



A McLaren Company

Quick Contact Guide



2022 Edition - Go to MDwise.org/Providers for latest version.

MDwise Product Information

Indiana Health Coverage Program (IHCP) Member Enrollment	
Hoosier Healthwise	Healthy Indiana Plan (HIP)
Hoosier Healthwise Member Website: www.in.gov/medicaid/members Children up to age 19 Pregnant Members (138%-208% FPL) Package A Standard Plan Package C CHIP	Healthy Indiana Plan Member Website: www.in.gov/fssa/hip Adults ages 19-64 Pregnant Members (under 138% FPL) HIP PLUS HIP BASIC HIP State Plan PLUS HIP State Plan BASIC HIP Maternity
IHCP Enrollment Broker: Maximus, Inc.	
Hoosier Healthwise Helpline: 1-800-889-9949	HIP Enrollment Helpline: 1-877-GET-HIP-9 (877-438-4479)

General Information

MDwise Member Customer Service & Transportation Reservations	
Member Customer Service	
Phone Toll Free: 1-800-356-1204	Phone Local: 1-317-630-2831
Fax Toll Free: 1-877-822-7190	Fax Local: 1-317-829-5530

MDwise Provider Services	
Provider Customer Service Unit (PCSU)	Phone: 1-833-654-9192
MDwise Provider Services 2955 N Meridian St. Ste. 201 Indianapolis, IN 46208	Provider Enrollment Email: prenrollment@mdwise.org Phone: 1-317-822-7300 ext. 5800 Fax: 1-317-822-7310
Provider Relations Territory Representatives	Provider Credentialing
www.mdwise.org/for-providers/contact-information	Email: credentialing@mdwise.org

MDwise Health Services & Medical Prior Authorization	
Phone & Fax Authorization Requests	Portal Authorization Requests
Phone: 1-888-961-3100 Main Fax: 1-888-465-5581 Inpatient Fax: 1-866-613-1631 Outpatient Fax: 1-866-613-1642	www.mdwise.org/for-providers/prior-authorization E-Mail Inquiry: padept@mdwise.org

Appeals & Grievances	Right Choice Program (RCP)
Attention; Medical Management P.O. Box 44236 Indianapolis, IN 46244-0236 Member Appeals Phone Inquiry: 1-800-356-1204	Phone: 1-800-356-1204 Fax: 1-317-822-7500

MDwise Claim Contact Information

Medical Claims

Paper Claim Submissions

MDwise/McLaren Health Plans
P.O. Box 1575
Flint, MI 48501

Electronic Claim Submissions

Clearinghouse: Optum Financial
www.optum.com/eps
Hoosier Healthwise Payer ID: 3519M
Healthy Indiana Plan Payer ID: 3135M

Claim Status Verification

myMDwise Provider Portal: www.mdwise.org/for-providers/mymdwise-provider-portal
Provider Customer Service Unit (PCSU): 1-833-654-9192

Claim Inquiry, Adjustments & Disputes

MDwise, Inc.

Attention: Claim Dispute Team
P.O. Box 441423
Indianapolis, IN 46225

Email: CDticket@mdwise.org

Claim Adjustment, Dispute, Readmission Dispute, and Refund Remittance forms can be found at:
www.mdwise.org/for-providers/forms/claims

Pharmacy Claims

Pharmacy Information

RxBIN: 003585

PCN: ASPRODI

RxGRP: MDW

Preferred Drug List (PDL): www.mdwise.org/for-providers/pharmacy-resources

Pharmacy Help Desk: 1-844-336-2677

Prior Authorization Phone: 1-800-788-2949

Prior Authorization Fax: 1-858-790-7100

Pharmacy Appeals Fax: 1-844-759-8548

Dental Claims

Paper Claim Submissions

DentaQuest of IN- Claims
P.O. Box 2906
Milwaukee, WI 53201

Electronic Claim Submissions

Portal: www.dentaquest.com
Plan Payer ID: CX014

Subrogation Information & Recovery

MultiPlan

535 Diehl Road Ste. 100
Naperville, IL

Phone: 1-866-223-9974

Fax: 1-866-297-3112

Website: www.multiplan.us

MDwise Program Integrity

MDwise Special Investigation Unit (SIU)

Toll Free Phone: 1-800-356-1204

Local Phone: 1-317-822-7400

E-mail: SIU@MDwise.org

OMPP Program Integrity

Phone: 1-800-457-4515

Email: programintegrity.FSSA@fssa.in.gov

www.in.gov/medicaid/providers/business-transactions



MDwise.org/Providers