

IHCP Resources and Website Navigation

Indiana Health Coverage Programs
Gainwell Technologies
2023 IHCP Works Annual Seminar



Agenda

- You Are Important!
- Indiana Health Coverage Programs (IHCP) Website
- IHCP Provider Healthcare Portal
- Helpful Tools
- Questions



You Are Important!

Indiana Medicaid provides healthcare for over two million Hoosiers who are aged, disabled, blind, pregnant or meet other eligibility requirements.



You make a difference in the health and wellness of the members in your community!



IHCP Website



IHCP

Where can I find information about the IHCP?

- A. Telephone book
- B. Google “Indiana Medicaid”
- C. 1-800-Medicaidhelp
- D. in.gov/medicaid/providers
- E. IHCP Quick Reference Guide



Indiana Medicaid Website

Google “Indiana Medicaid” to find the homepage for the [Indiana Medicaid website](#)

Indiana Medicaid

Welcome to Indiana Medicaid

Welcome to Indiana Medicaid. On this site, you can learn about the different Medicaid programs and how to apply. Check out our Eligibility Guide to learn about eligibility for certain programs and see if you may qualify.

How a return to normal will impact some Indiana Medicaid members

Members

If you are an Indiana Health Coverage Programs member or are interested in applying to become a member, please click here.

Providers

If you are an Indiana Health Coverage Programs provider or are interested in becoming an Indiana Medicaid provider, please click here.




Business Partners

If you are an Indiana Health Coverage Programs business partner (such as a managed care entity, trading partner, or contractor), please click here.



Member Website

IHCP [Member website](#)

  **Indiana Medicaid for Members** 

IMPORTANT NOTICE:

The most recent federal spending bill removed Medicaid coverage protections from the federal public health emergency, which means Indiana Medicaid will begin to return to normal operations.

[To help stay covered, click here.](#)



A Vital Safety Net for Hoosiers

Over 2 million Hoosiers can let their minds rest at ease knowing they have access to quality healthcare. Our programs serve a variety of populations, including some of the most vulnerable, such as children and people with disabilities. We can help ensure your medical needs are not obstacles to achieving self-sufficient and productive lives.

SCREENING FOR HEALTH BENEFITS

Answer the questions in the screening tool to see if you might be eligible for Health Coverage.

Already qualified? [Check/Update your Case Status](#)

[See if I Qualify](#)

[Get Coverage](#)

[FAQs](#)

[Contact Us](#)



Provider Website

Indiana Medicaid

Welcome to Indiana Medicaid

Welcome to Indiana Medicaid. On this site, you can learn about the different Medicaid programs and how to apply. Check out our Eligibility Guide to learn about eligibility for certain programs and see if you may qualify.

[How a return to normal will impact some Indiana Medicaid members](#)

Members

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If you are an Indiana Health Coverage Programs provider or are interested in becoming an Indiana Medicaid provider, please click here.

Business Partners

If you are an Indiana Health Coverage Programs business partner (such as a managed care entity, trading partner, or contractor), please click here.



Providers

IHCP [Provider Website](#)



Provider Portals

Many IHCP contractors offer portals, allowing providers to perform tasks online. For example, you can use the IHCP Provider Healthcare Portal to enroll as an IHCP provider, check member eligibility, submit claims, view payments, update provider profiles, send secure correspondence and more.



IHCP Portal Log-In



Additional Provider Portals



IHCP Provider Healthcare Portal and Kepro Atrezzo Portal

[Portal links for providers:](#)

IHCP Provider Healthcare Portal

- Apply to become an IHCP provider or update your existing IHCP enrollment information.
- Verify member eligibility.
- Submit FFS, nonpharmacy claims to Gainwell Technologies and view payment information.
- Submit Presumptive Eligibility (PE) applications.
- Submit Notifications of Pregnancy (NOPs) for managed care members.
- Perform Right Choices Program (RCP) primary medical provider (PMP) functions.

To enroll in the IHCP, go to the IHCP Portal linked above and click Provider Enrollment. To register an account on the IHCP Portal, click Register Now.

See the [Provider Healthcare Portal](#) page for more information.

Kepro Atrezzo Provider Portal

- Submit, view and update FFS, nonpharmacy prior authorization (PA) requests.

See the [Prior Authorization](#) page and Kepro's [Indiana Medicaid](#) page for more information.

(Note: Providers must complete registration to be able to use the Atrezzo Provider Portal. Registration is available beginning June 12, 2023. For any questions or issues with registration, please call Kepro at 866-725-9991. Portal training opportunities are listed in IHCP Bulletin [BT202339](#). Registered providers may begin using the portal on July 1, 2023.)

Sandata Portal and Verida Provider Portal

Sandata Portal

- Perform electronic visit verification (EVV) functions for personal care and home health services.

See the [Electronic Visit Verification](#) page and the [Sandata website](#) for more information. Providers can also use the [Sandata Zendesk](#) for education and information.

(Note: Sandata is the IHCP state-sponsored system; some providers may choose to use an alternate EVV system, which will have its own portal.)

Verida Provider Portal

- Schedule nonemergency medical transportation (NEMT) trips for FFS members.*
- Submit NEMT claims for FFS members.*

** Excludes NEMT services that are exempt from the brokerage requirement, including – for dates of service on or after July 1, 2023 – advanced life support (ALS) and basic life support (BLS) nonemergency ambulance transports, as well as all NEMT for nursing facility residents.*

See the [Nonemergency Medical Transportation](#) page and Verida’s [Indiana Transportation Providers](#) page for more information.

(Note: The portal linked above is for IHCP transportation providers. Separate portals exist for IHCP facilities and members to schedule brokered NEMT services: [Verida Facility Portal](#) and [Verida Member Portal](#).)

Long-Term Care Web Portal And Optum RxPortal

Long-Term Care Web Portal

- Submit long-term care (LTC) cost reports to Myers and Stauffer.

Instructions for how to register are on the Myers and Stauffer [Indiana Long-Term Care](#) page, under Web Portal > Forms.

See the [Long-Term Care](#) page and the Myers and Stauffer [Indiana Office of Medicaid Policy and Planning](#) page for more information.

(Note: Meyers and Stauffer also offers an MDS Web Portal for submitting case-mix reports. Users should contact the Myers and Stauffer Help Desk at 317-816-4122 for registration.)

Optum Rx Portal

- View enrollee eligibility and demographic information for the Indiana Medicaid FFS pharmacy benefit.
- View details for FFS pharmacy claims.

For information about registering for and logging into the portal, click the Provider Login quick link on the [Optum Rx Indiana Medicaid website](#).

See the [Pharmacy Benefits](#) page for more information.

News, Bulletins and Banners

The screenshot shows the top navigation bar of the 'Indiana Medicaid for Providers' website. On the left is a 'MENU' icon. In the center is the 'INDIANA MEDICAID for Providers' logo. To the right is a search bar labeled 'Search Providers' with a magnifying glass icon. Below the navigation bar is a large banner image of a stethoscope. Overlaid on the left side of the banner is a text box with the following content:

The Indiana Health Coverage Programs (IHCP) offers providers easy access to the resources and tools needed to conduct business with Indiana Medicaid. Provider updates and announcements, important reference materials, and general program information are all available through links and webpages located on this website.

On the right side of the banner, there is a white search input field with a magnifying glass icon on its right side.

What's New?

Find out about recent news items, provider publications, and other website or program updates.

[Read the Latest IHCP Update Email](#)

IHCP News Items

[Click Here To View More News](#)



Bulletins



Banner Pages

Sign Up to Receive E-mails

[Link to sign up for e-mails](#)

Get Important News & Updates

Sign up for email and/or text notices of Medicaid and other FSSA news, reminders, and other important information. When registering your email, check the category on the drop-down list to receive notices of Medicaid updates; check other areas of interest on the drop-down list to receive notices for other types of FSSA updates.

Enter your email address

Sign Up

Stay
Informed!!!

New Subscriber

Subscription Type

Email

Primary Email Address

You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

Email Address *

Confirm Email Address *

Email Delivery Preference

If you would like to change how subscription updates are delivered to you, select an option below.

- Send updates immediately by email
- Send updates daily by email
- Send updates weekly by email



Provider Website Information

What can I learn?

Choose all that apply:

- A. How to become a provider
- B. Find information on covered services
- C. Educational opportunities
- D. Billing information
- E. Clinical services
- F. Information on IHCP programs
- G. Contact information

All of the above!

Let's take a closer look at the IHCP provider website.



IHCP Website Search

IN.gov An official website of the Indiana State Government

Accessibility Settings Language Translation Governor Eric J. Holcomb

Indiana Medicaid for Providers

Provider Enrollment Provider References Provider Education Business Transactions Clinical Services About IHCP Programs Contact Information

Ability Settings Language Translation Governor Eric J. Holcomb

Fee Schedule

- fee schedule
- fee schedules
- ihcp fee schedules
- boxing fee schedule
- professional fee schedule
- outpatient fee schedule

IMPORTANT
The Indi
Provider
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IHC
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Contact Information

The Indi
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16

Provider Enrollment

The screenshot shows the top navigation bar of the Indiana Medicaid for Providers website. At the top left, it says 'IN.gov An official website of the Indiana State Government'. To the right are links for 'Accessibility Settings', 'Language Translation', and 'Governor Eric J. Holcomb'. Below this is a dark green header with the 'INDIANA MEDICAID for Providers' logo and a search bar labeled 'Search Providers'. A horizontal menu below the header contains seven items: 'Provider Enrollment' (highlighted with a blue border), 'Provider References', 'Provider Education', 'Business Transactions', 'Clinical Services', 'About IHCP Programs', and 'Contact Information'. Each item has a corresponding icon.

Become a Provider

Family Member/Associate Transportation Providers

Ordering, Prescribing or Referring Providers

IHCP Provider Enrollment Transactions

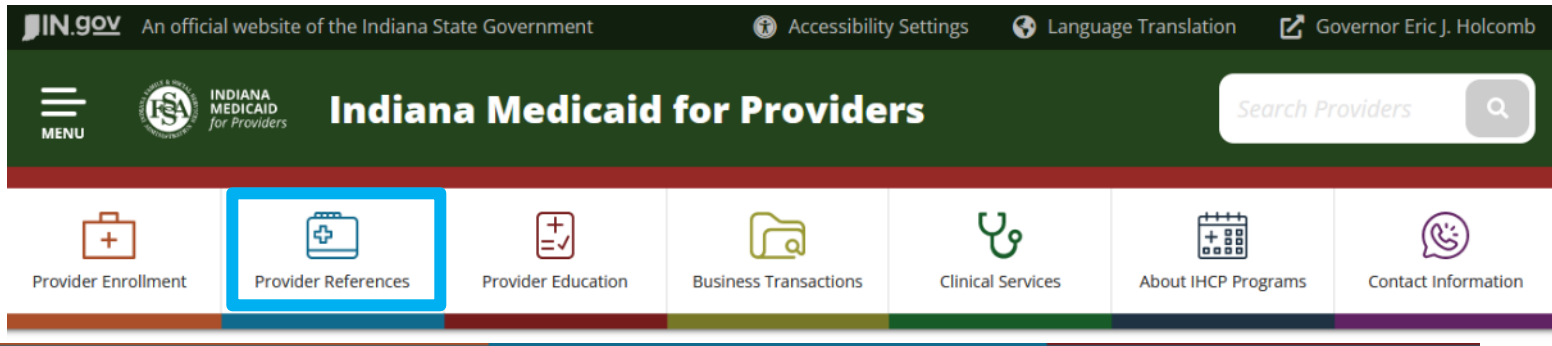
Complete an IHCP Provider Enrollment Application

Enrolling as a Managed Care Program Provider

Maintaining Your IHCP Provider Enrollment



Provider References



Bulletins, Banner Pages and Reference Modules

Current News

Code Sets

Email Notifications

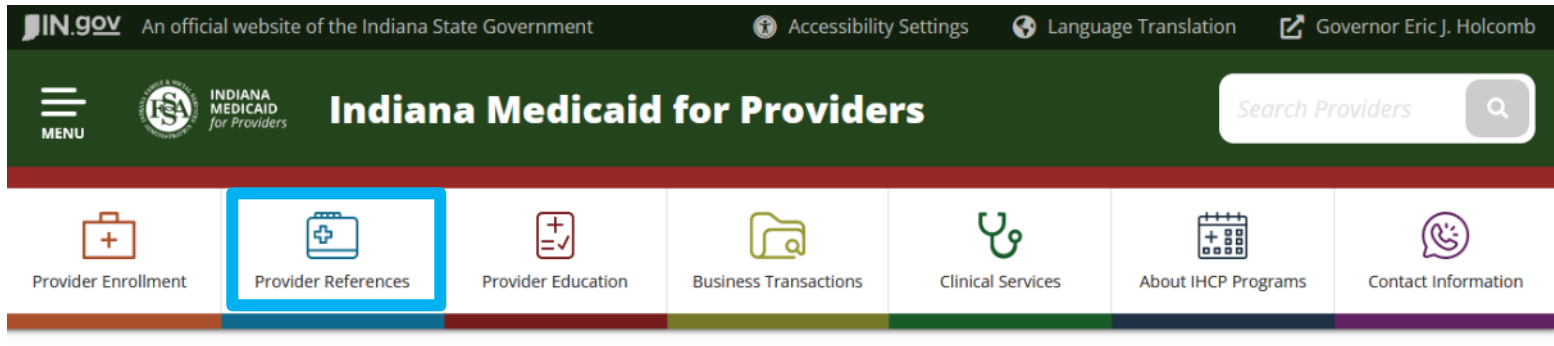
Forms

IHCP Provider Locator

OPR Provider Verification

Other Provider Resources

Reference Search



Provider Reference Search

Topical searches across all bulletins, banner pages and/or reference modules may be completed by entering a word or phrase in the box below and clicking the search button. You will be taken to a new page with a list of results that contain the requested term(s). Click a link in the results to access the desired document.

A screenshot of the search interface. It features a search input field with a red background, a 'Search Provider References' button, and a section for 'Include in search results:' with three checked checkboxes: 'Banner Pages', 'Bulletins', and 'Modules'.

Search results include current provider reference modules as well as bulletins and banner pages published on or after Jan. 1, 2020. For historical purposes, bulletins, banner pages and newsletters issued *before* 2020 are accessible from the [IHCP Bulletin Archive](#), [IHCP Banner Page Archive](#) and [IHCP Newsletter Archive](#) pages.

Enter a keyword, subject or phrase.

- Check Banners, Bulletins and Modules to search all resources.

Bulletin Search

Show entries

Table Search

Previous **1** 2 3 4 5 ... 10 [Next](#)

Bulletin #	Date	Topic	Audience (Provider Type)
BT2023130	10/03/2023	IHCP updates transplant guidelines for colon cancer and urine drug screening	Ambulatory Surgical Center, Hospital, Physician/Practitioner
BT2023129	09/28/2023	Annual update of ICD-10 codes is effective Oct. 1, 2023	All
BT2023128	09/28/2023	IHCP updates Preferred Diabetes Supplies List	DME/HME; Ordering, Prescribing or Referring; Pharmacy/Prescribing; Physician/Practitioner
BT2023127	09/28/2023	IHCP reminds providers to use their FFS Provider Relations consultants	All
BT2023126	09/28/2023	IHCP updates DME and HME code tables	DME/HME, Hospital
BT2023125	09/28/2023	Pharmacy updates approved by Drug Utilization Review Board September 2023	Ordering, Prescribing or Referring; Pharmacy/Prescribing; Physician/Practitioner
BT2023124	09/28/2023	IHCP adds coverage for additional wheelchair codes	All

The search can be refined by entering a keyword in the table search.



Provider Reference Modules

IHCP Provider Reference Modules

For information about IHCP policies and procedures, including guidance on provider enrollment, billing, reimbursement and more, refer to the IHCP provider reference module appropriate to the topic of interest.

[View Reference Modules](#)

General Information Modules

[Introduction to the IHCP](#)

[Interactive Voice Response System](#)

[Prior Authorization](#)

[Provider and Member Utilization Review](#)

[Provider Enrollment](#)

[Provider Healthcare Portal](#)

Eligibility and Benefits Modules

[Member Eligibility and Benefit Coverage](#)

[Presumptive Eligibility](#)

Claims and Billing Procedures Modules

[Claim Submission and Processing](#)

[Claim Adjustments](#)

[Claim Administrative Review and Appeals](#)

[Electronic Data Interchange](#)

[Financial Transactions and Remittance Advice](#)

[National Correct Coding Initiative](#)

[Third-Party Liability](#)



Service and Provider-Specific Modules

Service- and Provider-Specific Modules

[Anesthesia Services](#)

[Behavioral Health Services](#)

[Chiropractic Services](#)

[Clinical Trials](#)

[Dental Services](#)

[Diabetes Self-Management Training Services](#)

[Durable and Home Medical Equipment and Supplies](#)

[Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\)/HealthWatch Services](#)

[Emergency Services](#)

[Evaluation and Management Services](#)

[Family Planning Services](#)

[Federally Qualified Health Centers and Rural Health Clinics](#)

[Genetic Testing](#)

[Hearing Services](#)

[Hearing Services](#)

[Home- and Community-Based Services Billing Guidelines](#)

[Home Health Services](#)

[Hospice Services](#)

[Hospital Assessment Fee](#)

[Injections, Vaccines and Other Physician-Administered Drugs](#)

[Inpatient Hospital Services](#)

[Laboratory Services](#)

[Long-Term Care](#)

[Medical Practitioner Reimbursement](#)

[Obstetrical and Gynecological Services](#)

[Oncology Services](#)

[Out-of-State Providers](#)

[Outpatient Facility Services](#)

[Pharmacy Services](#)

Program-Specific Modules

Service- and Provider-Specific Modules

[Podiatry Services](#)

[Radiology Services](#)

[Renal Dialysis Services](#)

[School Corporation Services](#)

[Surgical Services](#)

[Telehealth and Virtual Services](#)

[Therapy Services](#)

[Transportation Services](#)

[Vision Services](#)

Program-Specific Modules

[590 Program](#)

[Division of Aging](#)
[Home- and Community-Based Services Waivers](#)

[Division of Disability and Rehabilitative Services](#)
[Home- and Community-Based Services Waivers](#)

[Division of Mental Health and Addiction](#)
[Adult Mental Health Habilitation Services](#)

[Division of Mental Health and Addiction](#)
[Behavioral and Primary Healthcare Coordination Service](#)

[Division of Mental Health and Addiction](#)
[Child Mental Health Wraparound Services](#)

[Family Planning Eligibility Program](#)

[Healthy Indiana Plan](#)

[Medicaid Rehabilitation Option Services](#)



Revision History



INDIANA HEALTH COVERAGE PROGRAMS

PROVIDER REFERENCE MODULE

Introduction to the IHCP

Revision History

Version	Date	Reason for Revisions	Completed By
1.0	Policies and procedures as of Oct. 1, 2015 Published: Feb. 25, 2016	New document	FSSA and HPE
1.1	Policies and procedures as of Aug. 1, 2016 (CoreMMIS updates as of Feb. 13, 2017) Published: Feb. 13, 2017	Scheduled update	FSSA and HPE



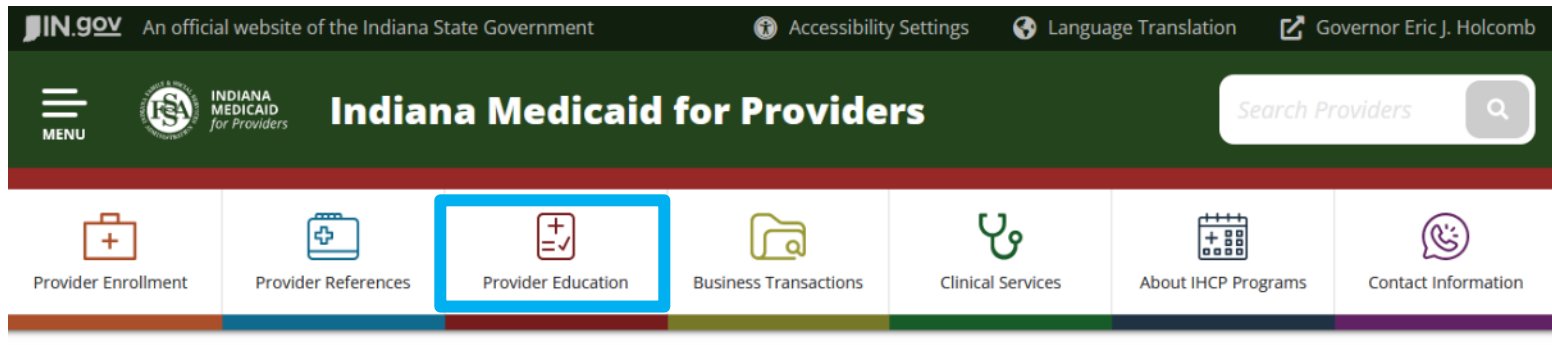
7.0	Policies and procedures as of July 1, 2023 Published: July 1, 2023	Scheduled update: <ul style="list-style-type: none"> • Edited as needed for clarity • Added retirement date of banner pages • Updated FFS PA-UM information to reflect the change in contractor • Updated Southeastrans to Verida • Updated the Customer Assistance section • Updated IVR to GABBY where needed • Updated Table 2 – Provider Resources 	FSSA and Gainwell
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Provider Education



Provider Education Opportunities

2023 IHCP Works

IHCP Live

IHCP Quick Hits

Program Integrity Provider Education Training

IHCP Provider Healthcare Portal Training

PE Qualified Provider Training

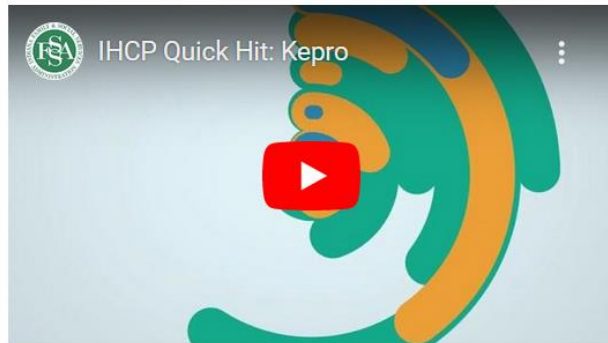
Electronic Visit Verification Training

Archived Workshop Presentations

- [Provider Education Opportunities](#)
- [2023 IHCP Roadshow](#) (annual spring seminar information)
 - [Workshop Registration](#)
 - [Archived Workshop Presentations](#)
- [IHCP Live](#) (upcoming webinars and recordings of past webinars)
- [IHCP Quick Hits](#) (short, on-demand videos) ←
- [Program Integrity Provider Education Training](#)
- [IHCP Provider Healthcare Portal Training](#)
- [Presumptive Eligibility \(PE\) Qualified Provider Training](#)
- [Electronic Visit Verification \(EVV\) Training](#)

Quick Hits

The Indiana Health Coverage Programs (IHCP) offers short informational videos on a variety of topics of particular interest and concern to providers. New videos will be added to this IHCP Quick Hits page as they become available.



Kepro will be the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) vendor for IHCP nonpharmacy services beginning July 1, 2023. Watch this video to learn more.



By following the tips in this video, you can ensure that your provider enrollment transactions are completed seamlessly.



Incorrectly filling out box 33 on the *CMS-1500* claim form causes several claim denials each year. Ensure that you are filling out this box correctly so your claims don't deny!



Federal law requires personal care service and home health service providers use electronic visit verification (EVV) to document services rendered. Watch this video to learn more about what this means for you.

Business Transactions

IN.gov An official website of the Indiana State Government Accessibility Settings Language Translation Governor Eric J. Holcomb

MENU INSA INDIANA MEDICAID for Providers **Indiana Medicaid for Providers** Search Providers

Provider Enrollment Provider References Provider Education **Business Transactions** Clinical Services About IHCP Programs Contact Information

Portal Links for Providers

IHCP Provider Healthcare Portal

Eligibility Verification

Qualified Provider Presumptive Eligibility (PE)

Electronic Visit Verification

Electronic Data Interchange (EDI) Solutions

Billing and Remittance

Program Integrity

Health Insurance Portability and Accountability Act

- [Code Sets](#)
- [IHCP Fee Schedules](#)
- [Long-Term Care Durable Medical Equipment \(DME\) Per Diem Table](#)
- [Diagnosis-Related Group \(DRG\) Inpatient Reimbursement](#)
- [Explanation of Benefits \(EOB\)](#)
- [Best Practices for Claim Submission](#)
- [Claim Administrative Review and Appeal](#)

Clinical Services

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MENU INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION **Indiana Medicaid for Providers** Search Providers

Provider Enrollment Provider References Provider Education Business Transactions **Clinical Services** About IHCP Programs Contact Information

- Medical Review Team (MRT)
- Prior Authorization
- Preadmission Screening and Resident Review (PASRR)
- Long-Term Care
- Hospice
- Medicaid Rehabilitation Option (MRO)
- Substance Use Disorder (SUD)/Serious Mental Illness (SMI) Treatment
- Nonemergency Medical Transportation
- Notification of Pregnancy (NOP)
- Pharmacy Benefits
- Preferred Diabetes Supply List (PDSL)
- Right Choices Program (RCP)



About IHCP Programs

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MENU INDIANA MEDICAID for Providers **Indiana Medicaid for Providers** Search Providers

Provider Enrollment Provider References Provider Education Business Transactions Clinical Services **About IHCP Programs** Contact Information

IHCP Programs and Services

Healthy Indiana Plan

Hoosier Care Connect

Hoosier Healthwise

Traditional Medicaid

Home- and Community-Based Services (HCBS)

Program for All-Inclusive Care to the Elderly (PACE)

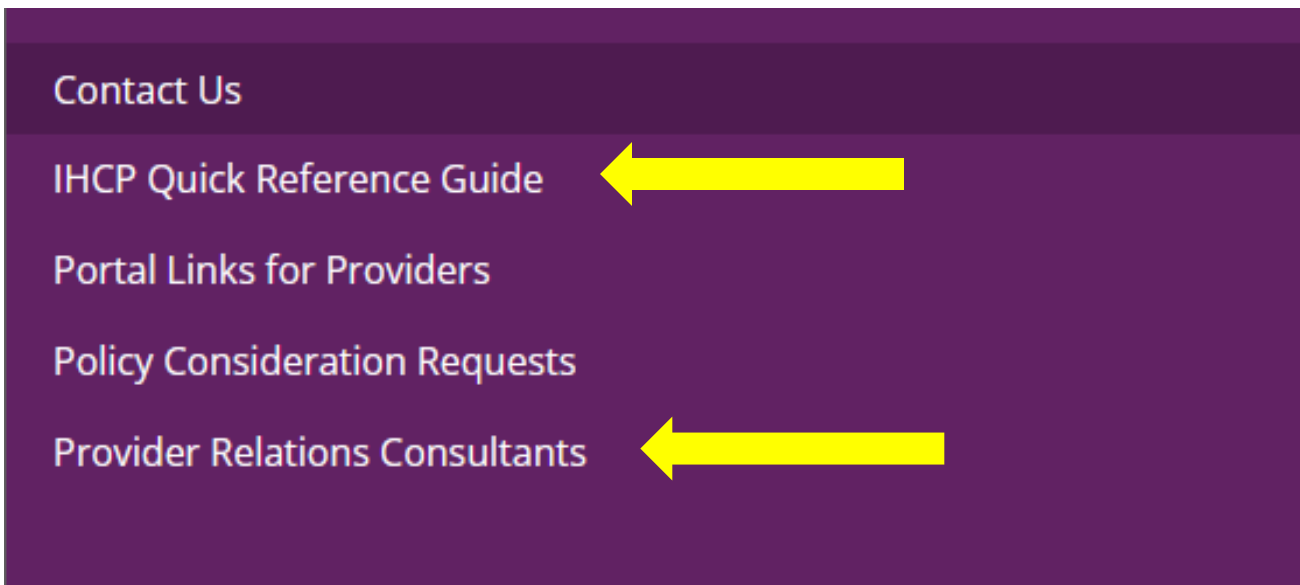
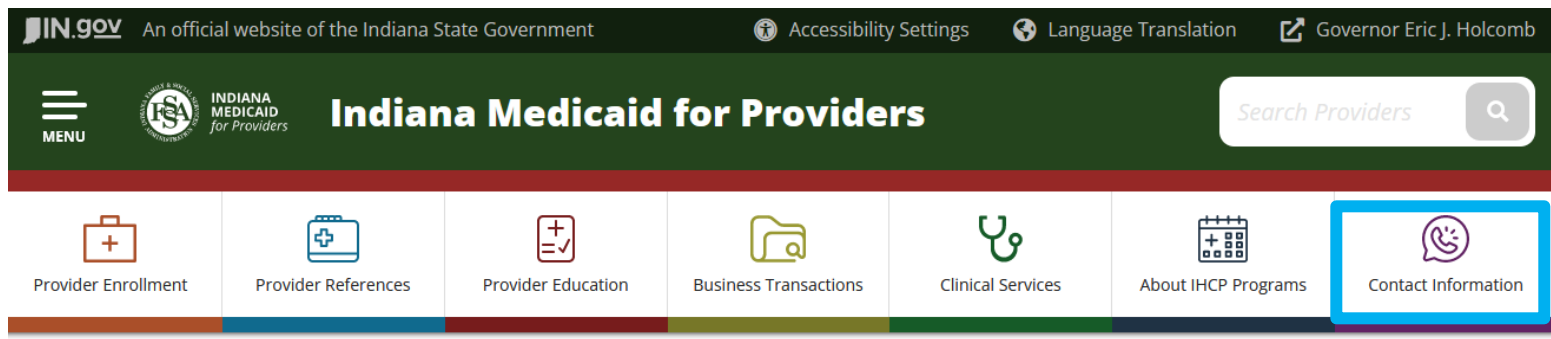
Family Planning Eligibility Program

590 Program

Medicare Savings Programs



Contact Information



Let's take a closer look at the [IHCP Quick Reference Guide](#).



Quick Reference Guide

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 INXIXTPLRequests@gainwelltechnologies.com <i>TPL Casualty</i> INXIXTPLCasualty@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) (By Mail, Phone and Fax) <i>For Medical, Dental and Substance Use Disorder (SUD)</i> Kepro – Prior Authorization 6802 Paragon Place, Suite 440 Richmond, VA 23230 866-725-9991 Fax: 800-261-2774 Hospice Hospice analyst and managed care disenrollment 866-725-9991 Fax: 800-261-2774	FFS Electronic Transactions <i>Electronic Data Interchange</i> INXIXTradingPartner@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> INXIXElectronicSolution@gainwelltechnologies.com 800-457-4584 <i>Atrezzo Provider Portal</i> portal.kepro.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> mvverida.com/member-resources	Verida Provider Assistance Line 855-325-7611 <i>Provider Portal:</i> provider.verida.com <i>Provider Webpage:</i> mvverida.com/transportation-providers	Verida Facility Dispatch Line 888-822-6104 <i>Facility Portal:</i> facility.verida.com <i>Facility Webpage:</i> mvverida.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



Managed Care Information

IHCP Quick Reference Guide – Contact Information



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 Helpline: 877-438-4479	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/eye-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



Hoosier Care Connect

IHCP Quick Reference Guide – Contact Information



Hoosier Care Connect	Anthem	Managed Health Services (MHS)	UnitedHealthcare
<p>Enrollment Broker Helpline: 866-963-7383</p>	<p><i>Provider Services</i> Anthem.com 844-284-1798 Fax: 888-859-3046</p> <p><i>Member Services</i> 844-284-1797</p> <p><i>Claims</i> Anthem Reimbursement 866-408-6132</p> <p><i>Prior Authorization – Medical and Substance Use Disorder (SUD)</i> Anthem PA 844-284-1798 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: 833-235-2024 PA: 844-284-1798 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><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: 800-378-0779 PA: 866-399-0928 PA Fax: 866-399-0929 (standard) PA Fax: 855-678-6976 (specialty)</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><i>Provider Services</i> UHCprovider.com/INcommunityplan 877-610-9785</p> <p><i>Member Services</i> UHCCommunityPlan.com/in 800-832-4643</p> <p><i>Claims</i> UHCprovider.com/claims 877-610-9785</p> <p><i>Prior Authorization – Medical and SUD</i> UHCprovider.com/paan 877-610-9785 Fax: 844-897-6514</p> <p><i>Pharmacy Services</i> PBM: Optum Rx UnitedHealthcare Pharmacy Information Claims: 866-215-5046 PA: 877-610-9785 PA Fax: 844-897-6514</p> <p><i>Dental Services</i> UHCdentalproviders.com 844-402-9118</p> <p><i>Vision Services</i> marchvisioncare.com 844-486-2724</p>



Hoosier Healthwise

IHCP Quick Reference Guide – Contact Information



<p>Hoosier Healthwise</p> <p>Enrollment Broker Helpline: 800-889-9949</p>	<p>Anthem</p> <p><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/eve-care-professionals 877-235-5317 Fax: 518-556-7707</p>	<p>Managed Health Services (MHS)</p> <p><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</p> <p><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</p> <p><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>Kepro – 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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IHCP Provider Healthcare Portal



IHCP Provider Healthcare Portal

What can you do in the IHCP Provider Healthcare Portal?

- Manage user accounts
- View provider profile
- Provider enrollment maintenance and transactions
- Eligibility verification
- Submit claims
- Check on the status of claims
- View your Remittance Advices
- Secure correspondence



In addition, the IHCP Provider Healthcare Portal provides access to a wide variety of IHCP information and resources.

IHCP Provider Healthcare Portal Access

Common questions:

Do I have to be enrolled to access the IHCP Provider Healthcare Portal?

Yes No

Exception – Provider Enrollment Functions.

After I receive my Provider ID, do I automatically have access to the IHCP Provider Healthcare Portal?

Yes No

The Provider ID must be registered on the IHCP Provider Healthcare Portal.

I already have a registered Provider ID. If I add a new service location, do I have to register that Provider ID?

Yes No

The Provider ID for each location is different, so each service location must be registered.



Provider Registration

portal.indianamedicaid.com

The screenshot shows the top portion of the Indiana FSA website. At the top left is the FSA logo with the text 'FAMILY AND SOCIAL SERVICES AGENCY' and 'INDIANA' below it. A green navigation bar contains the 'Home' link. Below this, a 'Login' section is visible, featuring a text input field for '*User ID' and a blue 'Log In' button. A red box highlights the 'Register Now' link, which is also underlined. Other links include 'Forgot User ID?' and 'Where do I enter...'. A small question mark icon is present in the top right corner of the Login box.

The registration page is titled 'Registration' and asks the user to 'Select one of the following options that best describes your role.' There are four options, each with an icon and a description:

- Provider**: A Provider is an individual, state or local agency, corporate, or business entity that is enrolled in one or more of the Indiana Health Coverage Programs (IHCP) as a provider of services. (This option is highlighted with a red border in the original image.)
- Delegate**: A Delegate is an individual designated by the Provider, Managed Care Entity, or Non-Provider Organization to perform administrative functions on behalf of an IHCP entity.
- Managed Care**: A Managed Care Entity (MCE) is a lawful entity contracted with the state to operate a prepaid health care delivery plan on a capitated basis.
- Non-Provider Org**: A Non-Provider Organization is an entity approved by the state to gain limited access to the Portal.

Registration Information

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!

If you are an individual registering as a rendering provider, please enter your rendering provider, please enter your Federal Tax ID.

*Federal Tax ID

*Provider ID

[Continue](#)

[Cancel](#)

Remember:

This information is for the *provider*, which may not be the person completing the registration.

A copy of this information should also be given to the owner or other appropriate person.

The screenshot shows the 'Registration Step 2 of 2 - Security Information' page. At the top, there is a header for 'INDIANA MEDICAID for Providers' with navigation links for 'Home', 'Contact Us', 'FAQs', and 'Login'. The page title is 'Registration Step 2 of 2 - Security Information'. Below the title, there is a note: '* Indicates a required field.' The main content area contains instructions for the User ID and Password, followed by input fields for 'User ID', 'Password', and 'Confirm Password', with a 'Check Availability' button next to the User ID field. Below this, there is a section for contact information with fields for 'Display Name', 'Phone Number', 'Email Address', and 'Confirm Email Address'. The next section is for a 'Site Key' and 'Passphrase', with a carousel of icons for 'Apple', 'Balloon', 'Balloons', 'Baseball', and 'Billiards'. The final section is for challenge questions, with three groups, each having a 'Challenge Question' dropdown and an 'Answer' input field. At the bottom, there is a 'User Agreement' link.

User ID

If the **User ID** is not entered correctly, the **challenge question** may not be one that was answered.



Login

*User ID

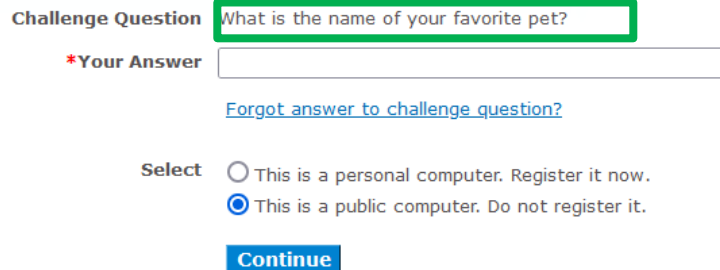
Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Answer the challenge question to verify your identity.



Challenge Question

*Your Answer

[Forgot answer to challenge question?](#)

Select This is a personal computer. Register it now.
 This is a public computer. Do not register it.

Continue

Make sure your site key token and passphrase are correct.

If the site key token and passphrase are correct, type your password and click **Sign In**.
If this is not your site key token or passphrase, do not type your password.
Call [Electronic Solutions Support](#) to report the incident.



Site Key: 

Passphrase

*Password

Sign In

[Forgot Password?](#)

Forgotten passwords
can be reset by the
user!!!



My Home

User Details

Welcome

[My Profile](#)

[Manage Accounts](#)

Provider

Name

Provider ID

[Disenroll](#)

[Provider Profile](#)

[Provider Maintenance](#)

[Enrollment / Revalidation Status](#)

Provider Services

[Member Focused Viewing](#)

[Search Payment History](#)

My Profile

Contact Information

Display Name
Phone Number
Current Email

[Edit](#)

Challenge Questions


Challenge Question #1 What is your favorite sports team?
Answer to #1

Challenge Question #2 In what city were you born?
Answer to #2

Challenge Question #3 What is your mother's maiden name?
Answer to #3

[Edit](#)

Site Key Token

Site Key: 

Passphrase

[Edit](#)

Password

[Change Password](#)

Information is for the provider or delegate logged in.

Manage Accounts



User Details

Welcome

[My Profile](#)

Manage Accounts

Provider

Name

Provider ID

[Disenroll](#)

[Provider Profile](#)

[Provider Maintenance](#)

[Enrollment / Revalidation Status](#)

Provider Services

[Member Focused Viewing](#)

[Search Payment History](#)

Delegate Assignment

[Back to My Home](#) ?

[Add New Delegate](#) | [Add Registered Delegate](#)

* Indicates a required field.

Enter the fields below and click **Submit** to generate the delegate code for the new delegate to register.

*First Name

*Last Name

*Birth Date

*Last 4 of Driver's License
Number

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

- *Functions
- Care Management - Submit Resubmit Authorization
 - Care Management - View Authorization
 - Claim - Inquiry
 - Claim - Submit and Resubmit
 - Disenroll
 - Expedited Waiver Eligibility Application
 - Manage Delegate Accounts
 - Member Focus Viewing
 - Notification of Pregnancy Inquiry
 - Payment History - Inquiry
 - Provider Maintenance
 - Provider Profile Inquiry
 - Revalidation
 - Secure Correspondence
 - Submit RCP Referral to Lock-In List
 - Verify Eligibility

Submit

Cancel

Add delegates and assign the privileges needed.



Disenroll



User Details

Welcome

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name

Provider ID

- [Disenroll](#)**
- [Provider Profile](#)
- [Provider Maintenance](#)
- [Enrollment / Revalidation Status](#)

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)

Disenroll Provider

[Back to My Home](#) ?

* Indicates a required field.

This utility allows for Providers to voluntarily disenroll from the IHCP.

Requesting Provider Information

Provider ID	ID Type	NPI	Name
-------------	---------	-----	------

*Requested Disenroll Date

*Disenroll Reason

*Contact Name

*Contact Telephone

*Contact Email

By entering my full name in the space provided below and transmitting this form electronically, I state that, I am the person whom I represent myself to be herein, and I acknowledge that I have read and understand the User Agreement and agree to the terms and conditions as described about the role that I will perform.

*Please sign by typing your full name here

Warning –
once this is submitted it is final!



Provider Profile



- My Home**
- [Eligibility](#)
- [Claims](#)
- [Care Management](#)
- [Resources](#)

User Details

Welcome

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name

Provider ID

- [Disenroll](#)
- [Provider Profile](#)**
- [Provider Maintenance](#)
- [Enrollment / Revalidation Status](#)

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)

Provider Profile Details

Provider ID
NPI
Provider Name

Provider Type

- General**
- Name / Address
- Specialties
- Rendering

Organization Information

Organization

Disregarded Entity

Revalidation Date 12/02/2027

Recertification Date

Provider Maintenance



User Details

Welcome

- ▶ [My Profile](#)
- ▶ [Manage Accounts](#)

Provider

Name

Provider ID

- ▶ [Disenroll](#)
- ▶ [Provider Profile](#)
- ▶ [Provider Maintenance](#)
- ▶ [Enrollment / Revalidation Status](#)

Provider Services

- ▶ [Member Focused Viewing](#)
- ▶ [Search Payment History](#)

Provider Maintenance: Instructions

Instructions

[Change of Ownership \(CHOW\) Overview](#)

[Tax ID Changes](#)

[Contact and Delegated Administrator Information Changes](#)

[Address Changes](#)

[Specialty Changes](#)

[EFT Changes](#)

[Language Changes](#)

[ERA Changes](#)

[Other Information Changes](#)

[Provider Identification Changes](#)

[Disclosure Changes](#)

[Check Status](#)

Use these pages to submit any changes to your organizational information.

Please select the link on the left to access the information that you would like to maintain.

Current Maintenance Pending Requests

There are no Pending Maintenance Requests to show.

Enrollment/Revalidation Status



- My Home**
- Eligibility
- Claims
- Care Management
- Resources

User Details

Welcome

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name

Provider ID

- [Disenroll](#)
- [Provider Profile](#)
- [Provider Maintenance](#)

[Enrollment / Revalidation Status](#)

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)

Provider Enrollment / Revalidation - Status

[Back to My Home](#) ?

Enter your assigned Tracking number and Federal Tax Identification Number (TIN or EIN) associated with your enrollment or revalidation application to verify its current status. For any further queries, please contact Provider Enrollment at 1-800-457-4584.

* Indicates a required field.

*Tracking Number

*Provider Federal Tax Identification Number (TIN), Employer Identification Number (EIN) or Social Security Number (SSN)



Revalidation



The Revalidation link will appear when the service location is in the 90 day time frame for completion.

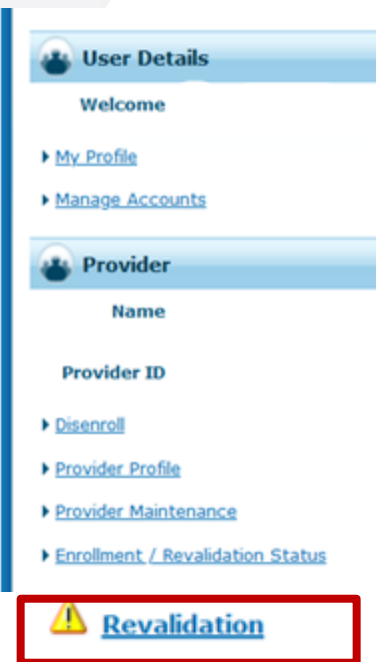
- The date for **COMPLETION** can also be verified on the Provider Profile.



Warning!!!

The revalidation must be **submitted** and **approved** before the revalidation end date.

- If the revalidation is not finalized prior to the date, the service location will be termed and a new enrollment application will need to be submitted, which will result in a new Provider ID.



Now, let's look at Eligibility.



Eligibility



What do you think?

Eligibility only needs to be verified the first time the member is seen.

Yes or No

Eligibility should be verified every time the member is seen.

Eligibility should be verified by calling a Customer Service agent.

Yes or No

Absolutely not!!!

Eligibility can be verified through:

- The IHCP Provider Healthcare Portal
- The interactive virtual assistant (“GABBY”)

To access GABBY, call the IHCP Customer Assistance line at 800-457-4584 and then, when prompted, select option 2.



Verify Eligibility



What do you think?

Eligibility can only be verified by the Member ID.

Yes or No

Eligibility can be verified by the member's first and last name and birth date or their Social Security number and birth date.

If the member has insurance listed that is not valid or insurance that is not on the eligibility, correct information should be submitted through a third-party liability (TPL) update using Secure Correspondence.

Yes or No

Let's take a closer look at the eligibility verification.



Eligibility Information



Eligibility Verification Request

* Indicates a required field.

Enter the member information. If Member ID is not known, enter SSN and Birth Date, or Last Name, First Name, and Birth Date.

Member ID	<input type="text"/>	Last Name	<input type="text"/>	First Name	<input type="text"/>
SSN	<input type="text"/>	Birth Date	<input type="text"/>		
*Effective From	<input type="text"/>	Effective To	<input type="text"/>		

Submit

Reset

1. Enter the individual's **Member ID** if known – no other identifiers need to be added.
2. If the Member ID is not known, enter the member's **first and last name and birth date or social security number and birth date.**
 - Make sure it is the legal name, not a nickname, and is spelled correctly.
3. Enter the **date of service.**
 - A previous date can be entered, but a future date cannot be entered.
 - Provider must be enrolled on the effective date.



Eligibility Search Result



Coverage Details for

Member ID

Birth Date

[Expand All](#) | [Collapse All](#)

Verification Response ID

Benefit Details

Coverage	Description	Effective Date	End Date
Package A-Standard Plan	Package A-Standard Plan		

Managed Care Assignment Details

Managed Care Program		Primary Medical Provider	Provider Phone
Hoosier Healthwise Managed Care			
Effective Date	End Date	MCO / CMO Name	MCO / CMO Phone
		MDWISE/EXCEL NETWORK	1---



Other Insurance



Other Insurance Details



Carrier Name (Carrier ID)	Address	Phone Number	Policy ID	Group ID	Policy Holder	Coverage Type
ULICO CASUALTY COMPANY ()						MENTAL HEALTH
GMUNDRWRITERS ()						DENTAL
CVS/CAREMARK ()						PHARMACY
ANTHEM BC/BS ()						HOSPITALIZATION, MEDICAL AND MAJOR MEDICAL
ANTHEM BC/BS ()						HOSPITALIZATION, MEDICAL AND MAJOR MEDICAL
ANTHEM BC/BS ()						HOSPITALIZATION, MEDICAL AND MAJOR MEDICAL
ANTHEM BC/BS () 53						HOSPITALIZATION, MEDICAL AND MAJOR MEDICAL

Eligibility Update

When it appears the insurance information is not correct, a TPL update should be completed via Secure Correspondence.

The screenshot shows the Indiana Medicaid for Providers portal. The header includes the IGA logo and the text "INDIANA MEDICAID for Providers". Navigation tabs include "My Home", "Eligibility", "Claims", "Care Management", and "Resources". The main content area is divided into sections: "User Details" (Welcome, My Profile, Manage Accounts), "Provider" (Name, Provider ID, Disenroll, Provider Profile, Provider Maintenance, Enrollment / Revalidation Status), and "Provider Services" (Member Focused Viewing). A "Broadcast Messages" section contains two messages regarding PA requests and RCP administrative review requests. On the right side, there are links for "Contact Us", "Notify Me", and "Secure Correspondence", with the latter being highlighted in a red box. A yellow box at the bottom contains the text: "Secure Correspondence is a delegate function assigned when the delegate is added to a service location."

Eligibility Update Information

Access your messages by selecting the individual subject line. Whenever a new message is sent, a confirmation e-mail precedes the request. For additional queries please contact us.

[Create New Message](#)

Secure Correspondence - Create Message [Back to Message Box](#) ?

Enter your correspondence information below and click the **Send** button to send the correspondence or click **Cancel** to return to Secure Correspondence Message - Box

* Indicates a required field.

*Subject

*Message Category

*Email Address

*Confirm Email Address

Member ID

Claim Number

Date of Service To

Medicaid Paid Amount

Paid Date

Provider/Facility

*Message



Enter as much information as possible:

- Subject
- Message Category
- Contact Email
- Message explaining the reason for the update
- Add any attachments to support request

The following types of files are allowed to be uploaded: pdf, bmp, gif, jpg, jpeg, tiff, tif, png
Size limit for attachments is 5MB.

Attachments

Click the **Remove** link to remove the entire row.

#	Transmission Method	File	Control #	Attachment Type	Action
	Click to add attachment.				

55

Send

Cancel



Claims

The screenshot displays the Indiana Medicaid for Providers website interface. At the top, the logo for the Indiana Family & Social Services Administration (IFSA) is visible, along with the text "INDIANA MEDICAID for Providers". Navigation links include "Contact Us", "FAQs", and "Logout". A main navigation bar contains "My Home", "Eligibility", "Claims", "Care Management", and "Resources". The "Claims" menu is expanded, showing options: "Search Claims", "Submit Claim Dental", "Submit Claim Inst", "Submit Claim Prof", and "Search Payment History". A red box highlights the "Claims" menu item, and a green box highlights the "Search Payment History" option. A larger red-bordered box provides a magnified view of the "Claims" section, which includes a "Claims" header and a list of links: "Search Claims", "Submit Claim Dental", "Submit Claim Institutional", "Submit Claim Professional", and "Search Payment History". The "Search Payment History" link is highlighted with a green border. The background of the website shows a "Broadcast Messages" section with text about provider attention and effective dates, and a "WELCOME" message.

Let's take a closer look at Search Payment History.



Search Payment History

The **Payment Method** will default to All - leave as is.

Payment ID will be blank:

- Leave blank to search for all RAs in that time frame.
- If searching for a specific RA, enter the Payment ID.

* Indicates a required field.

Enter a From and To Issue Date that does not span more than 90 days. To further refine the search, select a Payment Method and/or enter a Payment ID.

Payment Method All
Payment ID
Issue Date *From *To

Search

Reset

To search for previous dates, change the date range.

- Can be no greater than a 90-day span.

* Indicates a required field.

Enter a From and To Issue Date that does not span more than 90 days. To further refine the search, select a Payment Method and/or enter a Payment ID.

Payment Method All
Payment ID
57 **Issue Date** *From *To







Search Payment History Result

Search Results

To see payment details, click on the Payment ID link.

To access a copy of the Remittance Advice, select the RA icon. Access to the RA will require Adobe Acrobat Reader.

Total Records: 13

<u>Issue Date</u> ▼	<u>Payment Method</u>	<u>Payment ID</u>	<u>Total Paid Amount</u>	<u>RA Copy (PDF)</u>
07/19/2023	EFT		\$2,032.16	
07/12/2023	EFT		\$5,823.41	
07/05/2023	EFT		\$6,071.28	
06/28/2023	EFT		\$7,395.28	
06/21/2023	EFT		\$3,632.53	
06/14/2023	EFT		\$2,083.50	

▲
RA
Date

▲
Payment
Method

▲
Payment
ID

▲
Payment
Amount

▲
PDF
ICON

ALWAYS download the PDF
to see the complete RA information.



Care Management

The screenshot shows the Indiana Medicaid for Providers website. The navigation bar includes 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The 'Care Management' menu is highlighted with a red box and contains three items: 'View Authorization Status', 'Submit RCP Referral to Lock-In List', and 'Notification of Pregnancy Inquiry'. A yellow box with a red border contains the text: 'Reminder: Effective July 1, 2023, prior authorizations are submitted to Kepro.' Below this, a red-bordered box contains contact information for FFS Prior Authorization and Utilization Management (PA-UM), including the address (6802 Paragon Place, Suite 440, Richmond, VA 23230), phone number (866-725-9991), fax number (800-261-2774), and the website (portal.kepro.com). The main content area features a notice for providers regarding the transition to Kepro for PA requests starting 7/1/2023. The left sidebar shows 'User Details' and 'Provider' sections with various links like 'My Profile', 'Manage Accounts', 'Disenroll', and 'Provider Profile'. The bottom of the page has a 'WELCOME HEALTH CARE PRO' banner and a partial image of a person's face.

INDIANA MEDICAID for Providers

Contact Us | FAQs | Logout

My Home Eligibility Claims **Care Management** Resources

My Home

View Authorization Status

Submit RCP Referral to Lock-In List

Notification of Pregnancy Inquiry

Reminder:
Effective July 1, 2023, prior authorizations are submitted to Kepro.

FFS Prior Authorization and Utilization Management (PA-UM)
(By Mail, Phone and Fax)
For Medical, Dental and Substance Use Disorder (SUD)
Kepro – Prior Authorization
6802 Paragon Place, Suite 440
Richmond, VA 23230
866-725-9991
Fax: 800-261-2774
Atrezzo Provider Portal
portal.kepro.com

ATTENTION PROVIDERS: Beginning 7/1/2023, all PA requests will be processed by Kepro. Please send all PA-related documents, including clinical information, to Kepro effective 7/1/2023. This includes any communication about existing PAs that were submitted prior to 7/1/2023. Effective 7/1/2023, please also direct all PA-UM administrative review requests to Kepro.

Effective 7/1/2023, Kepro will also be the Right Choices P administrator for IHCP fee-for-service members, effective referral process will not change, and will continue to be s IHCP Provider Portal. However, RCP questions can be dire number listed below.

Effective 7/1/2023, Kepro's contact information is as foll 1-800-261-2774; mail: 6802 Paragon Place, Suite 440, R Kepro's toll-free telephone number: (866) 725-9991; or t Provider portal: <https://portal.kepro.com/>

WELCOME HEALTH CARE PRO

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Resources

The screenshot shows the 'Resources' page of the Indiana Medicaid for Providers portal. At the top, there is a navigation bar with links for 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources' (which is highlighted with a red box). The page title is 'INDIANA MEDICAID for Providers'. On the right, there are links for 'Contact Us', 'FAQs', and 'Logout'. The date and time 'Wednesday 07/19/2023 03:30 PM EST' are displayed in the top right corner. A left sidebar contains a 'Resources' menu with a list of links: 'Claims/Billing', 'Electronic Data Interchange', 'Fee Schedule', 'Forms', 'Provider Reference Materials', 'Pharmacy Services', 'Provider Search', 'Provider Education', and 'Email Notifications'. A red-bordered box in the center of the page contains the text 'Links to a wealth of information!!'. The FSA logo is visible in the top left and bottom right corners.


Links to a wealth of information!!



Virtual Assistant

One last knowledge test...

The screenshot shows the 'INDIANA MEDICAID for Providers' website. The navigation bar includes 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. A chat window is overlaid on the page, containing the following text:

 Hi, I'm the IHCP virtual assistant. How can I assist you today? (Note - please do not include PHI or PII in your inquiry.)

Virtual Assistant 12:42 p.m.

On the right side of the website, there are links for 'Contact Us', 'Notify Me', and 'Secure Correspondence'. A yellow callout box with red text asks, 'Does anyone know what this is??' with an arrow pointing to a chat icon in the bottom right corner.

Helpful tools



Provider Assistance

Your Provider Relations consultant can:

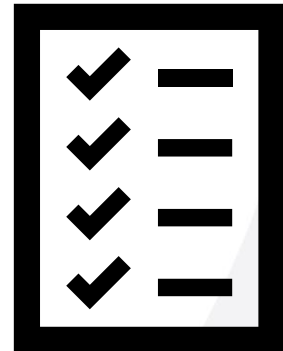
- Assist you with complex claim denial issues
- Provide free IHCP Provider Healthcare Portal training
- Assist you with the enrollment or revalidation process
- Assist you in understanding member eligibility
- Conduct 1:1 virtual or in-person onsite training and provider workshops
- Help you in navigating the IHCP provider website and modules



Contact Checklist

E-mails and calls should always include:

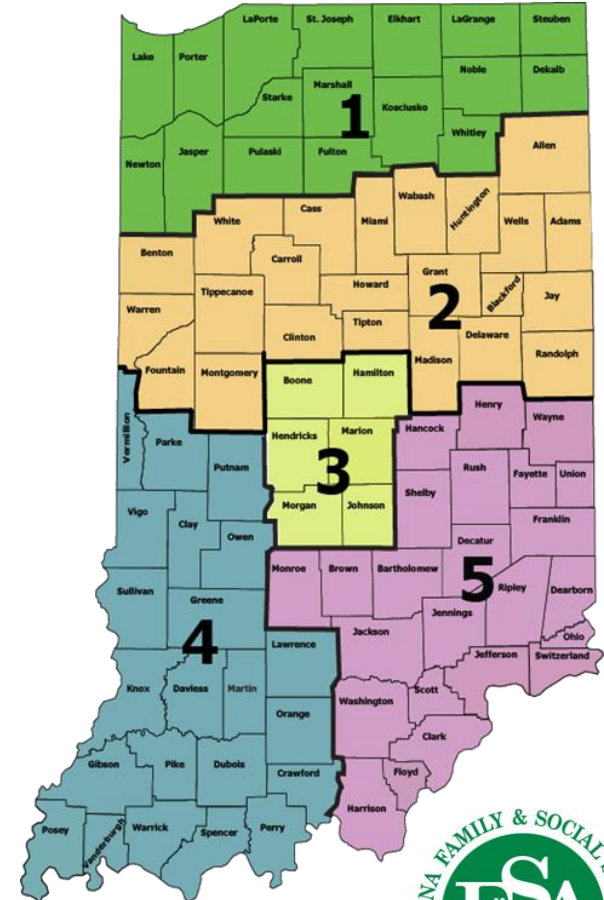
- Provider NPI and Provider ID.
- Contact name, phone number and e-mail.
- Exact reason for the e-mail or call:
 - Claim example and exact claim information.
 - Member information including the RID (member Medicaid number).
 - Nature of issues.
- Provider enrollment – include the application tracking number (ATN).
- Any other information to help us research prior to returning the e-mail or call.



E-mail is the preferred method of contact.

Provider Relations Team

Region	Consultant	Telephone	Counties Served
1	Jean Downs (F) Katie Grause (I) inxixregion1@gainwelltechnologies.com	317-488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley
2	Shari Galbreath (F) Jen Collins (I) inxixregion2@gainwelltechnologies.com	317-488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware, Fountain, Grant, Howard, Huntington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White
3	Crystal Woodson (F) Jeannette Curtis (I) inxixregion3@gainwelltechnologies.com	317-488-5321	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Jenny Roberts (F) Emily Redman (I) inxixregion4@gainwelltechnologies.com	317-488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderburgh, Vermillion, Vigo, Warrick
5	Tami Foster (F) inxixregion5@gainwelltechnologies.com	317-488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Hancock, Harrison, Henry, Jackson, Jefferson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne
65	inxixregion5@gainwelltechnologies.com		



Helpful Tools Information

[Indiana Medicaid for Providers](#) website:

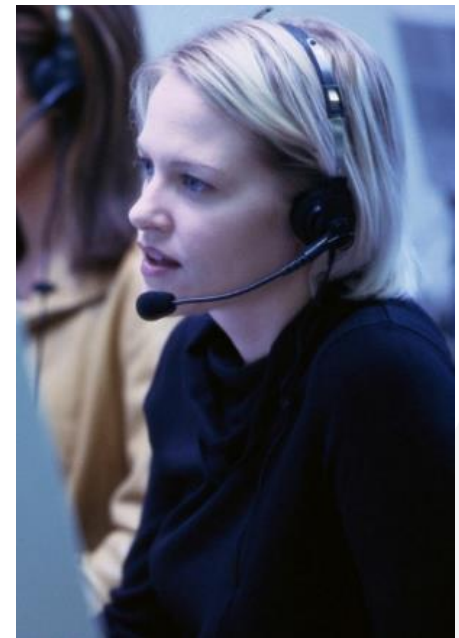
- Provider References > IHCP Provider Reference Modules
- Contact Information > Provider Relations Consultants

Customer Assistance:

- 800-457-4584
- Live assistance available Monday–Friday, 8 a.m. – 6 p.m. Eastern Time

Secure Correspondence:

- Via the IHCP Provider Healthcare Portal
 - Registered account required.
 - After logging in to the IHCP Provider Healthcare Portal, click **Secure Correspondence** to submit a request.



We are here to help!



Questions

