

Gainwell will continue to share this feedback over the next several months. Please continue sending questions and requests for assistance to Gainwell at INXIX-Move2024@gainwelltechnologies.com.

P.O. Box questions and responses

- 1. *The P.O. Box I send information to is not listed in Table 1. For example, I send refund checks to P.O. Box 2303, Dept 130, Indianapolis IN 46204-2303. Because I don't see P.O. Box 2303 on the table, does that mean it's not changing?***

If the P.O. Box is not listed in the "Current P.O. Box" column of [Table 1](#), it is not changing and you do not need to make any changes for those addresses.

- 2. *When should I start sending mail to the "New P.O. Box" listed below?***

Stakeholders should begin sending mail on Aug. 1, 2024. Gainwell will be checking the "new" P.O. Boxes prior to Aug. 1, and will also continue checking the "current" P.O. Boxes beyond Aug. 1.

- 3. *Is the Electronic Payer ID changing?***

No.

- 4. *I noticed the name of a P.O. Box may have changed slightly from what I currently have in my system. Is that an issue? For example, currently I send information to P.O. Box 7269 with the header "Gainwell CMS 1500 Claims." The new box (P.O. Box 50447) says "Gainwell Medical Claims;" do I need to change to accommodate?***

No, you do not need to make that change. The most important thing is making sure you are using the right P.O. Box number and address. Be sure to include "Gainwell" or "IHCP" in the top address line (follow how they are listed in the [IHCP Quick Reference Guide](#) and [provider reference modules](#) for the information you are sending). If the P.O. Box and address are correct, it will get where it needs to go. A bulletin will be published in early July that will list the P.O. Boxes and the different names attached to them.



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
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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