IHCP *banner page*

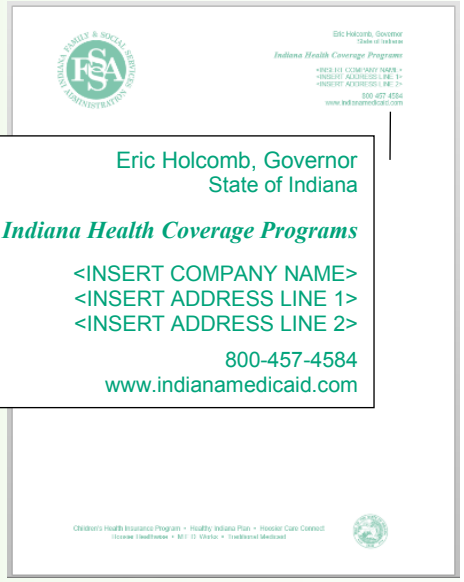
INDIANA HEALTH COVERAGE PROGRAMS BR201744 OCTOBER 31, 2017

IHCP standardizes written communications with providers and members

Indiana Health Coverage Programs (IHCP) written communications with providers and members have transitioned to a new IHCP letterhead. This standardized approach helps providers and members more easily identify official and important IHCP communications regardless of the sender.

Vendors that assist with administration of the IHCP and that communicate with providers and members have been instructed to use the IHCP letterhead with the Family and Social Services Administration (FSSA) logo, the vendor's name, and appropriate contact information. The footer identifies the component programs of IHCP and includes the state seal to help ensure authenticity.

Use of the IHCP letterhead does not apply to written communications sent directly from managed care entities. MCEs will continue to send communications to providers and members under their own name and brand.



IHCP unveils new look for indianamedicaid.com website

The Indiana Family and Social Services Administration (FSSA) is giving the indianamedicaid.com website a makeover. Visitors to the website will see a new Indiana Medicaid landing page, which allows users to navigate to website pages for members, providers, or business partners.

The changes are intended to enhance the user's experience by making information more easily accessible and understandable. Information has been reorganized to give emphasis to frequently visited pages and to make navigation more intuitive.

Revamping the website focused first on the member website pages, which have been completed. Work on the provider and business partner sections will be underway soon. When selecting the provider tab from the new landing page, providers will continue to find the provider website layout with which they are familiar. Watch IHCP publications for notice of future website changes.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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