

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2024107 JULY 11, 2024

Know where to send your mail to Gainwell

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletins* [BT202447](#) and [BT202455](#), Gainwell Technologies P.O. Box addresses are changing. This bulletin addresses the types of mail that are sent to each P.O. Box.

Effective Aug. 1, 2024, all correspondence should be directed to the appropriate P.O. Box for the mail being sent as listed in Table 1.

If you have any questions or need further assistance, please do not hesitate to contact Gainwell at INXIX-Move2024@gainwelltechnologies.com.



Table 1 – Gainwell mailing address changes, effective Aug. 1, 2024

PO Box Name	Mail sent to this address	Old PO Box	New PO Box
Gainwell Technologies Other name used for this PO Box: Gainwell EDI Solutions Trading Partner Agreement	Any correspondence that does not have a specific mailbox Completed and signed <i>IHCP Trading Partner Agreement</i>	N/A	PO Box 50435 Indianapolis, IN 46250-0418
Gainwell – Claims and RTP	Paper attachments and cover letters for claims submitted electronically Return-to-provider (RTP) responses	PO Box 7259 Indianapolis, IN 46207	PO Box 50440 Indianapolis, IN 46250-0440
IHCP – Third-Party Liability Other names used for this PO Box: IHCP Third-Party Liability – Casualty 590 Program	Notification to TPL Casualty Unit if a request for medical records is received from an IHCP member's attorney about a personal injury claim Information about an IHCP member's other insurance coverage Enrollment/Discharge/Transfer (EDT) State Hospitals and 590 Program – State Form 32696 (R3/2-16)/OMPP 0747 for 590 Program members An update if 590 Program member becomes eligible for Medicare or other insurance after enrollment	PO Box 7262 Indianapolis, IN 46207	PO Box 50441 Indianapolis, IN 46250-0418
Gainwell Written Correspondence	Written Correspondence requests Claim administrative review requests and documentation Remittance advice copy requests	PO Box 7263 Indianapolis, IN 46207	PO Box 50442 Indianapolis, IN 46250-0418

Table 1 – Gainwell mailing address changes, effective Aug. 1, 2024 (Continued)

PO Box Name	Mail sent to this address	Old PO Box	New PO Box
IHCP Provider Enrollment	IHCP provider packets and profile maintenance forms, along with any required attachments Electronic funds transfer (EFT) form	PO Box 7263 Indianapolis, IN 46207	PO Box 50443 Indianapolis, IN 46250-0418
Gainwell – Adjustments	Adjustment forms Non-check-related adjustment requests and underpayment adjustment requests	PO Box 7265 Indianapolis, IN 46207	PO Box 50444 Indianapolis, IN 46250-0420
Gainwell – Medical Crossover	Professional (medical) crossover claims	PO Box 7267 Indianapolis, IN 46207	PO Box 50445 Indianapolis, IN 46250-0418
Other name used for this PO Box: Gainwell – CMS-1500 Crossover Claims			
Gainwell – ID cards and Dental	New ID card requests Dental claims	PO Box 7268 Indianapolis, IN 46207	PO Box 50446 Indianapolis, IN 46250-0418
Gainwell – Medical Claims	Paper professional (medical) claims Claim attachments	PO Box 7269 Indianapolis, IN 46207	PO Box 50447 Indianapolis, IN 46250-0418
Other name used for this PO Box: Gainwell – CMS-1500 Claims			
Gainwell - Institutional Claims	Paper institutional claims (including inpatient hospital, home health, hospice, outpatient facility, long-term care and home- and community-based services [HCBS] waiver)	PO Box 7271 Indianapolis, IN 46207	PO Box 50448 Indianapolis, IN 46250-0418
Other names used for this PO Box: Gainwell – Institutional Crossover Claims Gainwell – UB-04 Claims	Institutional crossover claims Claim attachments		
Gainwell – HIPAA	Correspondence related to <i>Health Insurance Portability and Accountability Act</i> (HIPAA), such as a violation or privacy-related mail <i>IHCP Personal Representative Authorization</i> form	PO Box 7260 Indianapolis, IN 46207	PO Box 50451 Indianapolis, IN 46250-0418
Gainwell – Managed Care	Correspondence for Managed Care	N/A	PO Box 50452 Indianapolis, IN 46250-0418
Gainwell – Drug Rebate	Drug rebate requests	N/A	PO Box 50453 Indianapolis, IN 46250-0418
PVS – CHIP	Correspondence related to Premium Vendor Services (PVS) and Children’s Health Insurance Program (CHIP) No premium payment checks should be sent to this address	PO Box 7257 Indianapolis, IN 46207	PO Box 50455 Indianapolis, IN 46250-0418

Table 1 – Gainwell mailing address changes, effective Aug. 1, 2024 (Continued)

PO Box Name	Mail sent to this address	Old PO Box	New PO Box
PVS – MEDWorks	Correspondence related to Premium Vendor Services (PVS) and Medicaid for Employees with Disabilities (MEDWorks) No premium payment checks should be sent to this address	PO Box 7258 Indianapolis, IN 46207	PO Box 50456 Indianapolis, IN 46250-0418
Gainwell – Finance	Repayment agreement request along with documentation Accounts receivable correspondence and follow-up documentation. Stale-dated checks Uncashed IHCP checks for voiding 1099 correction request Documentation for backup withholding request	N/A	PO Box 50458 Indianapolis, IN 46250-0418

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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