



P R O V I D E R B U L L E T I N

BT200015

APRIL 14, 2000

To: All Indiana Health Coverage Programs Providers

Subject: Telephone and Address Quick Reference

Overview

A one-page list of important telephone numbers and addresses for the Indiana Health Coverage Programs (IHCP) are included for quick reference in Table 1.2 on page 2 of this bulletin. These addresses and telephone numbers are effective as of April 1, 2000.

Key to Acronyms

Descriptions of the acronyms used in this bulletin are included in Table 1.1.

Table 1.1 – Acronyms

Acronym	Description
AVR	Automated voice-response system
CCF	Claim correction form
HCE	Health Care Excel, Incorporated
HMS	Health Management Services
MHS	Managed Health Services
NECS	National Electronic Claims Submission software
OMNI	An electronic swipe card device (not an acronym)
PA	Prior authorization
POS	Point of sale
ProDUR	Prospective Drug Utilization Review
SUR	Surveillance and Utilization Review
TPL	Third Party Liability

Additional Information

If there are questions about this bulletin, contact EDS Customer Assistance at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278. The quick reference is also available on the Indiana Medicaid Web site at www.indianamedicaid.com.

Table 1.2 – Indiana Health Coverage Programs Quick Reference Effective April 1, 2000

Assistance, Enrollment, Eligibility, and Help Desks					
AVR System (317) 692-0819 1-800-738-6770	EDS Customer Assistance (317) 655-3240 1-800-577-1278		EDS Forms Requests P.O. Box 7263 Indianapolis, IN 46207-7263		EDS NECS Help Desk (317) 488-5160
EDS OMNI Help Desk 1-800-284-3548	EDS Pharmacy Services/POS/ ProDUR 1-877-877-5182		EDS Provider Enrollment P.O. Box 7263 Indianapolis, IN 46207-7263 (317) 655-3240, Option 3 1-800-577-1278, Option 3		EDS Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263
EDS Recipient Hotline (317) 488-5018 1-800-457-4584	EDS Third Party Liability (TPL) (317) 488-5046 1-800-457-4510		HCE Medical Policy Department P.O. Box 53380 Indianapolis, IN 46253-0380 (317) 347-4500		HCE Provider and Recipient Concern Line (Fraud and Abuse) (317) 347-4527 1-800-216-5938
HCE SUR Department P.O. Box 531700 Indianapolis, IN 46253-1700 (317) 347-4527 1-800-457-4515	Indiana Drug Utilization Review Board P.O. Box 7264 Indianapolis, IN 46207-7264		Indiana Medicaid Web site www.indianamedicaid.com		
Hoosier Healthwise					
Hoosier Healthwise Member Assistance 1-800-889-9949, Option 1	Hoosier Healthwise PrimeStep/PCCM Provider Information 1-800-889-9949, Option 3			Hoosier Healthwise Program Information 1-800-889-9949, Option 2	
MaxiHealth Central Member Assistance 1-800-401-6294	MaxiHealth/MHS North Member Assistance 1-800-414-5946		MaxiHealth/MHS South Member Assistance 1-800-414-5946		MHS Central Member Assistance 1-800-414-5946
Prior Authorization					
HCE Prior Authorization Dept P.O. Box 531520 Indianapolis, IN 46253-1520 (317) 347-4511 1-800-457-4518	MaxiHealth/MHS North PA 1-800-464-0991	MaxiHealth/MHS South PA 1-800-464-0991	MaxiHealth Central PA (317) 927-2193	MHS Central PA 1-800-464-0991	PrimeStep/PCCM PA (317) 347-4511 1-800-457-4518
Claim Filing					
EDS Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265	EDS CCFs P.O. Box 7266 Indianapolis, IN 46207-7266		EDS Compound Prescription/ Dental/Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268		EDS HCFA-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269
EDS HCFA-1500 Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267	EDS UB-92 Crossover/Inpatient Hospital/Home Health/Outpatient/ Nursing Home Claims P.O. Box 7271 Indianapolis, IN 46207-7271		EDS Waiver Programs Claims P.O. Box 7269 Indianapolis, IN 46207-7269		EDS 590 Program Claims P.O. Box 7270 Indianapolis, IN 46207-7270
Checks Only*					
EDS Drug Rebate P.O. Box 1937, Dept. 91 Indianapolis, IN 46206-1937	EDS Refunds P.O. Box 1937, Dept. 104 Indianapolis, IN 46206-1937		EDS Returning Medicaid Checks Finance Department 950 N. Meridian St., Suite 1150 Indianapolis, IN 46204-4288		EDS TPL (HMS) Checks P.O. Box 1937, Dept. 56 Indianapolis, IN 46206-1937

*Note: The addresses in this section are for checks only.