

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT2023127    SEPTEMBER 28, 2023

## **IHCP reminds providers to use their FFS Provider Relations consultants**

The Indiana Health Coverage Programs (IHCP) reminds providers to use their fee-for-service (FFS) Provider Relations consultants when they have questions or need assistance.

The consultants are available for assistance with FFS training, complex claim issues, enrollment concerns and much more. The Provider Relations consultant should be the first avenue of resolution before submitting large volumes of the same inquiries through the Secure Correspondence feature on the IHCP Provider Healthcare Portal or contacting the Office of Medicaid Policy and Planning (OMPP). Provider Relations consultants will respond within two business days.

The Provider Relations consultants are assigned to different regions in Indiana (see [Figure 1](#) for a map of the regions). Providers can find their consultant's contact information in [Table 1](#) or on the [Provider Relations Consultants](#) page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).



The IHCP also provides these additional resources:

- A consultant assigned specifically for out-of-state (OOS) providers that do not have in-state designation. These consultants can be reached by leaving a secure voicemail message at 317-488-5026.
- A consultant assigned specifically for long-term care (LTC) providers. These consultants can be contacted by email at [INXIX\\_LTC@gainwelltechnologies.com](mailto:INXIX_LTC@gainwelltechnologies.com) or by leaving a secure voicemail at 317-488-5094.
- A consultant assigned specifically for providers that deliver personal care and home health services and are required to submit electronic visit verification (EVV). That consultant can be reached via email at [INXIXEVV@gainwelltechnologies.com](mailto:INXIXEVV@gainwelltechnologies.com).

All inquiries and messages must include the contact name, phone number, National Provider Identifier (NPI) or IHCP Provider ID, as well as the specific reason and detailed information for the inquiry.

As a reminder, the IHCP Provider Relations consultant's email is not secure, so any emails that include protected health information (PHI) should be encrypted before sending.

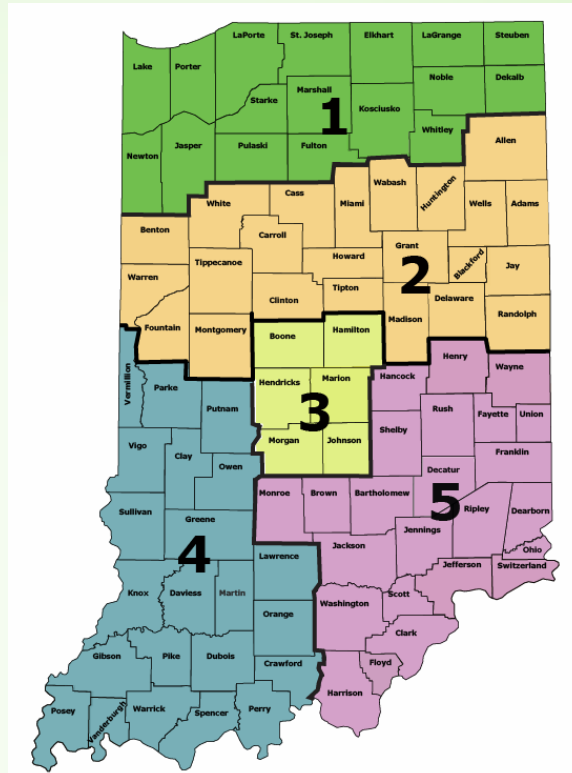
For managed care entity (MCE) contact information, please see the [IHCP Quick Reference Guide](#).

Table 1 – FFS Provider Relations consultants, contact information and counties served

Region	Consultant*	Email	Telephone	Counties served
1	Jean Downs (F) Katie Grause (I)	<a href="mailto:INXIXRegion1@gainwelltechnologies.com">INXIXRegion1@gainwelltechnologies.com</a>	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) Jennifer Collins (I)	<a href="mailto:INXIXRegion2@gainwelltechnologies.com">INXIXRegion2@gainwelltechnologies.com</a>	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)	<a href="mailto:INXIXRegion3@gainwelltechnologies.com">INXIXRegion3@gainwelltechnologies.com</a>	317-488-5324	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Jenny Roberts (F) Emily Redman (I)	<a href="mailto:INXIXRegion4@gainwelltechnologies.com">INXIXRegion4@gainwelltechnologies.com</a>	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)	<a href="mailto:INXIXRegion5@gainwelltechnologies.com">INXIXRegion5@gainwelltechnologies.com</a>	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

\* F = Field consultant  
I = Internal consultant

Figure 1 – Map of Indiana regions for FFS Provider Relations consultants



**QUESTIONS?**

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