



PROVIDER QUICK CONTACT GUIDE

VISIT [MDWISE.ORG/FOR-PROVIDERS](https://www.mdwise.org/for-providers) FOR LATEST VERSION

MDwise Product Information

Indiana Health Coverage Program (IHCP) Member Enrollment

Hoosier Healthwise

Hoosier Healthwise Member Website:
www.in.gov/medicaid/members/member-programs/hoosier-healthwise/

Children up to age 19
Pregnant Members (138%-208% FPL)

Package A Standard Plan
Package C CHIP

Healthy Indiana Plan (HIP)

HIP Member Website:
www.in.gov/fssa/hip
Adults ages 19-64
Pregnant Members (under 138% FPL)

HIP BASIC	HIP PLUS
HIP State Plan BASIC	HIP State Plan PLUS
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
Fax Toll Free: 1-877-822-7190

Phone Local: 1-317-630-2831
Fax Local: 1-317-829-5530

MDwise Provider Services

Provider Services

2955 N Meridian St. Ste. 201
Indianapolis, IN 46208

Provider Enrollment

Email: prenrollment@mdwise.org
Phone: 1-317-822-7300 option 1
Fax: 1-317-822-7310

Provider Credentialing

Email: credentialing@mdwise.org

Provider Relations Territory Representatives Map

www.mdwise.org/for-providers/contact-information

Provider Customer Service Unit (PCSU)

Phone: 1-833-654-9192

MDwise Health Services & Medical Prior Authorization

Phone & Fax 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

Portal Authorization Requests

www.mdwise.org/mdwise/mdwise-prior-authorization-forms
E-Mail Inquiry: padept@mdwise.org

Appeals & Grievances

Attention; Medical Management
P.O. Box 44236
Indianapolis, IN 46244-0236
Member Appeals Phone Inquiry: 1-800-356-1204

Right Choice Program (RCP)

Phone: 1-800-356-1204
Fax: 1-317-829-7818



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

PBM: MedImpact
RxBIN: 003585
PCN: ASPRODI
RxGRP: MDW

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

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

Dental Claims

Paper Claim Submissions
Delta Dental
P.O. Box 9298
Farmington Hills, MI 48333-9298

Electronic Claim Submissions
Clearinghouse: Dental Office Toolkit
www.dentalofficetoolkit.com
Plan Payer ID: DDPIN

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



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Indianapolis, IN 46208
(800) 356-1204 MDwise.org

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