



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

BT 200254

OCTOBER 11, 2002

To: All Providers

Subject: Telephone and Address Quick Reference

Overview

A list of important telephone numbers and addresses for the Indiana Health Coverage Programs (IHCP) is included for quick reference in Table 1.2. These addresses and telephone numbers are effective July 25, 2002.

Key to Acronyms

Descriptions of acronyms used are 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
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 information, 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 IHCP Web site at www.indianamedicaid.com

Table 1.2 – Indiana Health Coverage Programs Quick Reference Effective July 25, 2002

Assistance, Enrollment, Eligibility, Help Desks, and Prior Authorization			
AVR System (317) 692-0819 1-800-738-6770	EDS Customer Assistance (317) 655-3240 1-800-577-1278	EDS Electronic Solutions Help Desk (317) 488-5160 electronic.solutions@indyix.eds.com	EDS Forms Requests P.O. Box 7263 Indianapolis, IN 46207-7263
EDS Member Hotline (317) 713-9627 1-800-457-4584	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 1-877-707-5750
EDS Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Third Party Liability (TPL) (317) 488-5046 1-800-457-4510 Fax (317) 488-5217	HCE Medical Policy Department P.O. Box 53380 Indianapolis, IN 46253-0380 (317) 347-4500	HCE Prior Authorization Department P.O. Box 531520 Indianapolis, IN 46253-1520 (317) 347-4511 1-800-457-4518
HCE Provider and Member 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 www.indianamedicaid.com	Indiana Health Coverage Programs Web Site www.indianamedicaid.com
Hoosier Healthwise			
Harmony Health Plan Claims 1-800-504-2766 Member Services 1-800-608-8158; TTY: 1-877-650-0952 Prior Authorization 1-800-504-2766 Provider Services 1-800-504-2766	MDwise Claims 1-800-356-1204 or (317) 630-2831 Member Services 1-800-356-1204 or (317) 630-2831 Prior Authorization/Medical Management 1-800-356-1204 or (317) 630-2831 Provider Services 1-800-356-1204 or (317) 630-2831	Managed Health Services (MHS) Claims 1-800-414-9475 Member Services 1-800-414-5946 Prior Authorization/Medical Management 1-800-464-0991 Provider Services 1-800-414-9475	Prime Step Claims Automated Voice Response: 1-800-738-6770 or (317) 692-0819 EDS Customer Assistance: 1-800-577-1278 or (317) 655-3240 Member Services 1-800-889-9949, Option 1 Prior Authorization HCE: 1-800-457-4518 or (317) 347-4511 Provider Services 1-800-889-9949, Option 3
Claim Filing			
EDS 590 Program Claims P.O. Box 7270 Indianapolis, IN 46207-7270	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 Day v. Humphreys Claims P.O. Box 7259 Indianapolis, IN 46207-7259 (Effective until August 12, 2003)	EDS HCFA-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269	
EDS Institutional Crossover/ UB -92 Inpatient Hospital, Home Health, Outpatient, and Nursing Home Claims P.O. Box 7271 Indianapolis, IN 46207-7271	EDS Medical Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267	EDS Waiver Programs Claims P.O. Box 7269 Indianapolis, IN 46207-7269	
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	Returning IHCP Checks to EDS 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.