

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201678 NOVEMBER 22, 2016

Changes to managed care dental benefit managers coming January 1, 2017

As announced in *Indiana Health Coverage Programs (IHCP) Provider Bulletin* [BT201666](#), effective January 1, 2017, the IHCP will have four health plan options for Healthy Indiana Plan (HIP) and Hoosier Healthwise members. These options will be offered through the managed care entities (MCEs): Anthem, CareSource, MDwise, and Managed Health Services (MHS).

Also effective January 1, 2017, the management of dental benefits for Hoosier Healthwise members will transition to the MCEs. Each MCE along with its contracted dental benefit managers (DBMs) will manage Hoosier Healthwise member dental benefits and process dental claims.

MCEs and their DBMs will continue to manage member dental benefits and process dental claims for the HIP and Hoosier Care Connect programs as they do now. Cooperative Managed Care Services (CMCS) will continue to process prior authorizations (PAs) for all fee-for-service (FFS) programs. Hewlett Packard Enterprise will continue to process dental claims for all FFS programs.

Dental providers are reminded to verify the member's eligibility for each date of service (DOS) through the existing IHCP Eligibility Verification System (EVS) options. Doing so will identify the member's program and MCE assignment, which will determine the appropriate entity for dental PA requests and dental claim submissions. Providers should refer to the respective MCE's web portal for dental benefits and limits and for the appropriate DBM billing guidance. Providers are encouraged to review the MCE dental policy for each program as benefit limitations and authorizations may vary.

The contact information for the MCEs and DBMs is identified on [Table 1](#), attached to this bulletin. It may be helpful to keep this information handy for PA and billing purposes. Note that dental claims submitted to the wrong DBM will be rejected. Contact numbers for providers and members who have questions about dental services and claims are listed in the table for easy reference.



QUESTIONS?

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Table 1 – Dental benefit manager contact and claim submission information

Program/ MCE	DBM	Dental Contact Information		
		Members	Providers	Credentialing
IHCP Fee-for-Service	Hewlett Packard Enterprise	1-800-457-4584	1-800-577-1278	1-800-577-1278
Anthem Healthy Indiana Plan Hoosier Care Connect Hoosier Healthwise	DentaQuest	1-888-291-3762	1-855-453-5286	1-800-233-1468
CareSource Healthy Indiana Plan Hoosier Healthwise	CareSource	1-844-607-2829	1-844-607-2831	1-844-607-2831
MDwise Healthy Indiana Plan Hoosier Care Connect Hoosier Healthwise	DentaQuest	1-844-231-8310	1-855-453-5286	1-800-233-1468
Managed Health Services (MHS) Healthy Indiana Plan Hoosier Care Connect Hoosier Healthwise	Dental Health & Wellness	1-877-647-4848	1-855-609-5157	1-855-609-5157