

# IHCP *bulletin*

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## FSSA announces new member eligibility system

The Indiana Family and Social Services Administration (FSSA) will begin deployment of a new internal system for member eligibility for benefits, including healthcare, at the end of April 2019. The new eligibility system is called the Indiana Eligibility Determination and Services System (IEDSS). This new system replaces the current Indiana Client Eligibility System (ICES).



The FSSA Benefits Portal will appear the same to members and authorized representatives. However, members with fully open cases will be receiving a new case number when their cases convert through IEDSS. At that time, authorized representatives will need to use the client's new case number when accessing his or her case information through the FSSA Benefits Portal or when calling the Division of Family Resources (DFR).

Providers will not notice a change on the eligibility options used to verify member eligibility – IHCP Provider Healthcare Portal, 270/271 electronic transactions, or the Interactive Voice Response (IVR) system.

Questions about IEDSS should be directed to the DFR at 1-800-403-0864 or to the nearest DFR office. A complete listing of the DFR offices, including email addresses for DFR regional offices, can be found in the [DFR map and printable directory](#) document, accessible from the [Find My Local DFR Office](#) webpage at [in.gov/fssa/dfr](http://in.gov/fssa/dfr).

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