

## Hoosier Healthwise, Healthy Indiana Plan, and Hoosier Care Connect Member Grievances and Appeals Process

Level	Filing time frame	Resolution time frame	Procedure and contact information
Inquiry – Verbal questions or concerns	N/A	By end of next business day	Member Services <sup>1</sup>
Grievance – Verbal or written expression of dissatisfaction for which the member has a reasonable expectation that action will be taken to resolve or reconsider the matter expressed.	60 days from decision or event	20 business days <sup>2</sup>	May be written or verbal; call Member Services number or write to MCE
Administrative review of prior authorization determinations – Written request for review submitted by provider who submitted initial PA request (405 IAC 5-7-2)	7 business days	7 business days	Write to MCE
Appeal – Written request to change a previous decision	30 days from decision	30 business days <sup>2</sup>	Write to MCE
Optional Step: External review for adverse utilization determination, adverse determination of medical necessity, or determination that a proposed service is experimental (IC 27-13-10.1 )	45 days from decision	15 business days <sup>2</sup>	Write to MCE
Request for FSSA hearing <sup>3</sup> (405 IAC 1.1 )	33 days from action being appealed	90 days of request	Write to FSSA Hearings and Appeals

<sup>1</sup> If, at any time, a member, or the member's representative has a question or problem, he or she may call the MCE's Member Services line or the IHCP Member line at 1-800-457-4584.

<sup>2</sup> If an issue would seriously jeopardize the life or health of a member, or the member's ability to reach and maintain maximum function, an expedited process may be requested. Expedited reviews must be completed within 72 hours.

<sup>3</sup> All interim procedures, unless noted as optional, should be exhausted before filing a request for an FSSA hearing.

# Hoosier Healthwise, HIP, and Hoosier Care Connect Member Grievances and Appeals Contact Information

## **Anthem Blue Cross and Blue Shield**

### Member Services:

Hoosier Healthwise: 1-866-408-6131  
Healthy Indiana Plan: 1-866-408-6132  
Hoosier Care Connect: 1-844-284-1797

### Address (all):

Anthem Blue Cross and Blue Shield  
Grievance Department  
P.O. Box 6144  
Indianapolis, IN 46206-6144

## **Managed Health Services (MHS)**

### Member Services (all):

1-877-647-4848

### Address (all):

Managed Health Services (MHS)  
Attn: MHS Appeals  
1099 N. Meridian St., Suite 400  
Indianapolis, IN 46204-1041

## **MDwise**

### Member Services (all):

1-800-356-1204

### Hoosier Healthwise Address:

MDwise  
1099 N. Meridian St., Suite 320  
Indianapolis, IN 46204-1038

### HIP Address:

MDwise  
HIP Appeals Coordinator  
MDwise Inc.  
P.O. Box 44236  
Indianapolis, IN 46244-0236

### Hoosier Care Connect Address:

MDwise  
P.O. Box 44214  
Indianapolis, IN 46244-0214

## **FSSA Hearings**

Hearings and Appeals Section, MS-04  
Indiana Family and Social Services Administration  
402 W. Washington St., Rm. W392  
Indianapolis, IN 46204-2773