# IHCP bulletin

INDIANA HEALTH COVERAGE PROGRAMS

BT2025143 **OCTOBER 9. 2025** 

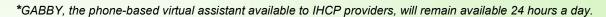
## **IHCP announces a change to Customer Assistance** call center hours

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)



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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