



Quick Contact Guide



January 2019 Edition - Go to [MDwise.org/Providers](https://www.mdwise.org/Providers) for latest version.

MDwise Product Information

Hoosier Healthwise

- Packages A & C, PE
- Children under age of 19 and Pregnant Women
- 158-250% of the Federal Poverty Level (FPL)
- Hoosier Healthwise Helpline: 1-800-889-9949

Healthy Indiana Plan

- Packages: HIP Basic, HIP Plus, HIP State Plan (Basic/Plus)
- Adults ages 19-64
- Parents of CHIP children
- 0-133% Federal Poverty Level (FPL)
- HIP Helpline: 1-877-GET-HIP-9

General Information

Customer Service/Transportation

1-800-356-1204
317-630-2831
Fax: 1-877-822-7190 or 317-829-5530

Prior Authorization

MDwise Excel Hoosier Healthwise	888-961-3100
MDwise Excel Healthy Indiana Plan	888-961-3100
	Fax: 888-465-5581
	Inpatient Fax: 866-613-1631
	Outpatient Fax: 866-613-1642

Provider Relations Services: Medical Services

1-833-654-9192	MDwise Provider Relations
317-822-7300 ext. 5800	1200 Madison Avenue, Suite 400
Fax: 317-822-7310	Indianapolis, IN 46225

Behavioral Health Contracting and Credentialing

1-800-356-1204	MDwise Behavioral Health Enrollment
317-822-7300 ext. 5800	1200 Madison Avenue, Suite 400
	Indianapolis, IN 46225

Right Choices Program

1-800-356-1204 or 317-630-2831
Fax: 317-822-7500

Fraud & Abuse

1-800-356-1204 or 317-822-7400

Claim Disputes & Appeals

MDwise Excel Network	P.O. Box 441423
*Includes Behavioral Health and Family Planning	Indianapolis, IN 46225
MDwise, Inc.	ATTN: Claim Dispute Team

MDwise Claims Contact Information

Claims Inquiries	1-833-654-9192
Medical Management & Prior Authorization	1-888-961-3100
	Fax: 888-465-5581
Provider Relations	317-822-7300 ext. 5800



2019 MDwise Hoosier Healthwise & HIP Contact Information

MDwise.org/providers



MDwise Claims Contact Information

MDwise Hoosier Healthwise Customer Service	MDwise Hoosier Healthwise P.O. Box 441423 Indianapolis, IN 46244-1423
MDwise Healthy Indiana Plan Customer Service	MDwise Healthy Indiana Plan P.O. Box 44236 Indianapolis, IN 46244-0236
Provider Customer Service Unit	1-833-654-9192

MDwise Enrollment Broker

Maximus
1-877-GET-HIP-9 or 1-877-438-4479

MDwise Hoosier Healthwise and Healthy Indiana Plan Claims Submission Information

MDwise/McLaren Health Plans P.O. Box 1575 Flint, MI 48501	EDI Payer Information: Hoosier Healthwise Payer ID: 3519M Healthy Indiana Plan Payer ID: 3135M
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MDwise Hoosier Healthwise and Healthy Indiana Plan Dental Claims

Claims should be sent to: DentaQuest of IN-Claims PO Box 2906 Milwaukee, WI 53201	Electronic Claims should be sent to: www.dentaquest.com Via Clearinghouse - Payer ID CX014
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MDwise Hoosier Healthwise and Healthy Indiana Plan Pharmacy Claims

Pharmacy Help Desk	1-844-336-2677
Prior Authorization	1-800-788-2949
	Fax: 858-790-7100
Pharmacy Appeals	Fax: 844-759-8548
Pharmacy Information	RxBIN: 003585
	PCN: ASPRODI
	RxGRP: MDW
Preferred Drug List	MDwise.org/for-providers/pharmacy-resources

Archive

Delivery System Claim and Contact Information

For dates of service 12/31/18 and prior

MDwise Delivery System Claims Submission for Hoosier Healthwise

Medical & Behavioral Health Claims for:

MDwise Excel
MDwise Community Health Network
MDwise IU Health
MDwise Eskenazi
MDwise Total Health

Family Planning Claims for:

MDwise St. Vincent
MDwise St. Catherine
MDwise Select Health Network

MDwise Hoosier Healthwise

P.O. Box 211572

Eagan, MN 55121

excludes those Delivery Systems who bill to CMCS

MDwise St. Vincent

Medical & Behavioral Health Claims

MDwise St. Vincent
P.O. Box 503010
Indianapolis, IN 46250

MDwise St. Catherine

Medical & Behavioral Health Claims

MDwise St. Catherine
P.O. Box 50888
Indianapolis, IN 46250

MDwise Select Health Network (SHN)

Medical & Behavioral Health Claims

MDwise Select Health Network
P.O. Box 50678
Indianapolis, IN 46250

MDwise Delivery System Claims Submission for Healthy Indiana Plan

Medical & Behavioral Health Claims for:

MDwise Excel
MDwise Community Health Network
MDwise IU Health
MDwise Eskenazi
MDwise Total Health
MDwise St. Vincent
MDwise St. Catherine
MDwise Select Health

MDwise HIP Claims

P.O. Box 211571

Eagan, MN 55121

For 2017-2018 information, view the previous version of the Quick Contact Guide [here](#).

Claim Disputes & Appeals (By Delivery System)

Excel Network, Indiana University Health,
Total Health, Eskenazi Health,
Community Health Network (CHN)
*Includes Behavioral Health and Family Planning

MDwise, Inc.
P.O. Box 441423
Indianapolis, IN 46225
ATTN: Claim Dispute Team

MDwise St. Catherine (HHW Only)

MDwise St. Catherine
P.O. Box 50888
Indianapolis, IN 46250

MDwise Select Health Network (HHW Only)

MDwise Select Health Network
P.O. Box 50678
Indianapolis, IN 46250

MDwise St. Vincent (HHW Only)

MDwise St. Vincent
P.O. Box 503010
Indianapolis, IN 46250

Delivery System Claims Contact Information

MDwise Excel

Claims Inquiries
Medical Management & Prior Authorization

317-630-2831 or 1-800-356-1204
1-888-961-3100
Fax: 888-465-5581

Provider Relations

317-822-7300 ext. 5800

MDwise Indiana Health University

Claims Inquiries
Medical Management & Prior Authorization

317-630-2831 or 1-800-356-1204
317-962-2378
Fax: 317-962-6219

Provider Relations

317-963-9931

MDwise St. Vincent

Claims Inquiries
Medical Management & Prior Authorization

317-569-2029 or 1-877-247-1513
317-569-2028 or 1-877-247-0820
Fax: 317-570-6818 or 1-800-747-3693

Provider Relations

317-575-7515
Fax: 317-575-7587

MDwise Total Health

Claims Inquiries
Medical Management & Prior Authorization

1-800-356-1204
1-877-822-7191
Fax: 855-269-1842

Provider Relations

1-260-266-5527
Fax: 260-266-5505

MDwise Community Health Network (CHN)

Claims Inquiries	1-800-356-1204
Medical Management & Prior Authorization	317-621-7575 or 800-344-8672 Fax: 317-983-7757 or 844-309-4009
Provider Relations	317-621-7596

MDwise St. Catherine

Claims Inquiries	317-596-7827 or 1-866-427-3197
Medical Management & Prior Authorization	219-392-7066 (Hospital Auths Only) 866-666-7327 (Toll Free Prior Auth) 219-392-7072 (All Other Auths) Fax: 219-392-7090
Behavioral Health	1-866-770-0208 Fax: 1-800-747-3693
Provider Relations	St. Mary Medical Center Providers Munster Community Hospital Providers 219-947-6154 St. Catherine Hospital Providers 219-947-6135

MDwise Select Health Network (SHN)

Claims Inquiries	574-283-5918
Medical Management & Prior Authorization	1-855-325-8041 Fax: 1-855-325-9093
Provider Relations	574-283-5925

MDwise Eskenazi Health

Claims Inquiries	317-630-2831 or 1-800-356-1204
Medical Management & Prior Authorization	317-880-6788 or 1-877-687-0022 Fax: 317-880-0384 or 1-844-227-1842
Provider Relations	317-880-0344

