

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202346 MAY 16, 2023

CoreMMIS and the IHCP Portal are migrating to Amazon Web Services

Gainwell Technologies will migrate the Indiana Medicaid system (CoreMMIS) to the Amazon Web Services (AWS) Cloud **June 1–4, 2023**.

The [IHCP Provider Healthcare Portal](#) (IHCP Portal) will also be migrated to AWS as part of this initiative. The migration of the IHCP Portal to AWS is expected to be seamless, and the portal address (URL) will **not** change.



Anticipate suspension of business transactions

To ensure a successful transition of the CoreMMIS to AWS, some business transactions will be temporarily suspended during the hours of the migration. This step is necessary so that processing in the current system can be finalized and information can be converted to the system in AWS. Every effort will be made to keep disruption of normal business activities to a minimum.

Please review the migration schedule in Table 1 carefully and begin making internal preparations to accommodate these downtimes.

Table 1 – AWS migration schedule and processes affected

Processes affected	Unavailable date and time	Available date and time
IHCP Portal – All portal functions, <i>except</i> eligibility and presumptive eligibility <i>Functions that will be unavailable include claims, provider enrollment and prior authorization.</i>	Thursday, June 1 11:59 p.m. Eastern Time (ET)	Sunday, June 4 4 p.m. ET
IHCP Portal – Eligibility verification and presumptive eligibility	Saturday, June 3 8 a.m. – 5 p.m. ET	Saturday, June 3 5:01 p.m. ET
Interactive Voice Response (IVR) System	Saturday, June 3 8 a.m. - 5 p.m. ET	Saturday, June 3 5:01 p.m. ET
File Exchange – Batch transaction processing <i>File Exchange will be available; however, transactions will not be processed until after the migration is complete.</i>	Thursday, June 1 10 p.m. ET	Sunday, June 4 4 p.m. ET
Core Web Service – Real-time transactions	Saturday, June 3 8 a.m. – 5 p.m. ET	Saturday, June 3 5:01 p.m. ET

Claims submitted after 10 p.m. ET Thursday, June 1, 2023, will not be processed until the completion of the migration.

Presumptive Eligibility during the IHCP Portal downtime

Presumptive Eligibility (PE) applications that cannot be submitted on Saturday, June 3, will need to be completed prior to the end of the day on Sunday, June 4, specifically stating they are requesting a backdate for June 3 due to the system being offline.

Important: Any PE applications sent after June 4 requesting a backdate to June 3 will not be granted.

For more information

Watch for additional communication about the CoreMMIS migration to AWS. The broadcast message on the IHCP Portal will also contain updates as available.

Contact the Electronic Data Interchange (EDI) Help Desk at INXIXTradingPartner@gainwelltechnologies.com or 800-457-4584 (select option 3, then option 1) with questions about the migration to AWS.



QUESTIONS?

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

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