

IHCP Quick Reference Guide



IHCP General Information	Provider Customer Service 1-800-457-4584 Member Customer Service 1-800-457-4584 Member Applications 1-800-403-0864	Member Premium Payment Services <i>Package C Payment Address/Telephone</i> Hoosier Healthwise P.O. Box 3127 Indianapolis, IN 46206-3127 1-855-765-8672 <i>MED Works Payment Address/Telephone</i> MED Works P.O. Box 946 Indianapolis, IN 46206 1-855-765-8672	Third Party Liability (TPL) IHCP – TPL P.O. Box 7262 Indianapolis, IN 46207-7262 1-800-457-4584 Fax 1-866-667-6579 INXIXTPLRequests@hpe.com TPL Casualty INXIXTPLCasualty@hpe.com Provider Enrollment IHCP Provider Enrollment P.O. Box 7263 Indianapolis, IN 46207-7263 1-800-457-4584	Fraud and Abuse Reporting Program.Integrity@fssa.in.gov FSSA Program Integrity P.O. Box 636297 Cincinnati, OH 45263-6297 IHCP Provider and Member Concerns Line 1-800-457-4515	Long-Term Care Rate-Setting Long-Term Care Audits IN/MSLC.com Myers and Stauffer 1-800-877-6927 Fax (317) 571-8481
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Fee-for-Service

FFS Nonpharmacy Information	Prior Authorization – FFS Medical Cooperative Managed Care Services (CMCS) P.O. Box 56017 Indianapolis, IN 46256 cmcs-indy.com 1-800-269-5720 Fax 1-800-689-2759 FFS IHCP Portal Claims Provider Healthcare Portal FFS Electronic Claim Attachments DXC – Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259	IHCP Portal Help Desk Technical Assistance INXIXElectronicSolution@dxc.com 1-800-457-4584 Electronic Data Interchange INXIXTradingPartner@dxc.com 1-800-457-4584 FFS CMS-1500 Claims <i>(Single/Attachment Claims, Including 590/Waiver)</i> DXC – CMS-1500 P.O. Box 7269 Indianapolis, IN 46207-7269 FFS CMS-1500 Crossover Claims (Including 590/Waiver) DXC – CMS-1500 Crossover P.O. Box 7267 Indianapolis, IN 46207-7267	FFS Institutional Claims <i>(Crossover/UB-04 Inpatient Hospital, Home Health, Outpatient, Long-Term Care)</i> DXC – Institutional Claims P.O. Box 7271 Indianapolis, IN 46207-7271 FFS Dental Claims DXC – Dental P.O. Box 7268 Indianapolis, IN 46207-7268	FFS Adjustment Forms (No Refund Checks) DXC – Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265 FFS Refunds DXC – Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303 Uncashed FFS Check Returns DXC – Finance Unit 950 North Meridian Street Suite 1150 Indianapolis, IN 46204-4288	Forms Requests DXC – Forms P.O. Box 7263 Indianapolis, IN 46207-7263 Provider Inquiries and Administrative Review Requests DXC – Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263
FFS Pharmacy Information	FFS Pharmacy Inquiries and Prior Authorization OptumRx OptumRx Clinical and Technical Help Desk 1-855-577-6317 Fax 1-855-577-6384	FFS Pharmacy Claims Filing OptumRx Manual Claims Manual Claims Processing P.O. Box 29044 Hot Springs, AR 71903	FFS Pharmacy Claims Voids/Reversals OptumRx – Void/Reversals Manual Claims Processing P.O. Box 29044 Hot Springs, AR 71903 FFS Pharmacy Benefit Management Inquiries PDL@FSSA.in.gov	FFS Pharmacy Administrative Review of Claims Requests OptumRx Manual Claims Processing P.O. Box 29044 Hot Springs, AR 71903 Indiana Drug Rebate Correspondence OptumRx 3025 Windward Plaza, Suite 200 Alpharetta, GA 30005 indiana.rebates@optum.com	FFS Pharmacy Refunds <i>Courier Mail</i> JP Morgan Chase ATTN: OptumRx Claims LBX26594 131 South Dearborn – 6 th Floor Chicago, IL 60603 <i>First-Class Mail</i> OptumRx Claims 26594 Network Place Chicago, IL 60673-1265

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Managed Care

Enrollment Broker Helplines	Hoosier Healthwise 1-800-889-9949	HIP 1-877-438-4479	Hoosier Care Connect 1-866-963-7383	
Hoosier Healthwise	<p>Anthem <i>Provider Services</i> Anthem.com 1-866-408-6132 Fax 1-866-408-7087</p> <p><i>Member Services</i> 1-866-408-6131</p> <p><i>Claims</i> Anthem Provider Manual</p> <p><i>Prior Authorization-Medical</i> Anthem Provider Manual 1-866-408-6132 Fax 1-866-406-2803</p> <p><i>St. Francis Health Network</i> Provider Services 1-866-427-3197 Fax 1-888-616-9979 PA 1-800-291-4140 Fax 1-800-747-3693</p> <p><i>Pharmacy Services</i> PBM: Express Scripts Pharmacy Information Claims 1-800-716-3751 PA 1-866-408-6132 PA Fax 1-855-875-3627</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax 1-262-834-3589</p>	<p>MDwise <i>Provider Services</i> MDwise.org 800-356-1204 Fax 1-877-822-7190 or (317) 829-5530</p> <p><i>Member Services</i> 1-800-356-1204</p> <p><i>Claims</i> Quick Contact Guide 1-800-356-1204</p> <p><i>Prior Authorization-Medical</i> See Quick Contact Guide</p> <p><i>Pharmacy Services</i> PBM: MedImpact Pharmacy Information Claims 1-844-336-2677 PA 1-800-788-2949 PA Fax 1-858-790-7100</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax 1-262-834-3589</p>	<p>MHS <i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax 1-866-753-7240</p> <p><i>Member Services</i> 1-877-647-4848</p> <p><i>Claims</i> MHS Provider Guides</p> <p><i>Prior Authorization-Medical</i> Medicaid Pre-Authorization 1-877-647-4848 Fax 1-866-912-4245</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script Pharmacy Information Claims 1-800-378-0815 PA 1-866-399-0928 PA Fax 1-866-399-0929 (standard) PA Fax: 1-855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157</p>	<p>CareSource <i>Provider Services</i> CareSource.com 1-844-607-2831</p> <p><i>Member Services</i> 1-844-607-2829</p> <p><i>Claims</i> CareSource.com 1-844-607-2831</p> <p><i>Prior Authorization-Medical</i> Medicaid Prior Authorization 1-844-607-2831 Fax 1-844-432-8924</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health Pharmacy Information Claims 1-800-980-6765 PA 1-844-607-2831 PA Fax 1-844-432-8924</p> <p><i>Dental Services</i> CareSource Dental 1-844-607-2831</p>

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<p>Healthy Indiana Plan</p>	<p>Anthem <i>Provider Services</i> Anthem.com 1-844-533-1995 Fax 1-866-408-7087</p> <p><i>Member Services</i> 1-866-408-6131</p> <p><i>Claims</i> Anthem Provider Manual</p> <p><i>Prior Authorization – Medical</i> Anthem Provider Manual 1-844-533-1995 Fax 1-866-406-2803</p> <p><i>Pharmacy Services</i> PBM: Express Scripts Pharmacy Information Claims 1-800-473-0694 PA 1-866-398-1922 PA Fax 1-855-875-3627</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax 1-262-834-3589</p>	<p>MDwise <i>Provider Services</i> MDwise.org 1-800-356-1204 Fax 1-877-822-7190</p> <p><i>Member Services</i> 1-800-356-1204</p> <p><i>Claims</i> Quick Contact Guide</p> <p><i>Prior Authorization – Medical</i> Quick Contact Guide</p> <p><i>Pharmacy Services</i> Pharmacy Resources PBM: MedImpact Claims 1-844-336-2677 PA 1-800-788-2949 PA Fax 1-858-790-7100</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax 1-262-834-3589</p>	<p>MHS <i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax 1-866-753-7240</p> <p><i>Member Services</i> 1-877-647-4848</p> <p><i>Claims</i> MHS Provider Guides</p> <p><i>Prior Authorization – Medical</i> MHS Provider Information Resource Center 1-877-647-4848 Fax 1-866-912-4245</p> <p><i>Pharmacy Services</i> Pharmacy Information PBM Claims: CVS Health PBM PA: US Script Claims 1-800-311-0557 PA 1-866-399-0928 PA Fax 1-866-399-0929 (standard) PA Fax 1-855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157</p>	<p>CareSource <i>Provider Services</i> CareSource.com 1-844-607-2831</p> <p><i>Member Services</i> 1-844-607-2829</p> <p><i>Claims</i> CareSource.com 1-844-607-2831</p> <p><i>Prior Authorization – Medical</i> Medicaid Prior Authorization 1-844-607-2831 Fax 1-844-432-8924</p> <p><i>Pharmacy Services</i> Pharmacy Information PBM Claims: CVS Health Claims 1-800-342-5441 PA 1-844-607-2831 PA Fax 1-844-432-8924</p> <p><i>Dental Services</i> CareSource Dental 1-844-607-2831</p>
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Hoosier Care Connect	<p>Anthem <i>Provider Services</i> Anthem.com 1-844-284-1798 Fax 1-888-859-3046</p> <p><i>Member Services</i> 1-844-284-1797</p> <p><i>Claims</i> Anthem Provider Manual 1-866-408-6132</p> <p><i>Prior Authorization – Medical</i> Anthem Provider Manual 1-844-284-1798 Fax 866-406-2803</p> <p><i>Pharmacy Services</i> PBM: Express Scripts Pharmacy Information Claims 1-844-520-2680 PA 1-844-284-1797 PA Fax 1-855-875-3627</p> <p><i>Dental Services</i> DBM: DentaQuest DentaQuest Provider Portal 1-855-453-5286 Fax 1-262-834-3589</p>	<p>MHS <i>Provider Services</i> MHSIndiana.com 1-877-647-4848 Fax 1-866-753-7240</p> <p><i>Member Services</i> 1-877-647-4848</p> <p><i>Claims</i> MHS Provider Guides</p> <p><i>Prior Authorization – Medical</i> MHS Provider Information Resource Center 1-877-647-4848 Fax 1-866-912-4245</p> <p><i>Pharmacy Services</i> PBM Claims: CVS Health PBM PA: US Script Pharmacy Information Claims 1-800-378-0779 PA 1-866-399-0928 PA Fax 1-866-399-0929 (standard) PA Fax: 1-855-678-6976 (specialty)</p> <p><i>Dental Services</i> DBM: Envolve Dental Envolve Dental Provider Portal 1-855-609-5157</p>
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Care Management

The Right Choices Program	<p>Cooperative Managed Care Services (CMCS) – FFS 1-800-784-3981 Fax 1-877-392-6894</p>	<p>Anthem – HIP, Hoosier Healthwise, and Hoosier Care Connect 1-866-902-1690 – Opt. 1 Fax 1-866-387-2959</p>	<p>MDwise – HIP and Hoosier Healthwise 1-800-356-1204 Fax (317) 822-7500</p>	<p>MHS – HIP, Hoosier Healthwise, and Hoosier Care Connect 1-877-647-4848 Fax 1-866-753-7240</p>	<p>CareSource – HIP and Hoosier Healthwise 1-800-488-0134 (TTY: 1-800-750-0750) Fax 1-877-603-5119</p>
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