

IHCP *bulletin*

IHCP reorganizes provider relations regions to improve response time to provider inquiries

Effective August 1, 2018, DXC Provider Relations will reorganize and streamline its provider regions to reduce providers' wait times for responses to requests for assistance (see Figure 1). Each provider region will also now have a provider relations field consultant and a provider relations internal consultant working in conjunction to better serve the provider community. Regional email and voicemail inboxes have been established so both field consultants and internal consultants can access, research, and respond to provider inquiries. These changes are intended to improve communication and the timely resolution of issues with providers. See the tables on the following pages for contact information.

Beginning August 1, 2018, providers are asked to use the new regional email addresses instead of the individual consultant email addresses previously published. Individual consultant email inboxes will not be as closely monitored, so provider inquiries directed there may be overlooked. Contact telephone numbers remain unchanged for leaving voicemail messages. Contact information is also available on the [Contact Us](#) web page at indianamedicaid.com.

Figure 1 – IHCP regional map

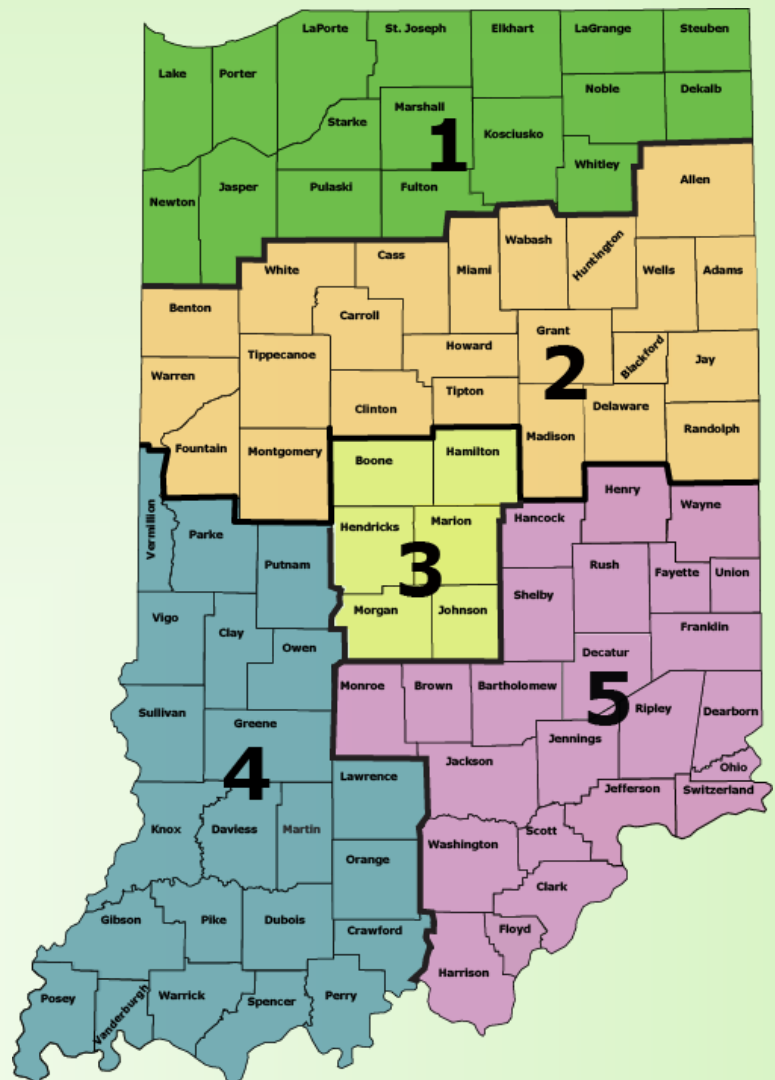


Table 1 – Field consultants and contact information for the IHCP regions

Region	Field Consultant	Email	Telephone	Counties Served
1	Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley
2	Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware, Fountain, Grant, Howard, Huntington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White
3	Crystal Woodson	INXIXRegion3@dxc.com	(317) 488-5324	Boone, Hamilton, Hendricks, Johnson, Marion, Morgan
4	Ken Guth	INXIXRegion4@dxc.com	(317) 488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderburgh, Vermillion, Vigo, Warrick
5	Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Hancock, Harrison, Henry, Jackson, Jefferson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne

Table 2 – Field consultants and contact information for bordering areas and out-of-state providers

State	Cities	Consultant Name	Email	Contact
Illinois	Chicago/Watseka	Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071
	Danville	Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080
Kentucky	Louisville	Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186
	Owensboro	Ken Guth	INXIXRegion4@dxc.com	(317) 488-5153
Michigan	Sturgis	Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071
Ohio	Cincinnati/Harrison	Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186
	Hamilton/Oxford			
All out-of-state providers except those in the previously listed cities		Judy Green		(317) 488-5026

Table 3 – Provider Relations team lead

Name	Title	Contact
Jenny Atkins	Provider Relations Team Lead	(317) 488-5032

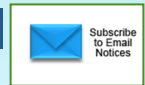
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