



Quick Contact Guide



May 2018 Edition - Go to 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
- 0-138% 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

Prior Authorization Quick Contact Guide

[MDwise.org/for-providers/forms/prior-authorization](https://www.mdwise.org/for-providers/forms/prior-authorization)

Provider Relations Services: Medical Services

1-800-356-1204
317-822-7300 ext. 5800
Fax: 317-822-7310

(Please refer to the delivery systems contact info for more specific phone and fax numbers)

MDwise Provider Relations
1200 Madison Avenue, Suite 400
Indianapolis, IN 46225

Behavioral Health Contracting and Credentialing

1-800-356-1204
317-822-7300 ext. 5800

MDwise Behavioral Health Enrollment
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 (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

MDwise Delivery System Claims Contact Information

MDwise Excel

Claims Inquiries	317-630-2831 or 1-800-356-1204
Medical Management & Prior Authorization	1-888-961-3100 Fax: 888-465-5581
Provider Relations	317-822-7300 ext. 5800

MDwise Indiana Health University

Claims Inquiries	317-630-2831 or 1-800-356-1204
Medical Management & Prior Authorization	317-962-2378 Fax: 317-962-6219
Provider Relations	317-963-9931

MDwise St.Vincent

Claims Inquiries	317-569-2029 or 1-877-247-1513
Medical Management & Prior Authorization	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	1-800-356-1204
Medical Management & Prior Authorization	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



MDwise Hoosier Healthwise Contact Information

MDwise.org/providers

MDwise Hoosier Healthwise Customer Service

MDwise Hoosier Healthwise Customer Service
P.O. Box 441423
Indianapolis, IN 46244-1423

1-800-356-1204 or 317-630-2831

MDwise Claims Submission Information

MDwise Delivery System Claims

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

EDI Payer Information:
Change Health/Emdeon/WebMD Payer ID: 35191

MDwise St. Vincent

Medical & Behavioral Health Claims
MDwise St. Vincent
P.O. Box 503010
Indianapolis, IN 46250

EDI Payer Information:
Relay Health Professional Payer ID: 2235
Relay Health Institutional Payer ID: 2911
Emdeon: 35199

St. Catherine

Medical & Behavioral Health Claims
MDwise St. Catherine
P.O. Box 50888
Indianapolis, IN 46250

EDI Payer Information:
Relay Health/McKesson Professional Payer ID: 2235
Relay Health/McKesson Institutional Payer ID: 2911
Emdeon 35199

MDwise Select Health Network (SHN)

Medical & Behavioral Health Claims

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

EDI Payer Information:
Relay Health: 6139

MDwise Hoosier Healthwise Dental Claims (All Delivery Systems)

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

MDwise Hoosier Healthwise Pharmacy Claims (All Delivery Systems)

Pharmacy Help Desk
Prior Authorization

Pharmacy Appeals
Hoosier Healthwise Pharmacy Information

1-844-336-2677
1-800-788-2949
Fax: 858-790-7100
Fax: 844-759-8548
RxBIN: 003585
PCN: ASPRODI
RxGRP: MDW

Preferred Drug List

MDwise.org/for-providers/pharmacy-resources/hoosier-healthwise



MDwise Healthy Indiana Plan (HIP)

Contact Information

MDwise.org/providers

MDwise Healthy Indiana Plan Customer Service

MDwise Healthy Indiana Plan
P.O. Box 44236
Indianapolis, IN 46244-0236

MDwise Enrollment Broker

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

MDwise Claims Submission Information

MDwise Delivery System Claims

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

EDI Payer Information:

Change Health/Emdeon/WebMD Payer ID: 31354
WebMD/Emdeon Institutional Payer ID: 12K81
WebMD/Emdeon Professional Payer ID: SX172
McKesson/Relay Health Institutional Payer ID: 4976
McKesson/Relay Health Professional Payer ID: 4481

MDwise Healthy Indiana Plan Dental Claims (All Delivery Systems)

General Provider and Authorization Line

1-855-453-5286

Dental Claims Address:
DENTAQUEST of IN – Claims
P.O. Box 2906
Milwaukee, WI 53201

*Include address on electronic claims

Electronic Claims should be sent:
www.dentaquest.com
Via Clearinghouse - Payer ID CX014

MDwise Pharmacy Claims (All Delivery Systems)

Pharmacy Help Desk
Prior Authorization

Pharmacy Appeals Fax
Healthy Indiana Plan Pharmacy Information

1-844-336-2677
1-800-788-2949
Fax: 858-790-7100
844-759-8548
RxBIN: 003585
PCN: ASPRODI
RxGRP: MDW

Preferred Drug List

MDwise.org/for-providers/pharmacy-resources/healthy-indiana-plan



MDwise.org/Providers