



# Quick Contact Guide

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2022 Edition - Go to [MDwise.org/Providers](https://MDwise.org/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](http://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 (HIP)

Healthy Indiana Plan Member Website:

[www.in.gov/fssa/hip](http://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

#### MDwise Provider Enrollment

Email: [prenrollment@mdwise.org](mailto:prenrollment@mdwise.org)

Phone: 1-317-822-7300 ext. 5800

Fax: 1-317-822-7310

#### Provider Relations Territory Representatives

[www.mdwise.org/for-providers/contact-information](http://www.mdwise.org/for-providers/contact-information)

#### Provider Credentialing

Email: [credentialing@mdwise.org](mailto:credentialing@mdwise.org)

### 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

#### Prior Authorization Portal Requests

[www.mdwise.org/for-providers/prior-authorization](http://www.mdwise.org/for-providers/prior-authorization)

E-Mail Inquiry: [padept@mdwise.org](mailto:padept@mdwise.org)

#### Prior Authorization Appeals

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: 1-317-822-7500

## 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](http://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](http://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](mailto:CDticket@mdwise.org)

### Pharmacy Claims

Pharmacy Information

RxBIN: 003585

PCN: ASPRODI

RxGRP: MDW

Preferred Drug List (PDL): [www.mdwise.org/for-providers/pharmacy-resources](http://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 Claims Submissions

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

#### Electronic Claims Submissions

Portal: [www.dentaquest.com](http://www.dentaquest.com)  
Plan Payer ID: CX014

### Subrogation Information & Recovery

MultiPlan

Two Pierce Place Ste. 1900  
Itasca, IL 60143

Phone: 1-866-223-9974

Fax: 1-866-297-3112

Website: [www.multiplan.us](http://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](mailto:SIU@MDwise.org)

### OMPP Program Integrity

Phone: 1-800-457-4515

Email: [programintegrity.FSSA@fssa.in.gov](mailto:programintegrity.FSSA@fssa.in.gov)

[www.in.gov/medicaid/providers/business-transactions](http://www.in.gov/medicaid/providers/business-transactions)



[MDwise.org/Providers](https://MDwise.org/Providers)