

Provider Notification

Notification Date: 11/22/2025

To: All Providers
From: MDwise
Subject: MDwise to Exit Managed Care
Effective Date: 1/1/2026

Dear Valued Provider,

It is with deep appreciation and sincere gratitude that we share some important news regarding MDwise. The Indiana Family and Social Services Administration (FSSA) has determined that MDwise will no longer participate as a managed care entity (MCE) for the Healthy Indiana Plan (HIP) and Hoosier Healthwise programs, effective January 1, 2026.

As MDwise prepares to cease operations effective January 1, 2026, we want to ensure a smooth transition for providers and members. Please review the following important information:

- **Claims Submission:** All claims for dates of service prior to January 1, 2026, should be submitted directly to MDwise.
- **Appeals and Prior Authorizations:** Appeals, prior authorization submissions, and clinical reviews for services rendered before January 1, 2026, will continue to be processed by MDwise in accordance with applicable guidelines as outlined in member rights.
- **Member Transition:** We are actively referring members to the Enrollment Broker for HIP at 1-877-438-4479 and for Hoosier Healthwise at 1-800-889-9949.
- **Provider Issue Resolution:** MDwise is committed to closing out all outstanding provider issues as quickly as possible. Please work with your dedicated Provider Relations representative or email providerservices@mdwise.org for assistance.
- **Information and Updates:** For the most up-to-date information, please visit www.mdwise.org.
- **Provider Customer Service:** The Provider Call Center will remain operational through April 30, 2026, to support your inquiries during this transition.

On behalf of the entire MDwise team, thank you for your trust and partnership we have shared. We remain deeply proud of the work accomplished in partnership with our provider community and the positive impact we have made together. It has been a privilege to serve the State of Indiana together and we deeply appreciate the relationships built along the way.

If you have any questions or need further information, please do not hesitate to contact provider customer service unit at 1-833-654-9192.

With sincere appreciation,
MDwise

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