



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

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**To: All Indiana Health Coverage Programs Providers**

**Subject: Important News About Hoosier Healthwise Managed Care**

## Overview

All current Hoosier Healthwise Managed Care Organization (MCO) contracts expire December 31, 2000, and new MCO contracts are effective January 1, 2001. The state of Indiana is negotiating contracts with four MCOs. At this time, the MCOs and the geographical areas they will cover are as shown in Table 1.1.

Table 1.1 – MCO Contracts for 2001

MCO	Region
Harmony Health Plan of Indiana	Northern Region
IU Health Plan/MDwise	Central Region
Managed Health Services	Statewide
Maxicare/MaxiHealth	Statewide

The new MCO contracts will have an effective date of January 1, 2001; however, these contracts have not been finalized or signed.

Bulletin *BT200049* dated November 22, 2000, provides additional information about the enrollment and disenrollment process during the Hoosier Healthwise MCO contract transition. The information in this bulletin is pertinent to current Hoosier Healthwise primary medical providers (PMPs) and providers wishing to become Hoosier Healthwise PMPs.

Primary care physicians who enroll as Hoosier Healthwise PMPs may contract with only one MCO network at a time. All other providers may contract with as many Hoosier Healthwise MCOs as they wish.

All providers should continue to check eligibility to determine a member's network. Providers not contracted with an MCO may need MCO authorization for any services rendered. Billing information will be forthcoming in a bulletin once contracts with the MCOs have been signed.

## Continuity of Care

Continuity of care is an important aspect of the Hoosier Healthwise managed care program. During the transition of members from one Hoosier Healthwise network into a different Hoosier Healthwise network, there may be prior authorizations (PAs) for services or procedures that have not been completed on the day the member becomes eligible in a new network. All Hoosier Healthwise networks honor PAs issued by any other Hoosier Healthwise network for the first 30 days of a member's enrollment into a different network. Providers should contact a member's new network to arrange for transfer of documentation for PAs issued by the member's previous network.

## General Information

All providers who wish to contract with an MCO must first be enrolled as an Indiana Health Coverage Programs (IHCP) provider. This includes primary care physicians who want to enroll as a Hoosier Healthwise PMP, and all other providers who wish to provide care for Hoosier Healthwise members. Providers must submit IHCP provider enrollment applications directly to the EDS Provider Enrollment Unit. To obtain an IHCP Provider Application, contact EDS at (317) 655-3240 in the Indianapolis local area or 1-800-577-1278. Enrolled IHCP providers can contact the MCOs if interested in contracting with one of the MCOs. A contact list for managed care entities (MCEs) is included in Table 1.2.

## Managed Care Entity Contact Information

*Note: An MCE is a state-contracted MCO or PrimeStep (Primary Care Case Management or PCCM).*

Table 1.2 – Contact Information

MCE	Region	Telephone Numbers
Harmony Health Plan	Northern Region	<b>General Issues</b> (312) 516-4969 <b>Provider Contact</b> 1-800-504-2766 <b>Vendor and Purchasing Contact</b> (312) 516-4944
IU Health Plan/MDwise	Central Region	<b>Customer Service (Members and Providers)</b> (317) 630-2831 or 1-800-356-1204 <b>Pharmacy Customer Service</b> 1-800-206-4005 or for the hearing impaired, call TDD 1-800-972-4348 <b>Transportation</b> (317) 920-8000 or 1-800-243-1101
Managed Health Services (MHS)	Statewide	<b>Provider Contracting and Administration</b> 1-800-944-9661 <b>Member Services</b> 1-800-414-5946
Maxicare	Statewide	<b>Provider Relations</b> 1-800-360-6294 <b>Member Services</b> 1-800-401-6294
PrimeStep	Statewide	<b>Helpline</b> 1-800-889-9949 <b>Option 1 – Member Services</b> <b>Option 3 – Provider Services</b>