

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT201968    NOVEMBER 26, 2019

## New mailing address for FFS prior authorization required December 30

In *Indiana Health Coverage Programs (IHCP) Bulletin [BT201957](#)*, providers were notified that beginning November 1, 2019, DXC Technology assumed responsibility of the fee-for-service (FFS) prior authorization (PA) and utilization management (UM) services that had been managed by Cooperative Managed Care Services (CMCS).

A new mailing address has been established for providers to begin using when submitting PA requests and/or submitting additional or supporting documentation. The new mailing address is listed below and is effective immediately:

**Prior Authorization – FFS Medical  
DXC Technology  
P.O. Box 7256  
Indianapolis, IN 46207-7256**

As of Monday, December 30, 2019, all mailed documentation will be required to be received through the new mailing address. Any PA or supporting documentation mailed to the previous address after December 30, 2019, may be at risk for being returned to the provider by the U.S. Postal Service carrier.



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***Providers are encouraged to use the IHCP Provider Healthcare Portal (Portal) to submit their PA requests and supporting documentation.***

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In addition, providers can continue to submit PA requests by telephone or fax using the current toll-free numbers:

**Telephone number: 1-800-269-5720  
Fax number: 1-800-689-2759**

Providers with specific PA questions should call the FFS PA telephone number at 1-800-269-5720.

### QUESTIONS?

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

### TO PRINT

A [printer-friendly version](#) of this publication, in black and white and without photos, is available for your convenience.

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