IHCP *bulletin*

IHCP Member and Provider Customer Assistance phone lines will be closed Friday, June 2

As mentioned in *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202346](#), Gainwell Technologies will migrate the Indiana Medicaid system (*Core*MMIS) and the IHCP Provider Healthcare Portal to the Amazon Web Services (AWS) Cloud June 1-4, 2023.

Coinciding with the migration, the IHCP Member and Provider Customer Assistance phone lines will be closed beginning Friday, June 2, 2023, at 8 a.m. Eastern Time and reopening on Monday, June 5, at 8 a.m. Eastern Time. If members and providers call the phone lines during this closure period, they will receive a message indicating the lines are closed.

The Member Eligibility verification self-service options will be available on Friday, June 2, 2023, but will become unavailable beginning Saturday, June 3, 2023, at 8 a.m. Eastern Time. All other self-service options will be unavailable beginning Friday, June 2, 2023, at 8 a.m. Eastern Time.

Managed care entity phone lines are not impacted by this closure. For the migration schedule and specific process closure times, see *BT202346*.

QUESTIONS?

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

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