

IHCP Quick Reference Guide – Contact Information



General Information for the Indiana Health Coverage Programs (IHCP)	Provider Customer Assistance 800-457-4584 Member Customer Assistance 800-457-4584 Member Applications 800-403-0864 Indiana Medicaid Website in.gov/medicaid	Provider Enrollment IHCP Provider Enrollment P.O. Box 7263 Indianapolis, IN 46207-7263 800-457-4584 <i>IHCP Provider Healthcare Portal</i> portal.indianamedicaid.com	Third-Party Liability (TPL) IHCP – TPL P.O. Box 7262 Indianapolis, IN 46207-7262 800-457-4584 Fax: 866-667-6579 INXITPLRequests@gainwelltechnologies.com <i>TPL Casualty</i> INXITPLCasualty@gainwelltechnologies.com	Fraud and Abuse Reporting Office of Medicaid Policy & Planning (OMPP) Program Integrity 402 W. Washington St., Room W374 Indianapolis, IN 46204-2739 Program.Integrity@fssa.in.gov <i>IHCP Provider and Member Concerns Line</i> 800-457-4515	Long-Term Care Rate-Setting Long-Term Care Audits Myers and Stauffer 800-877-6927 Fax: 317-571-8481 mslc.com/Indiana
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Fee-for-Service (FFS), Including Traditional Medicaid, Waiver, 590 Program and Other FFS Coverage

FFS Information <i>(Other than for Pharmacy and Nonemergency Medical Transportation [NEMT])</i>	FFS Prior Authorization and Utilization Management (PA-UM) Contractor <i>PA Submission by Mail, Phone, Fax and Portal</i> For Medical, Dental and Substance Use Disorder (SUD): Acentra Health – Prior Authorization 6802 Paragon Place, Suite 440 Richmond, VA 23230 866-725-9991 Fax: 800-261-2774 Atrezzo Provider Portal: atrezzo.acentra.com <i>Disenrollment From Hoosier Healthwise for FFS Hospice</i> 866-725-9991 Fax: 800-261-2774	FFS Electronic Transactions <i>Electronic Data Interchange</i> INXITradingPartner@gainwelltechnologies.com 800-457-4584 <i>Paper Attachments for Electronic Claims</i> Gainwell – Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259 <i>IHCP Provider Healthcare Portal</i> portal.indianamedicaid.com <i>IHCP Portal Help Desk – Technical Assistance</i> INXIElectronicSolution@gainwelltechnologies.com 800-457-4584 <i>Atrezzo Provider Portal (for PA-UM)</i> atrezzo.acentra.com	FFS Paper Claim Submission <i>Professional (Excluding Crossover)</i> Gainwell – CMS-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269 <i>Professional Crossover</i> Gainwell – CMS-1500 Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267 <i>Institutional (Inpatient Hospital, Home Health, Outpatient Facility, Long-Term Care – Including Crossover)</i> Gainwell – UB-04 Claims P.O. Box 7271 Indianapolis, IN 46207-7271 <i>Dental</i> Gainwell – Dental Claims P.O. Box 7268 Indianapolis, IN 46207-7268	FFS Adjustment Forms (No Refund Checks) Gainwell – Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265 FFS Refunds Gainwell – Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303 Uncashed FFS Check Returns Gainwell – Finance Unit 950 N. Meridian St. Suite 1150 Indianapolis, IN 46204-4288	Form Requests Gainwell – Forms P.O. Box 7263 Indianapolis, IN 46207-7263 FFS Nonpharmacy and non-PA Provider Inquiries and Claim Administrative Review Requests Gainwell – Written Correspondence IHCP Provider Healthcare Portal <i>(In the IHCP Portal, click the Secure Correspondence link to submit a request)</i>
FFS NEMT Information	Verida Trip Reservation Line 855-325-7586 <i>Member Portal:</i> member.verida.com <i>Member Webpage:</i> myverida.com/member-resources	Verida Provider Assistance Line 855-325-7611 <i>Provider Portal:</i> provider.verida.com <i>Provider Webpage:</i> myverida.com/transportation-providers	Verida Facility Dispatch Line 888-822-6104 <i>Facility Portal:</i> facility.verida.com <i>Facility Webpage:</i> myverida.com/facilities	Verida Facility Reservation Line (standing orders) 855-325-7588 Verida Website verida.com	Request Administrative Review INClaims@verida.com Claim Appeals Verida Claims 843 Dallas Highway Villa Rica, GA 30180
FFS Pharmacy Information	FFS Pharmacy Inquiries and Prior Authorization Optum Rx Clinical and Technical Help Desk 855-577-6317 Fax: 855-678-6976 PA Fax: 855-577-6384 Optum Rx – PA P.O. Box 44085 Indianapolis, IN 46244-0085	FFS Pharmacy Paper Claim Filing Optum Rx Manual Claims Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903	FFS Pharmacy Claim Voids/Reversals Optum Rx – Void/Reversals Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903 FFS Pharmacy Benefit Management Inquiries PDL@FSSA.in.gov	FFS Pharmacy Administrative Review of Claim Requests Optum Rx Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903 Optum Rx Indiana Drug Rebate Operations 5775 Peachtree-Dunwoody Rd., Suite C-600 Atlanta, GA 30342 indiana.rebates@optum.com	FFS Pharmacy Refunds <i>Courier Mail</i> JP Morgan Chase Optum Rx Claims LBX 26594 131 South Dearborn – 6th Floor Chicago, IL 60603 <i>First-Class Mail</i> Optum Rx Claims 26594 Network Place Chicago, IL 60673-1265

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Managed Care

Program of All-Inclusive Care for the Elderly (PACE)	For contact information, see the Program of All-Inclusive Care for the Elderly page at in.gov/fssa/da.			
Healthy Indiana Plan (HIP) Enrollment Broker (MAXIMUS) Helpline: 877-438-4479 Fax: 317-238-3120	Anthem <i>Provider Services</i> Anthem.com 844-533-1995 Fax: 866-408-7087 <i>Member Services</i> 866-408-6131 <i>Claims</i> Anthem Reimbursement <i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 844-533-1995 Fax (Physical Health Inpatient and Outpatient): 866-406-2803 Fax (Behavioral Health Inpatient): 877-434-7578 Fax (Behavioral Health Outpatient): 866-877-5229 <i>Pharmacy Services</i> PBM: IngenioRx Anthem Pharmacy Information Claims: 833-205-6007 PA: 844-533-1995 PA Fax (Retail Pharmacy): 844-864-7860 PA Fax (Medical Injectable): 888-209-7838 Help for Pharmacists: 833-236-6191 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589 <i>Vision Services</i> VBM: Superior Vision superiorvision.com/eve-care-professionals 877-235-5317 Fax: 518-556-7707	Managed Health Services (MHS) <i>Provider Services</i> MHSIndiana.com 877-647-4848 Fax: 866-753-7240 <i>Member Services</i> 877-647-4848 <i>Claims</i> MHS Payment Policies <i>Prior Authorization – Medical and SUD</i> MHS PA 877-647-4848 Fax (Physical Health Inpatient and Outpatient): 866-912-4245 Fax (Behavioral Health Inpatient): 844-288-2591 Fax (Behavioral Health Outpatient): 866-694-3649 <i>Pharmacy Services</i> MHS Pharmacy Information PBM Claims: CVS Health PBM PA: US Script Claims: 800-311-0557 PA: 866-399-0928 PA Fax: 866-399-0929 (standard) PA Fax: 855-678-6976 (specialty) <i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 855-609-5157 <i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 844-820-6523 (HIP)	MDwise <i>Provider Services</i> MDwise.org 800-356-1204 Fax: 877-822-7190 <i>Member Services</i> 800-356-1204 <i>Claims</i> HIP Claims <i>Prior Authorization – Medical and SUD</i> MDwise PA 888-961-3100 Fax (Physical Health Inpatient and Outpatient): 866-613-1642 Fax (Behavioral Health Inpatient): 866-613-1631 Fax (Behavioral Health Outpatient): 866-613-1642 <i>Pharmacy Services</i> MDwise Pharmacy Information PBM: MedImpact Claims: 844-336-2677 PA: 800-788-2949 PA Fax: 858-790-7100 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589	CareSource <i>Provider Services</i> CareSource.com 844-607-2831 <i>Member Services</i> 844-607-2829 <i>Claims</i> CareSource Claims 844-607-2831 <i>Prior Authorization – Medical and SUD</i> CareSource PA 844-607-2831 Fax: 844-432-8924 <i>Pharmacy Services</i> CareSource Pharmacy Information PBM Claims: Express Scripts (ESI) Pharmacy Help Desk: 800-440-0474 PA: 844-607-2831 Pharmacy Benefit PA Fax: 866-930-0019 Physician-Administered Drugs (Medical Benefit) PA Fax: 888-399-0271 <i>Dental Services</i> CareSource Dental 844-607-2831 <i>Vision Services</i> VBM: Superior Vision Provider Customer Service: 888-575-0203 Utilization Management (PA): Fax: 886-819-9417 Email: ecs@superiorvision.com

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<p>Hoosier Healthwise</p> <p>Enrollment Broker (MAXIMUS) Helpline: 800-889-9949 Fax: 317-238-3120</p>	<p>Anthem <i>Provider Services</i> Anthem.com 866-408-6132 Fax: 866-408-7087</p> <p><i>Member Services</i> 866-408-6131</p> <p><i>Claims</i> Anthem Reimbursement</p> <p><i>Prior Authorization (PA) – Medical and Substance Use Disorder (SUD)</i> Anthem PA 866-408-6132 Fax (Physical Health Inpatient and Outpatient): 866-406-2803 Fax (Behavioral Health Inpatient): 877-434-7578 Fax (Behavioral Health Outpatient): 866-877-5229</p> <p><i>Pharmacy Services</i> PBM: IngenioRx Anthem Pharmacy Information Claims: 833-235-2023 PA: 866-408-6132 PA Fax (Retail Pharmacy): 844-864-7860 PA Fax (Medical Injectable): 888-209-7838 Help for Pharmacists: 833-236-6191</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589</p> <p><i>Vision Services</i> VBM: Superior Vision superiorvision.com/eye-care-professionals 877-235-5317 Fax: 518-556-7707</p>	<p>Managed Health Services (MHS) <i>Provider Services</i> MHSIndiana.com 877-647-4848 Fax: 866-753-7240</p> <p><i>Member Services</i> 877-647-4848</p> <p><i>Claims</i> MHS Payment Policies</p> <p><i>Prior Authorization – Medical and SUD</i> MHS PA 877-647-4848 Fax (Physical Health Inpatient and Outpatient): 866-912-4245 Fax (Behavioral Health Inpatient): 844-288-2591 Fax (Behavioral Health Outpatient): 866-694-3649</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script MHS Pharmacy Information Claims: 800-378-0815 PA: 866-399-0928 PA Fax (Standard): 866-399-0929 PA Fax (Specialty): 855-678-6976</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 855-609-5157</p> <p><i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 844-820-6523 (HIP)</p>	<p>MDwise <i>Provider Services</i> MDwise.org 800-356-1204 Fax: 877-822-7190 or 317-829-5530</p> <p><i>Member Services</i> 800-356-1204</p> <p><i>Claims</i> MDwise Hoosier Healthwise Claims 800-356-1204</p> <p><i>Prior Authorization – Medical and SUD</i> MDwise PA 888-961-3100 Fax: 888-465-5581</p> <p><i>Pharmacy Services</i> PBM: MedImpact MDwise Pharmacy Information Claims: 844-336-2677 PA: 800-788-2949 PA Fax: 858-790-7100</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 855-453-5286 Fax: 262-834-3589</p>	<p>CareSource <i>Provider Services</i> CareSource.com 844-607-2831</p> <p><i>Member Services</i> 844-607-2829</p> <p><i>Claims</i> CareSource Claims 844-607-2831</p> <p><i>Prior Authorization – Medical and SUD</i> CareSource PA 844-607-2831 Fax: 844-432-8924</p> <p><i>Pharmacy Services</i> CareSource Pharmacy Information PBM Claims: Express Scripts (ESI) Pharmacy Help Desk: 800-416-3632 PA: 844-607-2831 Pharmacy Benefit PA Fax: 866-930-0019 Physician Administered Drugs (Medical Benefit) PA Fax: 888-399-0271</p> <p><i>Dental Services</i> CareSource Dental 844-607-2831</p> <p><i>Vision Services</i> VBM: Superior Vision Provider Customer Service: 888-575-0203 Utilization Management (PA): Fax: 886-819-9417 Email: ecs@superiorvision.com</p>
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Care Management – Right Choices Program (RCP)

<p>RCP Administrator</p>	<p>Acentra Health – FFS Traditional Medicaid 866-725-9991 Fax: 800-261-2774</p>	<p>Anthem – HIP, Hoosier Care Connect and Hoosier Healthwise 866-902-1690, option 1 Fax: 866-387-2959</p>	<p>MHS – HIP, Hoosier Care Connect and Hoosier Healthwise 877-647-4848 Fax: 866-753-7240</p>	<p>MDwise – HIP and Hoosier Healthwise 800-356-1204 Fax: 317-822-7500</p>	<p>CareSource – HIP and Hoosier Healthwise 844-607-2829 (TTY: 800-743-3333 or 711) Email: lockinprogram@caresource.com</p>	<p>United Healthcare – Hoosier Care Connect 800-832-4643, (TTY and TDD: 711) Fax: 888-843-6007</p>
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