

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT2024166    OCTOBER 15, 2024

## IHCP reminds providers to use new Gainwell Technologies P.O. Box addresses

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletins* [BT202447](#), [BT202455](#), [BT2024107](#) and [BT2024133](#), Gainwell Technologies has moved its physical location in Indiana and has changed all P.O. Box addresses. The new mailing addresses went into effect **Aug. 1, 2024**. This bulletin is a reminder that all mail sent to Gainwell should now be addressed to the appropriate P.O. Box for the type of correspondence being sent, as indicated in Table 1.



While the old P.O. Boxes remain active for the immediate future, Gainwell is actively planning to execute a full cutover and needs providers to plan to stop using these boxes. In the coming months, Gainwell will announce a date when mail will no longer be accepted at the old boxes. If you are experiencing a hardship or challenge in updating your mail to the appropriate address or need further assistance, please do not hesitate to contact Gainwell at [INXIX-Move2024@gainwelltechnologies.com](mailto:INXIX-Move2024@gainwelltechnologies.com).

These address changes are limited to correspondence normally handled by Gainwell, and do not impact addresses used for correspondence with other IHCP contractors – such as inquiries, claims and forms being sent to a managed care entity (MCE). If you use a P.O. Box that is not listed in Table 1, it is safe to assume that address has not changed.

*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 <b>Other name used for this PO Box:</b> 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 <b>Other names used for this PO Box:</b> IHCP Third-Party Liability – Casualty	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	PO Box 7262 Indianapolis, IN 46207	PO Box 50441 Indianapolis, IN 46250-0418
590 Program	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		

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
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
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 <b>Other name used for this PO Box:</b> Gainwell – CMS-1500 Crossover Claims	Professional (medical) crossover claims – <i>CMS-1500</i> claim form and claim attachments (for crossover claims only)	PO Box 7267 Indianapolis, IN 46207	PO Box 50445 Indianapolis, IN 46250-0418
Gainwell – ID Cards and Dental <b>Other name used for this PO Box:</b> Gainwell – Dental Claims	Returning found Hoosier Health Cards Dental claims – <i>ADA 2012</i> claim form and claim attachments	PO Box 7268 Indianapolis, IN 46207	PO Box 50446 Indianapolis, IN 46250-0418
Gainwell – Medical Claims <b>Other name used for this PO Box:</b> Gainwell – CMS-1500 Claims	Professional (medical) claims – <i>CMS-1500</i> claim form and claim attachments <i>Excludes crossover claims</i>	PO Box 7269 Indianapolis, IN 46207	PO Box 50447 Indianapolis, IN 46250-0418
Gainwell - Institutional Claims <b>Other names used for this PO Box:</b> Gainwell – Institutional Crossover Claims Gainwell – UB-04 Claims	Institutional claims (including inpatient hospital, home health, hospice, outpatient facility and long-term care) – <i>UB-04</i> claim form and claim attachments Institutional crossover claims and crossover claim attachments	PO Box 7271 Indianapolis, IN 46207	PO Box 50448 Indianapolis, IN 46250-0418
IHCP Privacy Office	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 the Gainwell Managed Care team	N/A	PO Box 50452 Indianapolis, IN 46250-0418
Gainwell – Drug Rebate	Drug rebate dispute requests (medical benefit only)	N/A	PO Box 50453 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 – CHIP	Correspondence related to Premium Vendor Services (PVS) and Children’s Health Insurance Program (CHIP)  <i>No premium payment checks should be sent to this address.</i>	PO Box 7257 Indianapolis, IN 46207	PO Box 50455 Indianapolis, IN 46250-0418
PVS – MEDWorks	Correspondence related to PVS and Medicaid for Employees with Disabilities (MEDWorks)  <i>No premium payment checks should be sent to this address.</i>	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?**

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