

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2026147 SEPTEMBER 3, 2026

Temporary billing and authorization flexibilities issued related to August 2026 severe storms

The Indiana Health Coverage Programs (IHCP) is issuing temporary guidance to assist providers and members affected by severe storms, flooding, tornadoes and straight-line winds that began on Aug. 11, 2026. Governor Mike Braun issued a statewide disaster declaration on Aug. 13, 2026, in response to the event.



As of Aug. 20, 2026, the following counties have issued local emergency declarations:

- | | | |
|------------|------------|-----------|
| ■ Carroll | ■ Henry | ■ Pulaski |
| ■ Cass | ■ Lake | ■ Putnam |
| ■ Dearborn | ■ LaPorte | ■ Starke |
| ■ Delaware | ■ Madison | ■ Tipton |
| ■ Fayette | ■ Marion | ■ Warren |
| ■ Fountain | ■ Marshall | ■ Wayne |
| ■ Franklin | ■ Morgan | |
| ■ Hamilton | ■ Porter | |

The guidance in this bulletin applies to both fee-for-service and managed care Medicaid and includes the following:

- Members residing in impacted counties
- Providers located in impacted counties
- Providers serving members displaced by the flooding event
- Durable medical equipment (DME), home medical equipment (HME) and medical supplies lost or damaged due to flooding
- Services affected by disruptions related to the disaster

The IHCP recognizes that severe weather and flooding may disrupt provider operations, displace members, damage medical equipment and affect providers' ability to comply with standard administrative requirements. The temporary flexibilities described in this bulletin are intended to help ensure continuity of care for IHCP members. At this time, this temporary guidance is in effect through Nov. 30, 2026.

Replacement of lost or damaged DME, HME and medical supplies

Providers may request expedited authorization for replacement of medically necessary DME, HME, prosthetics, orthotics, medical supplies and other covered equipment that was lost, damaged or rendered unusable as a result of the flooding event.

Providers should maintain documentation supporting:

- The member's need for replacement equipment or supplies
- The relationship between the loss or damage and the flooding event
- The date the replacement item was provided

Standard replacement limitations may be reviewed on a case-by-case basis when the provider documents that the replacement was necessary due to the disaster.

Authorization flexibilities

The IHCP and managed care organizations (MCOs) may allow expedited review of prior authorization (PA) requests associated with services affected by the disaster.

Additionally, the IHCP fee-for-service prior authorization and utilization management (PA-UM) contractor and MCOs will accept retrospective authorization requests for covered services rendered during the disaster period. Requests must be submitted within 60 calendar days of the date of service and must include all documentation necessary to support medical necessity. No retrospective authorization requests submitted after Nov. 30, 2026, will be eligible under this temporary disaster-related flexibility.

All requests must include the documentation necessary to support medical necessity, as well as documentation or an attestation describing how the flooding event affected the member's access to care, the provider's ability to obtain prior authorization, or another circumstance necessitating retrospective or disaster-related expedited review. Requests submitted without sufficient supporting documentation may be subject to standard authorization requirements.



Services rendered during the disaster

Providers should continue to deliver medically necessary services to members whenever possible.

When a provider is unable to comply with standard administrative requirements due to conditions arising from the flooding event, the IHCP may consider reasonable exceptions on a case-by-case basis, including situations involving:

- Office closures
- Flood damage
- Power outages
- Staff displacement
- Communication disruptions
- Loss of records
- Information technology interruptions
- Member displacement

Providers should retain documentation demonstrating how the disaster affected their operations.

Alternate service locations

Providers displaced by flooding or property damage may render services from temporary locations when permitted under applicable federal and state requirements. Claims should continue to be submitted using normal billing procedures unless otherwise directed by the IHCP. Providers are responsible for ensuring all services are delivered in compliance with applicable licensure, certification, health and safety requirements.

Claim submission and timely filing

The IHCP recognizes that flooding-related disruptions may affect providers' ability to submit claims and supporting documentation within standard time frames.

Providers impacted by the disaster may request consideration of exceptions to standard filing deadlines and other administrative requirements when the provider can demonstrate that the delay or noncompliance resulted from circumstances associated with the August 2026 flooding event.

Timely filing relief is not automatic and must be requested by the provider. Providers seeking an exception must put a claim note requesting to "Waive timely filing due to natural disaster" and attach documentation supporting the nature and duration of the disruption with the claim. Requests will be reviewed on a case-by-case basis in accordance with applicable state and federal requirements.



Additional information

This guidance is temporary and applies to disruptions resulting from the August 2026 severe storms and flooding event through Nov. 30, 2026, unless extended by the IHCP. The IHCP will continue to monitor conditions and may issue additional guidance as warranted.

Providers with questions regarding fee-for-service members should contact the IHCP Customer Assistance Unit at 800-457-4584. Providers serving managed care members should contact the applicable MCO. For MCO contact information, see the [IHCP Quick Reference Guide](#), available at in.gov/medicaid/providers.

QUESTIONS

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

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [IHCP Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

