



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 Information About Hoosier Healthwise
Managed Care Entity Contact Information**

Overview

The state of Indiana signed contracts with four managed care organizations (MCOs) effective January 1, 2001. The new Hoosier Healthwise MCOs are Harmony Health Plan, IU Health Plan/MDwise, Managed Health Services (MHS), and MaxiHealth.

Table 1.1 lists contact information for the current Hoosier Healthwise managed care entities (MCEs). The table includes the new MCOs and PrimeStep (Primary Care Case Management).

Additional Information

For information about members enrolled with MaxiHealth in the Northern and Southern region of the State, prior to January 1, 2001, contact Managed Health Services (MHS). For information regarding MaxiHealth insolvency, please refer to the Indiana Medicaid web site (www.indianamedicaid.com).

For questions about members enrolled with CIMCO prior to January 1, 2001, contact MHS. Additionally, questions about dates of service prior to January 1, 2001, should be directed to the entity to which the member was assigned to prior to January 1, 2001.

Table 1.1 – MCE Contact Information

MCE Name	Region	Contact Information
Harmony Health Plan	Northern Region	<p>Claims 1-800-504-2766</p> <p>Claims Address P.O. Box 06019 Wacker Drive Post Chicago, IL 60606-0019</p> <p>Member Services 1-800-608-8158; TTY: 1-877-650-0952</p> <p>Prior Authorization 1-800-504-2766</p> <p>Provider Services 1-800-504-2766</p>
IU Health Plan/MDwise	Central Region	<p>Claims 1-800-356-1204 or (317) 630-2831</p> <p>Claims Address P.O. Box 44123 Indianapolis, IN 46244-1423</p> <p>Member Services 1-800-356-1204 or (317) 630-2831</p> <p>Prior Authorization/Medical Management 1-800-356-1204 or (317) 630-2831</p> <p>Provider Services 1-800-356-1204 or (317) 630-2831</p>

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Table 1.1 – MCE Contact Information

MCE Name	Region	Contact Information
Managed Health Services (MHS)	Statewide	<p>Claims* 1-800-414-9475</p> <p>Claims Address P.O. Box 3002 Farmington, MO 63640</p> <p>Member Services 1-800-414-5946</p> <p>Prior Authorization/Medical Management 1-800-464-0991</p> <p>Provider Services* 1-800-414-9475</p> <p><i>*For dates of service prior to January 1, 2001, for MaxiHealth Northern and Southern region members:</i></p> <p>Provider Services and Claims 1-800-414-9475</p> <p><i>*For dates of service prior to January 1, 2001, for CIMCO members:</i></p> <p>Provider Services and Claims 1-800-356-1204 or (317) 630-2831</p>
MaxiHealth	Statewide	<p>Claims** 1-800-360-6294 or (317) 844-5775</p> <p>Claims Address P.O. Box 381806 Birmingham, AL 35238</p> <p>Member Services 1-800-401-6294 or (317) 844-5775</p> <p>Prior Authorization/Case Management 1-888-289-6294</p> <p>Provider Services** 1-800-360-6294 or (317)-844-5775</p> <p><i>**For dates of service prior to January 1, 2001, for MaxiHealth Northern and Southern region members:</i></p> <p>Provider Services and Claims 1-800-414-9475</p>
<p>For information about MaxiHealth insolvency, please contact Indiana Insolvency, Inc., at Maxicare at 1-800-441-3355, or go to the Maxicare Web site at http://www.Maxicare.com.</p>		

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Table 1.1 – MCE Contact Information

MCE Name	Region	Contact Information
PrimeStep (EverCare/Lifemark)	Statewide	<p>Claims</p> <p>Automated Voice Response 1-800-738-6770 or (317) 692-0819</p> <p>EDS Customer Assistance 1-800-577-1278 or (317) 655-3240</p> <p>Claims Addresses</p> <p>Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265</p> <p>CCFs P.O. Box 7266 Indianapolis, IN 46207-7266</p> <p>HCFA-1500 P.O. Box 7269 Indianapolis, IN 46207-7269</p> <p>Pharmacy and Dental P.O. Box 7268 Indianapolis, IN 46207-7268</p> <p>UB-92 P.O. Box 7271 Indianapolis, IN 46207-7271</p> <p>Member Services 1-800-889-9949 Option 1</p> <p>Prior Authorization</p> <p>Health Care Excel 1-800-457-4518 or (317) 347-4511</p> <p>Provider Services 1-800-889-9949 Option 3</p>