

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202585 JUNE 17, 2025

IHCP announces enhancements to Secure Correspondence on the IHCP Portal

The Indiana Health Coverage Programs (IHCP) is excited to announce an update to the Secure Correspondence submission process on the IHCP Provider Healthcare Portal (IHCP Portal).

The update will include a series of informational messages that will guide users through the process of submitting secure correspondence. This additional guidance will enhance the IHCP Portal experience and assist users by ensuring that correspondence is submitted correctly and that requests are routed to the appropriate teams for the following topics:

- Claim inquiries, appeals and administrative reviews
- Financial/banking/remittance advice (RA) inquiries
- Benefit limit inquiries
- Provider enrollment inquiries
- IHCP Portal assistance
- Third-party liability (TPL) updates and questions



This enhancement will allow for a timelier response from Gainwell Technologies for provider correspondence submitted through the IHCP Portal.

Please stay tuned for additional information on this exciting update!

Claim-related correspondence on the IHCP Portal (including payment and benefit limit inquiries) is limited to fee-for-service (FFS), nonpharmacy billing only. For inquiries related to managed care claims, payments, and benefit limits, contact the member's managed care entity (MCE).

QUESTIONS?

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

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