

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202557 MAY 6, 2025

Gainwell to purge inactive user accounts on IHCP Portal June 1

As a part of its ongoing commitment to maintaining a secure and efficient provider portal platform, Gainwell Technologies is initiating a cleanup of Indiana Health Coverage Programs (IHCP) [Provider Healthcare Portal](#) (IHCP Portal) user accounts that have not been accessed in two years.

Inactive accounts pose potential security risks, such as being more susceptible to unauthorized access. Therefore, all provider-related user accounts that have not been accessed on the IHCP Portal since June 1, 2023, will be removed June 1, 2025. If there is a need for these users to access the IHCP Portal in the future, they will need to reregister their account on the provider portal.

Direct any questions to the Electronic Data Interchange (EDI) technical assistance line at 800-457-4584 (select option 3, then option 1) or email

INXIXTradingPartner@gainwelltechnologies.com.



QUESTIONS?

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

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