

IHCP Quick Reference Guide – Contact Information



General Information for the Indiana Health Coverage Programs (IHCP)	Provider Customer Assistance 1-800-457-4584 Member Customer Assistance 1-800-457-4584 Member Applications 1-800-403-0864	Provider Enrollment IHCP Provider Enrollment P.O. Box 7263 Indianapolis, IN 46207-7263 1-800-457-4584	Third-Party Liability (TPL) IHCP – TPL P.O. Box 7262 Indianapolis, IN 46207-7262 1-800-457-4584 Fax: 1-866-667-6579 INXIXTPLRequests@dx.com TPL Casualty INXIXTPLCasualty@dx.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 IHCP Provider and Member Concerns Line 1-800-457-4515	Long-Term Care Rate-Setting Long-Term Care Audits Myers and Stauffer 1-800-877-6927 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 (Other than for Pharmacy and Nonemergency Medical Transportation [NEMT])	FFS Prior Authorization (By Mail, Phone, and Fax) <i>For Medical, Dental, and Substance Use Disorder (SUD)</i> Gainwell – Prior Authorization P.O. Box 7256 Indianapolis, IN 46207-7256 1-800-457-4584, option 7 Fax: 1-800-689-2759	FFS Electronic Transactions <i>Electronic Data Interchange</i> INXIXTradingPartner@dx.com 1-800-457-4584 <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> INXIXElectronicSolution@dx.com 1-800-457-4584	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 Provider Inquiries and Administrative Review Requests Gainwell – Written Correspondence Provider Healthcare Portal (After logging in to the Portal, click the Secure Correspondence link to submit a request)	
FFS NEMT Information	Member Trip Reservations Southeastrans Southeastrans.com 1-855-325-7586	Transportation Providers Southeastrans Southeastrans.com 1-855-325-7611	Facility Dispatch Southeastrans Southeastrans.com 1-888-822-6104	Special Services (standing orders) Southeastrans Southeastrans.com 1-855-325-7588	Request Administrative Review INClaims@southeastrans.com	Claim Appeal Southeastrans Claim Appeals 4751 Best Rd., Suite 300 Atlanta, GA 30337
FFS Pharmacy Information	FFS Pharmacy Inquiries and Prior Authorization OptumRx Clinical and Technical Help Desk 1-855-577-6317 Fax: 1-855-678-6976 PA Fax: 1-855-577-6384 OptumRx – PA P.O. Box 44085 Indianapolis, IN 46244-0085	FFS Pharmacy Paper Claim Filing OptumRx Manual Claims Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903	FFS Pharmacy Claim Voids/Reversals OptumRx – 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 OptumRx Manual Claim Processing P.O. Box 29044 Hot Springs, AR 71903 OptumRx 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 OptumRx Claims LBX 26594 131 South Dearborn – 6th Floor Chicago, IL 60603 <i>First-Class Mail</i> OptumRx Claims 26594 Network Place Chicago, IL 60673-1265	

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Managed Care

Enrollment Broker Helplines	Hoosier Healthwise 1-800-889-9949	Healthy Indiana Plan (HIP) 1-877-438-4479	Hoosier Care Connect 1-866-963-7383	
Hoosier Healthwise	Anthem <i>Provider Services</i> Anthem.com 1-866-408-6132 Fax: 1-866-408-7087 <i>Member Services</i> 1-866-408-6131 <i>Claims</i> Anthem Reimbursement <i>Prior Authorization (PA) – Medical and Substance Use Disorder (SUD)</i> Anthem PA 1-866-408-6132 Fax (Physical Health Inpatient and Outpatient): 1-866-406-2803 Fax (Behavioral Health Inpatient): 1-877-434-7578 Fax (Behavioral Health Outpatient): 1-866-877-5229 <i>Pharmacy Services</i> PBM: IngenioRx Pharmacy Information Claims: 1-833-235-2023 PA: 1-866-408-6132 PA Fax (Retail Pharmacy): 1-844-864-7860 PA Fax (Medical Injectable): 1-888-209-7838 Help for Pharmacists: 1-833-236-6191 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax: 1-262-834-3589 <i>Vision Services</i> VBM: Superior Vision superiorvision.com/eve-care-professionals 1-877-235-5317 Fax: (518) 556-7707	MDwise <i>Provider Services</i> MDwise.org 1-800-356-1204 Fax: 1-877-822-7190 or (317) 829-5530 <i>Member Services</i> 1-800-356-1204 <i>Claims</i> Hoosier Healthwise Claims 1-800-356-1204 <i>Prior Authorization – Medical and SUD</i> MDwise PA 1-888-961-3100 Fax: 1-888-465-5581 <i>Pharmacy Services</i> PBM: MedImpact Pharmacy Information Claims: 1-844-336-2677 PA: 1-800-788-2949 PA Fax: 1-858-790-7100 <i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax: 1-262-834-3589	MHS <i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax: 1-866-753-7240 <i>Member Services</i> 1-877-647-4848 <i>Claims</i> MHS Payment Policies <i>Prior Authorization – Medical and SUD</i> MHS PA 1-877-647-4848 Fax (Physical Health Inpatient and Outpatient): 1-866-912-4245 Fax (Behavioral Health Inpatient): 1-844-288-2591 Fax (Behavioral Health Outpatient): 1-866-694-3649 <i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script Pharmacy Information Claims: 1-800-378-0815 PA: 1-866-399-0928 PA Fax (Standard): 1-866-399-0929 PA Fax (Specialty): 1-855-678-6976 <i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157 <i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 1-866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 1-844-820-6523 (HIP)	CareSource <i>Provider Services</i> CareSource.com 1-844-607-2831 <i>Member Services</i> 1-844-607-2829 <i>Claims</i> CareSource Claims 1-844-607-2831 <i>Prior Authorization – Medical and SUD</i> CareSource PA 1-844-607-2831 Fax: 1-844-432-8924 <i>Pharmacy Services</i> PBM Claims: CVS Health Pharmacy Information Claims: 1-800-980-6765 PA: 1-844-607-2831 PA Fax: 1-844-432-8924 <i>Dental Services</i> CareSource Dental 1-844-607-2831 <i>Vision Services</i> VBM: Versant Health/Superior Vision versanthealth.com Provider Customer Service: 1-877-235-5317 Utilization Management (PA): 1-888-273-2121 Fax: 1-855-313-3106

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Healthy Indiana Plan	Anthem	MDwise	MHS	CareSource
	<p><i>Provider Services</i> Anthem.com 1-844-533-1995 Fax: 1-866-408-7087</p> <p><i>Member Services</i> 1-866-408-6131</p> <p><i>Claims</i> Anthem Reimbursement</p> <p><i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 1-844-533-1995 Fax (Physical Health Inpatient and Outpatient): 1-866-406-2803 Fax (Behavioral Health Inpatient): 1-877-434-7578 Fax (Behavioral Health Outpatient): 1-866-877-5229</p> <p><i>Pharmacy Services</i> PBM: IngenioRx Pharmacy Information Claims: 1-833-205-6007 PA: 1-844-533-1995 PA Fax (Retail Pharmacy): 1-844-864-7860 PA Fax (Medical Injectable): 1-888-209-7838 Help for Pharmacists: 1-833-236-6191</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax: 1-262-834-3589</p> <p><i>Vision Services</i> VBM: Superior Vision superiorvision.com/eve-care-professionals 1-877-235-5317 Fax: (518) 556-7707</p>	<p><i>Provider Services</i> MDwise.org 1-800-356-1204 Fax: 1-877-822-7190</p> <p><i>Member Services</i> 1-800-356-1204</p> <p><i>Claims</i> HIP Claims</p> <p><i>Prior Authorization – Medical and SUD</i> MDwise PA 1-888-961-3100 Fax (Physical Health Inpatient and Outpatient): 1-866-613-1642 Fax (Behavioral Health Inpatient): 1-866-613-1631 Fax (Behavioral Health Outpatient): 1-866-613-1642</p> <p><i>Pharmacy Services</i> Pharmacy Resources PBM: MedImpact Claims: 1-844-336-2677 PA: 1-800-788-2949 PA Fax: 1-858-790-7100</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax: 1-262-834-3589</p>	<p><i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax: 1-866-753-7240</p> <p><i>Member Services</i> 1-877-647-4848</p> <p><i>Claims</i> MHS Payment Policies</p> <p><i>Prior Authorization – Medical and SUD</i> MHS PA 1-877-647-4848 Fax (Physical Health Inpatient and Outpatient): 1-866-912-4245 Fax (Behavioral Health Inpatient): 1-844-288-2591 Fax (Behavioral Health Outpatient): 1-866-694-3649</p> <p><i>Pharmacy Services</i> Pharmacy Information PBM Claims: CVS Health PBM PA: US Script Claims: 1-800-311-0557 PA: 1-866-399-0928 PA Fax: 1-866-399-0929 (standard) PA Fax: 1-855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157</p> <p><i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 1-866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 1-844-820-6523 (HIP)</p>	<p><i>Provider Services</i> CareSource.com 1-844-607-2831</p> <p><i>Member Services</i> 1-844-607-2829</p> <p><i>Claims</i> CareSource Claims 1-844-607-2831</p> <p><i>Prior Authorization – Medical and SUD</i> CareSource PA 1-844-607-2831 Fax: 1-844-432-8924</p> <p><i>Pharmacy Services</i> Pharmacy Information PBM Claims: CVS Health Claims: 1-800-342-5441 PA: 1-844-607-2831 PA Fax: 1-844-432-8924</p> <p><i>Dental Services</i> CareSource Dental 1-844-607-2831</p> <p><i>Vision Services</i> VBM: Versant Health/Superior Vision versanthealth.com Provider Customer Service: 1-877-235-5317 Utilization Management (PA): 1-888-273-2121 Fax: 1-855-313-3106</p>

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<p>Hoosier Care Connect</p>	<p>Anthem <i>Provider Services</i> Anthem.com 1-844-284-1798 Fax: 1-888-859-3046</p> <p><i>Member Services</i> 1-844-284-1797</p> <p><i>Claims</i> Anthem Reimbursement 1-866-408-6132</p> <p><i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 1-844-284-1798 Fax (Physical Health Inpatient and Outpatient): 1-866-406-2803 Fax (Behavioral Health Inpatient): 1-877-434-7578 Fax (Behavioral Health Outpatient): 1-866-877-5229</p> <p><i>Pharmacy Services</i> PBM: IngenioRx Pharmacy Information Claims: 1-833-235-2024 PA: 1-844-284-1798 PA Fax (Retail Pharmacy): 1-844-864-7860 PA Fax (Medical Injectable): 1-888-209-7838 Help for Pharmacists: 1-833-236-6191</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax: 1-262-834-3589</p> <p><i>Vision Services</i> VBM: Superior Vision superiorvision.com/eye-care-professionals 1-877-235-5317 Fax: (518) 556-7707</p>	<p>MHS <i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax: 1-866-753-7240</p> <p><i>Member Services</i> 1-877-647-4848</p> <p><i>Claims</i> MHS Payment Policies</p> <p><i>Prior Authorization – Medical and SUD</i> MHS PA 1-877-647-4848 Fax (Physical Health Inpatient and Outpatient): 1-866-912-4245 Fax (Behavioral Health Inpatient): 1-844-288-2591 Fax (Behavioral Health Outpatient): 1-866-694-3649</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script Pharmacy Information Claims: 1-800-378-0779 PA: 1-866-399-0928 PA Fax: 1-866-399-0929 (standard) PA Fax: 1-855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157</p> <p><i>Vision Services</i> VBM: Envolve Vision visionbenefits.envolvehealth.com 1-866-599-1774 (Hoosier Healthwise and Hoosier Care Connect) 1-844-820-6523 (HIP)</p>	<p>UnitedHealthcare <i>Provider Services</i> UHCprovider.com/INcommunityplan 1-877-610-9785</p> <p><i>Member Services</i> UHCCommunityPlan.com/in 1-800-832-4643</p> <p><i>Claims</i> UHCprovider.com/claims 1-877-610-9785</p> <p><i>Prior Authorization – Medical and SUD</i> UHCprovider.com/paan 1-877-610-9785 Fax: 1-844-897-6514</p> <p><i>Pharmacy Services</i> PBM: OptumRX Pharmacy Information Claims: 1-866-215-5046 PA: 1-877-610-9785 PA Fax: 1-844-897-6514</p> <p><i>Dental Services</i> UHCdentalproviders.com 1-844-402-9118</p> <p><i>Vision Services</i> marchvisioncare.com 1-844-486-2724</p>
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Care Management – Right Choices Program (RCP)

<p>RCP Administrator</p>	<p>Gainwell – FFS Traditional Medicaid 1-800-784-3981 Fax: 1-877-392-6894</p>	<p>Anthem – HIP, Hoosier Healthwise, and Hoosier Care Connect 1-866-902-1690, option 1 Fax: 1-866-387-2959</p>	<p>MDwise – HIP and Hoosier Healthwise 1-800-356-1204 Fax: (317) 822-7500</p>	<p>MHS – HIP, Hoosier Healthwise, and Hoosier Care Connect 1-877-647-4848 Fax: 1-866-753-7240</p>	<p>CareSource – HIP and Hoosier Healthwise 1-800-488-0134 (TTY: 1-800-750-0750) Fax: 1-877-603-5119</p>	<p>United Healthcare – Hoosier Care Connect 1-800-832-4643, (TTY and TDD: 711) Fax: 1-888-843-6007</p>
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