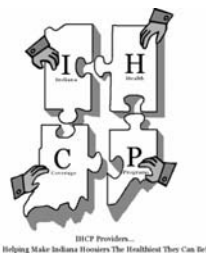


IHCP Provider Monthly News

Indiana Health Coverage Programs

<http://www.indianamedicaid.com>



What's New Inside!

- FSSA Announces Indiana Flood Victims eHealth Support Center
- Healthy Indiana Plan – Enhanced Services Plan
- National Drug Code for Institutional Outpatient Claims – Reminder of Implementation Date
- Web Maintenance of Provider Enrollment Profiles
- 2008 Third Quarter Medicaid Provider Workshops



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Common Abbreviations

ACN	Attachment Control Number	LPI	Legacy Provider Identifier
ADA	American Dental Association	MAC	Maximum Allowable Cost
ASC	Ambulatory Surgical Centers	MAR	Management and Administrative Reporting
AVR	Automated Voice Response	MCO	Managed Care Organization
CFR	Code of Federal Regulations	MHS	Managed Health Services
CMS	Centers for Medicare & Medicaid Services	MRO	Medicaid Rehabilitation Option
COB	Coordination of Benefits	NDC	National Drug Code
CPS	Child Protective Services	NOA	Notice of Action
CPT	Current Procedural Terminology	NPI	National Provider Identifier
DCS	Department of Child Services	NPPES	National Plan and Provider Enumeration System
DFR	Division of Family Resources	NTIOL	New Technology Intraocular Lenses
DME	Durable Medical Equipment	NUBC	National Uniform Billing Committee
EDI	Electronic Data Interchange	NUCC	National Uniform Claim Committee
EDS	Electronic Data Systems	OMPP	Office of Medicaid Policy and Planning
EOB	Explanation of Benefits	PA	Prior Authorization
EOMB	Explanation of Medicare Benefits	PMP	Primary Medical Provider
EPSDT	Early Periodic Screening, Diagnosis, and Treatment	PRTF	Psychiatric Residential Treatment Facility
EVS	Eligibility Verification Systems	RA	Remittance Advice
HCE	Health Care Excel	RBMC	Risk-Based Managed Care
HCPCS	Healthcare Common Procedure Coding System	SSN	Social Security Number
HIPAA	Health Insurance Portability & Accountability Act	SUR	Surveillance and Utilization Review
ICN	Internal Control Number	TIN	Tax Identification Number
IHCP	Indiana Health Coverage Programs	TPL	Third-Party Liability
LC	Limited Corporation	VAN	Value-Added Network
		V-CAN	Voluntary Community Assistance Network

All Provider News

New Bulletins Posted to the IHCP Web Site

The following bulletins were posted to the Indiana Health Coverage Programs (IHCP) Web site in recent months:

- [BT200824](#) – *Point-of-Sale Claims with Pharmacy and Prescriber National Provider Identifier*
- [BT200825](#) – *Additional Clarification of BT200719 – Managed Care Organization Behavioral Health Frequently Asked Questions*
- [BT200826](#) – *Changes to the Preferred Drug List*
- [BT200827](#) – *2008 Healthcare Common Procedure Coding System Codes Updates*

A complete list of bulletins is available on the IHCP Web site at http://www.indianamedicaid.com/ihcp/Publications/bulletin_results.asp. E-mail notifications are sent to subscribers as new bulletins are posted. To subscribe, visit the IHCP Web site at http://www.indianamedicaid.com/ihcp/mailling_list/default.asp and click **Open New Account**.

To access the [Explanation of Benefits \(EOB\)](#) codes from the IHCP Web site, click **Provider Services** and then click **EOB descriptions**. Follow the directions at the top of the EOB Web page to print or download the EOB list.

eHealth Support Center

The FSSA published the following news release on June 20, 2008.

For Immediate Release

FSSA Announces Indiana Flood Victims eHealth Support Center

INDIANAPOLIS (June 20, 2008) - Today, the Indiana Family and Social Services Administration (FSSA) announced the creation of the Indiana Flood Victims eHealth Support Center (1-877-788-5888) as a part of the relief effort for disaster victims across the state. This support center will provide doctors with medical information of flood victims, to the extent obtainable, for treatment purposes. FSSA is leading the effort between the Regenstrief Institute, Indiana Health Information Exchange (IHIE), who is handling the calls, and Electronic Data Systems (EDS).

"Governor Daniels called upon state government to assist the disaster victims in any and all ways possible. The support center is just one of several

initiatives taking place to help Hoosiers get back on their feet," said FSSA Secretary Mitch Roob. "With the eHealth Support Center, we will be able to give providers all the information we have available in a timely manner, resulting in a higher quality of care for patients."

Medical information is being made available through the Indiana Network for Patient Care (INPC). The INPC is a secure clinical data repository that is populated with healthcare information in collaboration with central Indiana hospitals, outpatient centers, pharmacies, imaging centers, laboratories, public health departments and insurance providers.

"We are pleased to be able to support flood evacuees and their doctors in this time of need," said Dr. J. Marc Overhage, Director of Medical Informatics at the Regenstrief Institute, Inc. and President/CEO of the Indiana Health Information Exchange. "The ability to provide medical information that would otherwise be lost or inaccessible is going to make a difference in the care of many Hoosiers. We applaud FSSA in making this collaboration a reality."

Calls will be taken 24 hours a day, seven days a week. Requests that are made to the Indiana Flood Victims eHealth Support Center (1-877-788-5888) during business hours (7:00am - 5:00 pm EST) will be processed within one hour. Calls made after hours will be processed the next business day.

For additional information about the eHealth Support Center, patients and physicians should visit: www.ihie.com/indianaflood. For more information on disaster relief efforts visit:

www.emergency.in.gov. For more information about FSSA, visit: www.fssa.in.gov. For more information about EDS, visit: www.eds.com. Additional information about the Indiana Health Information Exchange may be found at: www.ihie.com. Information about the Regenstrief Institute is available at: www.regenstrief.org.

Media contact: Elizabeth Surgener, 317-232-1149 or e-mail: Elizabeth.Surgener@fssa.in.gov.

Healthy Indiana Plan – Enhanced Services Plan

Provider bulletin [BT200730](#) announced the Healthy Indiana Plan (HIP) which was implemented in Indiana on January 1, 2008.

HIP is a program sponsored by the State of Indiana. It provides health insurance for uninsured adult Hoosiers between the ages of 19 and 64, whose

income is up to 200 percent of the federal poverty level (FPL), and who are not otherwise eligible for Medicaid.

Enhanced Services Plan

Members who require medical care for certain cancers, HIV/AIDS, aplastic anemia, and other high risk conditions are eligible for HIP services under the Enhanced Services Plan (ESP). Before the member is enrolled in ESP, Milliman verifies high risk conditions by contacting providers listed on the member's HIP application.

Members who qualify for placement in the ESP component of HIP receive services from IHCP-enrolled providers. These providers can provide treatment to ESP members without signing a separate HIP contract. Therefore, all IHCP-enrolled providers are included in the "network" for ESP members.

ESP is administered by the Indiana Comprehensive Health Insurance Association (ICHIA). Affiliated Computer Services (ACS) provides administrative support services to ICHIA and processes medical claims for ESP members.

ICHIA has contracted with APS Healthcare for case management services. Providers will work with APS Healthcare case managers to coordinate care, referrals, and so forth for ESP-HIP members.

ESP provides all health benefits and comprehensive disease management to ESP members.

Note: Pharmacy claims for ESP members are processed by EDS and should not be submitted to ACS.

Anthem and MDwise Provider Networks

HIP members who are not high risk are covered by either Anthem Blue Cross Blue Shield or MDwise with AmeriChoice.

These members must receive services from IHCP providers who are also contracted with, or have addenda on file with, the HIP insurers. All IHCP providers are encouraged to contract with Anthem, MDwise or both by contacting the insurers' provider relations staffs for details.

Billing ESP Services

Mail claims for ESP services (except retail pharmacy claims) to:

ACS – Att: ESP Claims Processing
P.O. Box 33077
Indianapolis, IN 46203-0077

Providers may call ACS at (317) 614-2032 to enroll in electronic claims processing.

Pharmacy providers can submit all pharmacy claims via point-of-sale using the NCPDP version 5.1 format. EDS also accepts pharmacy batch claims submitted in the NCPDP 1.1 batch claim format. Go to http://www.indianamedicaid.com/ihcp/TradingPartner/EDI_ImplProc.asp for instructions on how to sign up with EDS for electronic batch claims processing.

The payer sheet for the NCPDP 5.1 and 1.1 transactions is located at www.indianamedicaid.com. Click on the pharmacy services tab to download a copy of the payer sheet.

Providers can also mail paper pharmacy claims to EDS at the following address:

EDS – Att: ESP Rx Claims Processing
P.O. Box 7268
Indianapolis, IN 46207-7268

Visit www.indianamedicaid.com and click on the forms link to download copies of the pharmacy claim forms.

Contact Information

For more information on HIP go to . You may also e-mail hipinfo@fssa.in.gov or call 1-877-GET-HIP9 (1-877-438-4479).

Providers may contact the HIP plans at the following numbers:

Anthem Blue Cross Blue Shield: 1-800-553-2019
MDwise with AmeriChoice: 1-877-822-7196, or (317) 822-7196.

See the Indiana Health Coverage Programs Quick Reference at the end of this newsletter or at http://www.indianamedicaid.com/ihcp/Misc_PDF/Quick_Reference.pdf for additional contact information.

National Drug Code for Institutional Outpatient Claims – Reminder of Implementation Date

On July 1, 2008, the requirement for the National Drug Code (NDC) submission on Institutional Outpatient claims will be implemented. The *Federal*

Deficit Reduction Act of 2005 mandates the IHCP require the submission of NDCs on claims submitted with revenue codes 634, 635, and 636 for physician-administered drugs. Providers must bill the NDC on the label of the drug that is administered. This mandate affects all providers who submit electronic claims or UB-04 paper claims. Providers can obtain additional information on the IHCP specific requirements from bulletins [BT200713](#) and [BT200731](#).

Web Maintenance of Provider Enrollment Profiles

Have you heard? Soon you will be able to maintain your provider enrollment profile on Web interChange! You will be able to quickly, easily and securely update information that does not require supportive documentation, such as your specialty, address or account information for electronic funds transfers (EFT). You will not have to submit a form and wait for the update to be processed. More information is coming soon about this time-saving system change.

Resolving NPI Alerts

A solution for resolving many national provider identifier (NPI) alerts is published on the IHCP Web site: <http://www.indianamedicaid.com/ihcp/ProviderServicesfa/npi.asp>. Providers receiving NPI-related edit messages on a remittance advice (RA) statement or biller summary report (BSR) should review the document and the related form.

All Dental Providers

Reimbursement Rates for Posterior Resin Restorations

Because of the increased reimbursement rates that were negotiated with the Indiana Dental Association, the IHCP is no longer reimbursing posterior resin restorations at the same rate as posterior amalgam

restorations. Reimbursement rates for resin restorations can be found in the IHCP fee schedule at http://www.indianamedicaid.com/ihcp/Publications/MaxFee/fee_schedule.asp. This change became effective January 1, 2008.

Provider Workshops

2008 Third Quarter Medicaid Provider Workshops

The IHCP offers workshops free of charge. Sessions are offered at several locations in Indiana. Table 1 lists the time, session topic, and description. The schedule allows for a lunch period from noon until 1 p.m.; however, lunch is not provided.

Seating is limited in all locations. Registrations are processed in the order received and registration does not guarantee a spot at the workshop. Confirmation letters are sent upon receipt of registrations. If a confirmation letter is not received, the workshop seating capacity has been reached.

Workshop registration dates, registration deadlines, and locations are listed in Table 2. All workshops begin promptly at 9 a.m., local time.

General directions to workshop locations are available on the IHCP Web site at <http://www.indianamedicaid.com/ihcp/ProviderServices/workshops.asp>.

Providers may register online at www.indianamedicaid.com. Also, a paper copy of the *Provider Workshop Registration* form is included in this newsletter. List one registrant per form. Fax completed registration forms to EDS at (317) 488-5376. The *Registration* form is also available on the *Forms* page of the IHCP Web site.

Questions about the workshops can be directed to a field consultant at (317) 488-5072.

For comfort, business casual attire is recommended. Consider bringing a sweater or jacket due to possible variations in room temperature.

Table 1 – 2008 Third Quarter Workshop Session Times, Topics, and Descriptions

Time	Topic	Description
9 a.m. – 9:45 a.m.	IHCP Updates	This session will provide a first look at the new capability to make updates to your provider profile using web interChange. Other updates will include statistics regarding compliance with NPI requirements, the reporting of NDCs for institutional claims, and the changes affecting incontinence supplies.
10 a.m. – 10:45 a.m.	Managed Care Roundtable	Representatives from the three managed care organizations will respond to questions regarding Hoosier Healthwise. Program updates will also be discussed.
11 a.m. – Noon	Early Periodic Screening, Diagnosis and Treatment (EPSDT)	Providers of many specialties utilize the EPSDT program. During this session providers will learn about covered services, covered specialties, member population, statistics and outreach efforts. Providers also will meet the new EPSDT coordinator.
Noon – 1 p.m.	Lunch	
1 p.m. – 1:45 p.m.	Care Select Roundtable	Representatives from the two care management organizations will respond to questions regarding the Care Select program.
2 p.m. – 4 p.m.	Resolution to Common Claim Denials	This session will present case studies of claim denials affecting various provider types including hospital, physician, and dental. A live demonstration of web interChange will be used to show how these claim denials can be corrected online.

Table 2 – 2008 Third Quarter Workshop Dates, Registration Deadlines, and Locations

Workshop Date	Registration Deadline	Location
August 5, 2008	July 22, 2008	Reid Hospital Wallace Auditorium 1401 Chester Blvd. Richmond, IN 47374
August 6, 2008	July 23, 2008	Deaconess Hospital Bernard Schnacke Auditorium 600 Mary St. Evansville, IN 47747
August 13, 2008	July 31, 2008	Unity Healthcare Unity Medical Pavilion 1345 Unity Place Lafayette, IN 47905
August 19, 2008	August 5, 2008	Wishard Hospital Myers Auditorium 1001 W. 10 th St. Indianapolis, IN 46237
August 21, 2008	August 7, 2008	Union Hospital Landsbaum Center Auditorium 1433 N. 6 ½ St. Terre Haute, IN 47804
August 26, 2008	August 12, 2008	St. Margaret Mercy Hospital North Campus 8 th Floor 5454 Hohman Ave. Hammond, IN 46320
August 26, 2008	August 12, 2008	Parkview Hospital Administration Auditorium at the Corporate Offices 10501 Corporate Dr. Fort Wayne, IN 46845
August 28, 2008	August 14, 2008	St. Joseph Regional Medical Center Education Center 801 E. LaSalle Ave. South Bend, IN 46617

INDIANA HEALTH COVERAGE PROGRAMS



PROVIDER WORKSHOP REGISTRATION

Indicate the workshop you will be attending in Indiana. Print or type the information on this form and fax it to (317) 488-5376.

IHCP Updates (9 a.m. – 9:45 a.m.)

<input type="checkbox"/> Richmond, August 5, 2008	<input type="checkbox"/> Lafayette, August 13, 2008	<input type="checkbox"/> Hammond, August 26, 2008
<input type="checkbox"/> Evansville, August 6, 2008	<input type="checkbox"/> Indianapolis, August 19, 2008	<input type="checkbox"/> Fort Wayne, August 26, 2008
<input type="checkbox"/> Terre Haute, August 21, 2008	<input type="checkbox"/> South Bend, August 28, 2008	

Managed Care Roundtable – Advanced (10:00 a.m. – 10:45 a.m.)

<input type="checkbox"/> Richmond, August 5, 2008	<input type="checkbox"/> Lafayette, August 13, 2008	<input type="checkbox"/> Hammond, August 26, 2008
<input type="checkbox"/> Evansville, August 6, 2008	<input type="checkbox"/> Indianapolis, August 19, 2008	<input type="checkbox"/> Fort Wayne, August 26, 2008
<input type="checkbox"/> Terre Haute, August 21, 2008	<input type="checkbox"/> South Bend, August 28, 2008	

Early Periodic Screening, Diagnosis and Treatment (EPSDT) (11 a.m. – noon)

<input type="checkbox"/> Richmond, August 5, 2008	<input type="checkbox"/> Lafayette, August 13, 2008	<input type="checkbox"/> Hammond, August 26, 2008
<input type="checkbox"/> Evansville, August 6, 2008	<input type="checkbox"/> Indianapolis, August 19, 2008	<input type="checkbox"/> Fort Wayne, August 26, 2008
<input type="checkbox"/> Terre Haute, August 21, 2008	<input type="checkbox"/> South Bend, August 28, 2008	

Indiana Care Select Roundtable (1 p.m. – 1:45 p.m.)

<input type="checkbox"/> Richmond, August 5, 2008	<input type="checkbox"/> Lafayette, August 13, 2008	<input type="checkbox"/> Hammond, August 26, 2008
<input type="checkbox"/> Evansville, August 6, 2008	<input type="checkbox"/> Indianapolis, August 19, 2008	<input type="checkbox"/> Fort Wayne, August 26, 2008
<input type="checkbox"/> Terre Haute, August 21, 2008	<input type="checkbox"/> South Bend, August 28, 2008	

Resolution to Common Claim Denials (2:00 p.m. – 4:00 p.m.)

<input type="checkbox"/> Richmond, August 5, 2008	<input type="checkbox"/> Lafayette, August 13, 2008	<input type="checkbox"/> Hammond, August 26, 2008
<input type="checkbox"/> Evansville, August 6, 2008	<input type="checkbox"/> Indianapolis, August 19, 2008	<input type="checkbox"/> Fort Wayne, August 26, 2008
<input type="checkbox"/> Terre Haute, August 21, 2008	<input type="checkbox"/> South Bend, August 28, 2008	

Registrant Information (One registrant per form)

Name of Registrant: _____

Provider Name: _____ Provider Number: _____

Provider Address: _____

City: _____ State: _____ ZIP: _____

Provider Telephone: _____ Provider Fax: _____

Provider E-mail Address: _____

Contact Information

A map of provider representative territories and updated information about the provider field consultants are available on the IHCP Web site at http://www.indianamedicaid.com/ihcp/ProviderServices/pr_list_frameset.htm. The *Indiana Health Coverage Programs Quick Reference* is available on the IHCP Web site at http://www.indianamedicaid.com/ihcp/Misc_PDF/Quick_Reference.pdf. These Web documents are updated whenever changes occur.

Provider Relations Field Consultants

Territory Number	Provider Relations Consultant	Telephone	Counties Served
1	Jean Downs	(317) 488-5071	Jasper, Lake, LaPorte, Newton, Porter, Pulaski, Starke
2	Rhonda Rupel	(317) 488-5080	Allen, Dekalb, Elkhart, Fulton, Kosciusko, Lagrange, Marshall, Noble, St. Joseph, Steuben, Whitley
3	Tawanna Danzie	(317) 488-5197	Benton, Boone, Carroll, Cass, Clinton, Fountain, Hamilton, Howard, Miami, Montgomery, Tippecanoe, Tipton, Warren, White
4	Daryl Davidson	(317) 488-5388	Adams, Blackford, Delaware, Grant, Hancock, Henry, Huntington, Jay, Madison, Randolph, Wabash, Wayne, Wells
5	Bill Woodruff	(317) 488-5098	Marion – UB-04 Billing Providers
	Mona Green	(317) 488-5309	Marion – CMS-1500 Billing Providers
6	Shantel Silnes	(317) 488-5123	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Harrison, Jackson, Jefferson, Jennings, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington
7	Virginia Hudson	(317) 488-5148	Clay, Greene, Johnson, Hendricks, Lawrence, Monroe, Morgan, Owen, Parke, Putnam, Sullivan, Vermillion, Vigo
8	Ken Guth	(317) 488-5153	Crawford, Daviess, Dubois, Gibson, Knox, Martin, Orange, Perry, Pike, Posey, Spencer, Vanderburgh, Warrick
9	Tawanna Danzie	(317) 488-5197	Out-of-State
10	Michael Chowning	(317) 488-5331	State-wide EPSDT Coordinator

Provider Relations Field Consultants for Bordering States

State	City	Provider Relations Consultant	Telephone
Illinois	Chicago/Watseka	Jean Downs	(317) 488-5071
Illinois	Danville	Virginia Hudson	(317) 488-5148
Kentucky	Owensboro	Ken Guth	(317) 488-5153
Kentucky	Louisville	Shantel Silnes	(317) 488-5123
Michigan	Sturgis	Rhonda Rupel	(317) 488-5080
Ohio	Cincinnati/Hamilton/Harrison/Oxford	Shantel Silnes	(317) 488-5123

Out-of-state providers not located in these states, or those with a designated out-of-state billing office supporting multiple provider sites throughout Indiana, should direct calls to (317) 488-5197.

For Provider Concerns

Name	Title	Telephone
Tina King	Provider Relations Supervisor	(317) 488-5154



Indiana Health Coverage Programs Quick Reference

<http://www.indianamedicaid.com>

Assistance, Enrollment, Eligibility, Help Desks, and Prior Authorization				
ADVANTAGE Health Solutions Prior Authorization – FFS P.O. Box 40789 Indianapolis, IN 46240 1-800-269-5720 or Fax: 1-800-689-2759	Automated Voice Response (AVR) System (including eligibility verification) (317) 692-0819 or 1-800-738-6770	EDS Administrative Review Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Customer Assistance (317) 655-3240 or 1-800-577-1278 Opt 1 = Pharmacy, Opt 2 = First Steps	
EDS Electronic Solutions Help Desk (317) 488-5160 or 1-877-877-5182 INXIXElectronicSolution@eds.com	EDS Forms Requests P.O. Box 7263 Indianapolis, IN 46207-7263	EDS Member Hotline (317) 713-9627 or 1-800-457-4584 Opt 1 = First Steps, Opt 2 = Pharmacy	EDS Omni Help Desk (317) 488-5051 or 1-800-284-3548	
EDS TPL (317) 488-5046 or 1-800-457-4510 Fax (317) 488-5217	EDS Provider Enrollment and Waiver P.O. Box 7263 Indianapolis, IN 46207-7263 1-877-707-5750	EDS Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	HCE Provider and Member Concern Line (Fraud and Abuse) (317) 347-4527 or 1-800-457-4515	
HCE SUR Department P.O. Box 531700 Indianapolis, IN 46253-1700 (317) 347-4527 or 1-800-457-4515	Premium Collection Services Package C Payment Line 1-866-404-7113 Package C Payment Mailing Address Hoosier Healthwise P.O. Box 3127 Indianapolis, IN 46206-3127	M.E.D. Works 1-866-273-5897 M.E.D. Works Payment Mailing Address PO Box 946 Indianapolis, IN 46206		
Pharmacy Services Contact Information				
ACS Drug Rebate ACS State Healthcare ACS – Indiana Drug Rebate P. O. Box 2011332 Dallas, TX 75320-1332	EDS Pharmacy Services Help Desk for POS Claims Processing (317) 655-3240 or 1-800-577-1278 INXIXPharmacy@EDS.com	EDS Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268	EDS Pharmacy Claims Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265	
Pharmacy Benefit Management Inquiries PDL@fssa.state.in.us	Indiana Administrative Review/ Pharmacy Claims EDS Pharmacy Claims Admin. Review P.O. Box 7263 Indianapolis, IN 46207-7263	PA For Pro-DUR and Preferred Drug List – ACS Clinical Call Center 1-866-879-0106 or Fax: 1-866-780-2198	To make refunds to IHCP for pharmacy claims send check to: EDS Pharmacy Refunds P.O. Box 2303, Dept 130 Indianapolis, IN 46206-2303	
Enrollment Broker Helplines		Hoosier Healthwise Managed Care Organizations (MCOs)		
Hoosier Healthwise http://www.healthcareforhoosiers.com 1-800-889-9949 <i>Care Select</i> http://www.indianacareselect.com 1-866-963-7383 <i>HIP</i> http://www.HIP.in.gov 1-877-438-4479	Anthem http://www.anthem.com Claims 1-888-232-9613 Member Services 1-866-408-6131 PA 1-866-408-7187 or Fax: 1-866-406-2803 Provider Services 1-866-408-6132 or Fax: 1-866-408-7087 Prospective Providers 1-800-618-3141 or Fax: 1-866-408-7087 Transportation 1-800-508-7230 Pharmacy 1-866-629-1608 or PA Fax: 1-866-408-7103	MDwise http://www.mdwise.org Claims, Member Services PA/Medical Management, Provider Services, and Pharmacy (317) 630-2831 or 1-800-356-1204	Managed Health Services (MHS) http://www.managedhealthservices.com Claims, Member Services, PA/Medical Management, Provider Services, and Nursewise 1-877-MHS-4U4U or 1-877-647-4848 Pharmacy - US Script (PBM) 1-800-460-8988 Pharmacy PA 1-866-399-0928 Fax: 1-866-399-0929	
Care Select – Care Management Organizations (CMOs)		Healthy Indiana Plan (HIP) Organizations		HIP – Enhanced Services Plan (ESP) Organizations
ADVANTAGE Health Solutions http://www.advantageplan.com/ Member Services 1-800-784-3981 Provider Services 1-866-504-6708 PA 1-800-784-3981 or Fax 1-800-689-2759 P.O. Box 80068 Indianapolis, IN 46280 Hospice Member Disenrollment Fax: (317) 810-4488	MDwise http://www.mdwise.org Member Services and Provider Services 1-866-440-2449 Member Services Fax: 1-877-822-7188 PA 1-866-440-2449 or Fax 1-877-822-7186 P.O. Box 44214 Indianapolis, Indiana 46244-0214	MDwise with AmeriChoice http://www.mdwise.org Claims, Member Services and Provider Services 1-877-822-7196 or 317-822-7196 Fax: 1-877-822-7192 or 317-822-7192 Medical Claims P.O. Box 31363 Salt Lake City, UT 84131-0363 Behavioral Health Claims 1-800-818-6872 3405 W. Dr. Martin Luther King, Jr., Ste 101 Tampa, FL 33607	ACS – Non Pharmacy P.O. Box 33077 Indianapolis, IN 46203-0077 1-866-674-1461 or 317-614-2032 Pharmacy PA ACS 1-866-879-0106 Fax 1-866-780-2198 EDS Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268 1-800-577-1278 or 317-655-3240	
Pharmacy Providers 317-655-3240 or 1-800-577-1278 Option 1 ACS PA 1-866-879-0106 Members 317-713-9627 or 1-800-457-4584 Option 2	EDS Claims Providers (317) 655-3240 or 1-800-577-1278 Members (317)-713-9627 or 1-800-457-4584	Anthem Blue Cross and Blue Shield http://www.anthem.com Member Services 1-800-553-2019 Provider Inquiry 1-800-345-4344 P.O. Box 37010 Louisville, KY 40233-7180 PA 1-866-398-1922		
Paper 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 Dental Claims P.O. Box 7268 Indianapolis, IN 46207-7268	EDS CMS-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269
EDS Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259	EDS Waiver Programs Claims P.O. Box 7269 Indianapolis, IN 46207-7269	EDS Medical Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267	EDS Institutional Crossover/UB-04 Inpatient Hospital, Home Health, Outpatient, and Nursing Home Claims P.O. Box 7271 Indianapolis, IN 46207-7271	
Check Submission				
To make refunds to IHCP: EDS Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303	To make refunds for CA PRTF EDS/CA PRTF Refunds P.O. Box 7247 Indianapolis, IN 46207	To make refunds for MFP EDS/MFP Refunds P.O. Box 7194 Indianapolis, IN 46207	To Return Uncashed IHCP Checks: EDS Finance Department 950 N. Meridian St., Suite 1150 Indianapolis, IN 46204-4288	Pharmacy See Pharmacy Services Contact Information above