

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

BT2025191

DECEMBER 31, 2025

## MDwise transition update for drug-related claims and PAs under the pharmacy and medical benefits

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletins* [BT2025183](#) and [BT2025157](#), effective Jan. 1, 2026, MDwise will no longer be a managed care health plan option for Healthy Indiana Plan (HIP) or Hoosier Healthwise members. This bulletin addresses the transition of MDwise member claims and prior authorization (PA) requests for medications reimbursed through the pharmacy and medical benefits.



### Medications covered under the pharmacy benefit

The following subsections describe the MDwise transition process for pharmacy claims and PA requests. Prior to Jan. 1, 2026, the MedImpact helplines will continue to be available to answer pharmacy claim and pharmacy prior authorization and utilization management (PA-UM) questions. For HIP, contact 844-336-2677. For Hoosier Healthwise, contact 800-681-9568.

### Pharmacy claim processing

Neither MDwise nor its pharmacy benefit manager (PBM), MedImpact, will process claims for dates of service (DOS) on or after Jan. 1, 2026.

For **DOS prior to Jan. 1, 2026**, pharmacy claims for members who were MDwise-eligible on the DOS may be submitted as follows:

- **From Jan. 1, 2026, through March 31, 2026**, providers may submit pharmacy claims with 2025 DOS to the MDwise PBM, MedImpact. MedImpact will continue processing electronic pharmacy claims with 2025 DOS through March 31, 2026. For these claims, pharmacies should continue using the following billing information:
  - ⇒ Bank identification number (BIN): **017142**
  - ⇒ Process control number (PCN): **ASPROD1**
  - ⇒ Group: **MDW**
- **From April 1, 2026, through June 30, 2026**, providers may submit pharmacy claims with 2025 DOS using the paper claim form only. These paper pharmacy claims should be submitted directly to MDwise via fax at 844-759-8548 or by secure email to [pharmacy@mdwise.org](mailto:pharmacy@mdwise.org).

**Pharmacy prior authorization requests**

Effective, Jan. 1, 2026, new PA requests for DOS on or after Jan. 1, 2026, must be submitted to the member's new managed care entity (MCE), not to MDwise or its PBM.

Until Jan. 31, 2026, providers will be able to submit pharmacy PA requests for DOS on or before Dec. 31, 2025, to the MDwise PBM, MedImpact, for MDwise-eligible members. Those requests can be submitted using the following methods:

- **Fax:** 858-790-7100
- **Mail:**  
c/o MedImpact Healthcare Systems, Inc.  
Attn: Prior Authorization Department  
10181 Scripps Gateway Court,  
San Diego, CA 92131
- **Phone:** 800-788-2949

Pharmacists and prescribing providers should contact MDwise at 800-356-1204 with any questions concerning PAs submitted on or before Dec. 31, 2025. Providers can fax completed MDwise Medication Request Forms to 858-790-7100. Through Jan. 31, 2026, these Medication Request Forms can be found in the *Statewide Uniform Preferred Drug List (SUPDL) Prior Authorization Forms* section of the [MDwise Pharmacy Resources](#) webpage at [mdwise.org](#).

**Emergency-fill requests for denied/in-process pharmacy PAs**

When a PA request has been denied or is in process and there is an urgent need for medication, pharmacies may elect to process an "emergency fill." Claims should be submitted with a "Level of Service" override code of 03 to allow dispensing of a three-day supply of medication or the smallest available package size of medication (e.g., insulin, inhalers, topical agents) when the smallest package size available would exceed a three-day supply.

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***The submitted days' supply must not exceed three days regardless of whether the package size dispensed provides greater than a three-day supply.***

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Pharmacy peer-to-peer requests for denied PAs will be handled by MedImpact. MedImpact staff will be available until Dec. 31, 2025, to participate in any peer-to-peer discussions.

Prescribers may opt to file a new PA request for the desired medication with the member's new MCE on or after Jan. 1, 2026.

**Pharmacy appeals**

Pharmacy appeals for denied medication requests for DOS on or before Dec. 31, 2025, may be submitted directly to MDwise until Jan. 10, 2026. Appeal requests should be faxed to 317-822-7582 or toll-free to 844-759-8548.

**Physician-administered drugs covered under the medical benefit (buy and bill)**

The following subsections describe the MDwise transition process for physician-administered drug claims and PA requests under the medical benefit.

***Medical claim processing***

From Jan. 1, 2026, through March 31, 2026, medical benefit billing for any medications administered for DOS on or before Dec. 31, 2025, should be billed to MDwise's medical claims department. These claims will follow the current claim process. All claims are still subject to audit and verification for accuracy and compliance with MDwise and IHCP policies. MDwise will not process claims for DOS on or after Jan. 1, 2026.

***Medical authorization appeal processing***

MCE authorization appeals are only available for up to 60 days following denial determinations. MDwise will complete all timely requested authorization appeals for PA-UM determinations for DOS on or before Dec. 31, 2025. Appeal requests should be sent securely to MDwise's email address at [padept@mdwise.org](mailto:padept@mdwise.org). Providers should submit a new authorization request to the new MCE for DOS on or after Jan. 1, 2026.

**MDwise and MedImpact customer service updates**

The MedImpact helplines (844-336-2677 for HIP; 800-681-9568 for Hoosier Healthwise) will have live representatives until Dec. 31, 2025. After Dec. 31, 2025, a live representative will not be available. Callers will receive a message providing the contact information to MDwise customer service.

MDwise customer service representation will be available from Jan. 1, 2026, through April 30, 2026, to answer drug-related medical or pharmacy claim or PA questions. MDwise customer service is available at 800-356-1204. Help is available from 8 a.m. to 8 p.m. Eastern Time, and 7 a.m. to 7 p.m. Central Time, Monday through Friday, until Jan. 31, 2026. From Feb. 1, 2026, through April 30, 2026, customer service hours are between 8 a.m. to 5 p.m. Eastern Time, and 7 a.m. to 4 p.m. Central Time, Monday through Friday. If you call outside of open hours, you will get an automated message. Leave your name and phone number, and an MDwise representative will follow up with you by the next business day. MDwise contact information can also be found on the [MDwise website](#).

For questions about the enrollment status of a member, providers should access the [IHCP Provider Healthcare Portal](#) (IHCP Portal) or the phone-based virtual assistant (GABBY) at 800-457-4584, option 2.

**QUESTIONS?**

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

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