

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

BT2025143

OCTOBER 9, 2025

IHCP announces a change to Customer Assistance call center hours

The Indiana Health Coverage Programs (IHCP) is announcing a change to the Customer Assistance call center hours.

The IHCP is changing the current call center hours, from 8 a.m. to 6 p.m. to 8 a.m. to 5 p.m. Monday through Friday.

This change will take effect on Monday, Oct. 27, 2025, and will impact the following call center lines at 800-457-4584:

- Member Assistance (Option 1)
- Provider Assistance (Option 2)*
- Electronic Data Interchange (EDI) (Option 3)
- Medicare Buy-In (Option 4)
- Electronic Visit Verification (Option 5)
- Third-Party Liability (TPL) (Option 6)



**GABBY, the phone-based virtual assistant available to IHCP providers, will remain available 24 hours a day.*

Gainwell is committed to providing an excellent service experience and looks forward to continuing to serve our valued customers.

QUESTIONS?

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

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