



Indiana Health Coverage Programs Quick Reference

Assistance, Enrollment, Eligibility, Help Desks, and Prior Authorization			
ADVANTAGE Health SolutionsSM Prior Authorization – Medical FFS P.O. Box 40789 Indianapolis, IN 46240 1-800-269-5720 Fax: 1-800-689-2759	Automated Voice Response (AVR) System (including eligibility verification) (317) 692-0819 or 1-800-738-6770	HP Member Hotline (317) 713-9627 or 1-800-457-4584 Opt 1 = Member Services – English Opt 2 = Member Services – Spanish	HP Customer Assistance (317) 655-3240 or 1-800-577-1278 Opt 1 = Member Opt 2 = Pharmacy Provider Opt 3 = All Other Services
HP Electronic Solutions Help Desk (317) 488-5160 or 1-877-877-5182 INXIXElectronicSolution@hp.com	HP Forms Requests P.O. Box 7263 Indianapolis, IN 46207-7263	HP Administrative Review Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	HP Omni Help Desk (317) 488-5051 or 1-800-284-3548
HP TPL (317) 488-5046 or 1-800-457-4510 Fax: (317) 488-5217	HP Provider Enrollment and Waiver P.O. Box 7263 Indianapolis, IN 46207-7263 1-877-707-5750	HP Provider Written Correspondence P.O. Box 7263 Indianapolis, IN 46207-7263	IHCP Provider and Member Concern Line (Fraud and Abuse) (317) 234-7598 or 1-800-457-4515
IHCP 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 P.O. 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	HP Pharmacy Services Help Desk for POS Claims Processing (317) 655-3240 or 1-800-577-1278 Opt 2 = Pharmacy INXIXPharmacy@hp.com	HP Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268	HP Pharmacy Claims Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265
Pharmacy Benefit Management Inquiries PDL@fssa.in.gov	Indiana Administrative Review/Pharmacy Claims HP 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 Fax: 1-866-780-2198	To make refunds to the IHCP for pharmacy claims, send check to: HP Pharmacy Refunds P.O. Box 2303, Dept 130 Indianapolis, IN 46206-2303
Enrollment Broker Helplines (MAXIMUS)	Hoosier Healthwise Managed Care Organizations (MCOs)		
Hoosier Healthwise http://www.healthcareforhoosiers.com 1-800-889-9949 Care Select http://www.indianacareselect.com 1-866-963-7383 HIP http://www.HIP.in.gov 1-877-438-4479 Pharmacy Customer Assistance (317) 655-3240 or 1-800-577-1278 Opt 1 = Pharmacy	Anthem http://www.anthem.com Claims 1-888-232-9613 Member Services 1-866-408-6131 Medical PA 1-866-408-7187 Fax: 1-866-406-2803 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198 Provider Services 1-866-408-6132 Fax: 1-866-408-7087 Prospective Providers 1-800-618-3141 Fax: 1-866-408-7087 Transportation 1-800-508-7230	MDwise http://www.mdwise.org Claims, Member Services Medical PA /Medical Management, and Provider Services (317) 630-2831 or 1-800-356-1204 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198	Managed Health Services (MHS) https://www.managedhealthservices.com Claims, Member Services, Medical PA/Medical Management, Provider Services, and Nursewise 1-877-MHS-4U4U or 1-877-647-4848 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198



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Care Select – Care Management Organizations (CMOs)		Healthy Indiana Plan (HIP) Organizations			
<p>ADVANTAGE Health SolutionsSM http://www.advantageplan.com/ Member Services 1-800-784-3981 Provider Services 1-866-504-6708 Medical PA 1-800-784-3981 Fax: 1-800-689-2759 P.O. Box 80068 Indianapolis, IN 46280 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198 Hospice Member Disenrollment Fax: (317) 810-4488</p>	<p>MDwise http://www.mdwise.org Member Services and Provider Services 1-866-440-2449 Member Services Fax 1-877-822-7188 Medical PA 1-866-440-2449 Fax: 1-877-822-7186 P.O. Box 44214 Indianapolis, IN 46244-0214 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198</p>	<p>MDwise Healthy Indiana Plan http://www.mdwise.org Member Services and Provider Services P.O. Box 44236 Indianapolis, IN 46244-0236 1-877-822-7196 or (317) 822-7196 Fax: 1-877-822-7192 or (317) 822-7192 Medical Claims P.O. Box 33049 Indianapolis, IN 46203-0049 Payer ID: MDWIS Behavioral Health Claims/HIP 1-800-818-6872 P.O. Box 33049 Indianapolis, IN 46203 Payer ID MDWIS Customer Service/Provider Service 1-877-822-7196 or (317) 822-7196 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198</p>	<p>Anthem http://www.anthem.com Member Services 1-800-553-2019 Provider Inquiry 1-800-345-4344 P.O. Box 37010 Louisville, KY 40233-7180 Medical PA 1-866-398-1922 Pharmacy PA 1-866-879-0106 Fax: 1-866-780-2198</p>		
<p>Pharmacy See Pharmacy Services Contact Information above</p>		<p>HP Claims Providers (317) 655-3240 1-800-577-1278 Members (317) 713-9627 1-800-457-4584</p>	HIP – Enhanced Services Plan (ESP) Organizations		
		<p>ACS – Non-Pharmacy P.O. Box 33077 Indianapolis, IN 46203-0077 1-866-674-1461 or (317) 614-2032 PA – Medical 1-877-217-7150</p>	<p>Pharmacy PA ACS 1-866-879-0106 Fax: 1-866-780-2198 HP Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268 1-800-577-1278 or (317) 655-3240</p>		
Paper Claim Filing					
<p>HP 590 Program Claims P.O. Box 7270 Indianapolis, IN 46207-7270</p>	<p>HP Adjustments P.O. Box 7265 Indianapolis, IN 46207-7265</p>	<p>HP Medical Crossover Claims P.O. Box 7267 Indianapolis, IN 46207-7267</p>	<p>HP Dental Claims P.O. Box 7268 Indianapolis, IN 46207-7268</p>	<p>HP CMS-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269</p>	
<p>HP Claim Attachments P.O. Box 7259 Indianapolis, IN 46207-7259</p>	<p>HP Waiver Programs Claims P.O. Box 7269 Indianapolis, IN 46207-7269</p>	<p>HP Institutional Crossover/UB-04 Inpatient Hospital, Home Health, Outpatient, and Nursing Home Claims P.O. Box 7271 Indianapolis, IN 46207-7271</p>			
Check Submission					
<p>To make refunds to the IHCP HP Refunds P.O. Box 2303, Dept. 130 Indianapolis, IN 46206-2303</p>	<p>To make refunds for CA-PRTF HP/CA-PRTF Refunds P.O. Box 7247 Indianapolis, IN 46207</p>	<p>To make refunds for MFP HP/MFP Refunds P.O. Box 7194 Indianapolis, IN 46207</p>	<p>To Return Uncashed IHCP Checks HP Finance Department 950 N. Meridian St., Suite 1150 Indianapolis, IN 46204-4288</p>	<p>Pharmacy See Pharmacy Services Contact Information above</p>	
Right Choices Program (formerly the Restricted Card Program)					
<p>ADVANTAGE Health Solutions – <i>Care Select</i> and FFS P. O. Box 40789 Indianapolis, IN 46240-0789 1-800-784-3981 Fax: 1-800-689-2759</p>	<p>Managed Health Services – HHW 1099 N. Meridian Street, Suite 400 Indianapolis, Indiana 46204-4287 1-877-647-4848 Fax: 1-866-753-7240</p>	<p>MDwise – HHW P.O. Box 441423 Indianapolis, IN 46244-1423 1-800-356-1204 Fax: (317) 829-5530 or 1-877-822-7190</p>	<p>MDwise – HIP P.O. Box 44236 Indianapolis, IN 46244-0236 1-877-822-7196 Fax: (317) 822-7192 or 1-877-822-7192</p>		
<p>MDwise – <i>Care Select</i> P.O. Box 44214 Indianapolis, IN 46244-0214 1-866-440-2449 Fax: (317) 822-7519 or 1-877-822-7188</p>	<p>Anthem – HHW P.O. Box 6144 Indianapolis, IN 46206-6144 1-866-902-1690 – Option 3 Fax: 1-866-387-2959</p>	<p>Anthem – HIP P.O. Box 6144 Indianapolis, IN 46206-6144 1-866-902-1690 – Option 3 Fax: 1-866-387-2959</p>			