

# Plan Update

**Notification Date: 12/13/2025**

**To:** Pharmacy Providers

**From:** MDwise Pharmacy Department

**Subject:** Pharmacy Emergency Override Instructions

---

## Summary

Effective **1/1/2026**, MDwise will no longer be a managed care health plan option for Healthy Indiana Plan (HIP) or Hoosier Healthwise (HHW) members. Claims adjudication and prior authorization (PA) processing will continue as usual for MDwise members for dates of service through 12/31/2025.

## EMERGENCY OVERRIDE INSTRUCTIONS

When a PA request has been denied or is in process and there is an urgent need for medication, pharmacies may elect to process an “emergency fill.” Claims should be submitted with a ‘Level of Service’ override code of 03 to allow dispensing of a 3-day supply of medication or the smallest available package size of medication (e.g., insulin, inhalers, topical agents) when the smallest package size available would exceed a 3-day supply. Please note: the submitted days’ supply must not exceed 3 days regardless of whether the package size dispensed provides greater than a 3-day supply.

## PHARMACY CLAIMS PROCESSING INFORMATION

Pharmacy claims for MDwise members with dates of service (DOS) prior to 1/1/2026, should continue to be processed by the MDwise pharmacy benefit manager, MedImpact, using the following billing information:

**BIN: 017142 PCN: ASPROD1 Group: MDW**

Pharmacies should use the information below to contact MedImpact for assistance with claims processing issues.

For **pharmacy claims and prior authorizations** through 12/31/2025, please contact the MedImpact Pharmacy Help Desk at 800-681-9568 (HHW) or 844-336-2677 (HIP).

Thank you,  
MDwise Pharmacy Department

DR-12-2025-19930/HHW-HIPO0688 (12/25)