



P R O V I D E R B U L L E T I N

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To: All Indiana Health Coverage Programs Providers

Subject: Important News About Hoosier Healthwise

New Hoosier Healthwise Managed Care Organization (MCO) contracts are effective on January 1, 2001. Indiana has signed contracts with four MCOs. The MCOs and the geographical areas they may cover include the information in Table 1.

Table 1 – MCOs and Geographical Areas of Indiana

Hoosier Healthwise MCO	Location
Harmony Health Plan	Northern region of Indiana
IU Health Plan (MDwise)	In Marion, Boone, Morgan, Johnson, Hamilton, and Shelby counties
Managed Health Services (MHS)	Statewide
Maxicare (MaxiHealth)	Statewide

In addition, the PrimeStep/Primary Care Case Management (PCCM) plan will continue to be available statewide.

In the Hoosier Healthwise program, a member chooses a doctor (called a Primary Medical Provider or PMP) and not a plan. The member is in the same plan as their PMP. It is the responsibility of all providers to check member eligibility by using AVR, OMNI, or Provider Electronic Solutions. For more information about checking member eligibility, please read bulletins *BT200020*, *BT200019*, *BT199942*, or refer to the *Indiana Health Coverage Programs (IHCP) Provider Manual*. The bulletins and the manual are available on the Indiana Medicaid Web site at www.indianamedicaid.com.

Providers may also need to check with the Hoosier Healthwise MCOs before rendering services to the plan's members to determine if any authorizations are required or if there is other information the provider may need to know.

Tables 2 through 6 list member and provider contact information for each health plan (MCO and PrimeStep) in the Hoosier Healthwise program. Providers may also check the Indiana Medicaid Web site at www.indianamedicaid.com for updated information.

Table 2 – Harmony Health Plan Contact Information

Harmony Health Plan		
Contact information for all Harmony Health Plan contracted providers and all IHCP providers rendering services to Harmony members		
	Phone	Address
Harmony Health Plan Member Services	1-800-608-8158 or (312) 516-4900* TTY: 1-877-650-0952 (312) 516-4901*	Harmony Health Plan of Indiana* Member Services Department 125 S. Wacker Dr., Suite 2900 Chicago, IL 60606
Harmony Health Plan Provider Services	1-800-504-2766 or (312) 516-4950*	Harmony Health Plan of Indiana* Provider Services Department 125 S. Wacker Dr., Suite 2900 Chicago, IL 60606
Harmony Health Plan Claims	1-800-504-2766 or (312) 516-4950*	Harmony Health Plan of Indiana P.O. Box 06019 Wacker Drive Post Office Chicago, IL 60606-0019
Harmony Health Plan Prior Authorization	1-800-504-2766 or (312) 516-4950* Fax: (312) 251-1208*	Harmony Health Plan of Indiana** Health Services Department 125 S. Wacker Dr., Suite 2900 Chicago, IL 60606

** Local numbers for Gary, Ind., will be available during the first quarter of 2001, when Harmony establishes an office in the Gary, Ind., service area.*

*** Harmony will have a local mailing address for prior authorizations when the office in Gary, Ind., is established.*

Table 3 – IU Health Plan (MDwise) Contact Information

IU Health Plan (MDwise)		
Contact information for all MDwise (IU Health Plan) contracted providers and all IHCP providers rendering services to MDwise members		
	Phone	Address
MDwise Member Services	(317) 630-2831 or 1-800-356-1204	PO Box 441423 Indianapolis, IN 46244-1423
MDwise Provider Services	(317) 630-2831 or 1-800-356-1204	PO Box 441423 Indianapolis, IN 46244-1423
MDwise Claims	(317) 630-2831 or 1-800-356-1204	PO Box 441423 Indianapolis, IN 46244-1423
MDwise Prior Authorization	(317) 630-2831 or 1-800-356-1204	PO Box 441423 Indianapolis, IN 46244-1423

Table 4 – Managed Health Services Contact Information

Managed Health Services (MHS)		
Contact information for all MHS contracted providers and all IHCP providers rendering services to MHS members		
	Phone	Address
MHS Member Services	1-800-414-5946	Managed Health Services Attn: Member Services 950 N. Meridian St., Suite 200 Indianapolis, IN 46204
MHS Provider Services	1-800-414-9475	Managed Health Services Attn: Provider Services 950 N. Meridian St., Suite 200 Indianapolis, IN 46204
MHS Claims	1-800-414-9475	Managed Health Services Attn: Claims P.O. Box 3002 Farmington, MO 63640
MHS Prior Authorization/ Medical Management	1-800-464-9661	Managed Health Services Attn: Medical Management 950 N. Meridian St., Suite 200 Indianapolis, IN 46204

Table 5 – MaxiHealth Contact Information

MaxiHealth		
Contact information for all MaxiHealth contracted providers and all IHCP providers rendering services to MaxiHealth members		
	Phone	Address
MaxiHealth Member Services	1-800-401-6294 or (317) 844-5775	MaxiHealth Member Services 9480 Priority Way West Dr. Indianapolis, IN 46240
MaxiHealth Provider Services	1-800-360-6294 or (317) 844-5775	MaxiHealth Provider Services 9480 Priority Way West Dr. Indianapolis, IN 46240
MaxiHealth Claims	1-800-360-6294 or (317) 844-5775	MaxiHealth P. O. BOX 381806 Birmingham, AL 35238
MaxiHealth Prior Authorization/Case Management	1-888-289-6294 or (317) 582-5276	MaxiHealth Prior Authorization 9480 Priority Way West Dr. Indianapolis, IN 46240

Table 6 – PrimeStep Contact Information

PrimeStep		
Contact information for all PrimeStep contracted providers and all IHCP providers rendering services to PrimeStep members		
	Phone	Address
PrimeStep Member Services	1-800-889-9949 option 1	Hoosier Healthwise P.O. Box 1484 Indianapolis, IN 46209
PrimeStep Provider Services	1-800-889-9949 option 3	Hoosier Healthwise P.O. Box 1484 Indianapolis, IN 46209
PrimeStep Claims	AVR (317) 692-0819 1-800-738-6770 Customer Assistance (317) 655-3240 or 1-800-577-1278	EDS HCFA-1500 Claims P.O. Box 7269 Indianapolis, IN 46207-7269 EDS UB-92 Claims P.O. Box 7271 Indianapolis, IN 46207-7271 EDS Dental/Pharmacy Claims P.O. Box 7268 Indianapolis, IN 46207-7268
PrimeStep Prior Authorization	(317) 347-4511 or 1-800-457-4518	Health Care Excel, Inc. PO Box 531520 Indianapolis, IN 46253-1520