

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202501 JANUARY 2, 2025

FFS Provider Relations consultants and territories are changing Jan. 1, 2025

The Indiana Health Coverage Programs (IHCP) uses fee-for-service (FFS) Provider Relations consultants to help providers when they have questions or need assistance.

The territories for assigned Provider Relations consultants have changed to seven different regions in Indiana (see [Figure 1](#) for a map of the regions), effective Jan. 1, 2025. Provider Relations consultants are assigned to each region (see [Table 1](#)). Providers can also find this information as well as contact information for consultants for areas bordering Indiana on the [Provider Relations Consultants](#) page at in.gov/medicaid/providers.



The IHCP also provides these additional resources:

- A consultant assigned specifically for out-of-state (OOS) providers that do not have in-state designation. The consultant can be reached by leaving a secure voicemail message at 317-488-5026 or email INXIX_OOS@gainwelltechnologies.com.
- A consultant assigned specifically for long-term care (LTC) providers. The consultant can be contacted by email at INXIX_LTC@gainwelltechnologies.com or by leaving a secure voicemail at 317-488-5094.
- A consultant assigned specifically for providers that deliver personal care and home health services and are required to submit electronic visit verification (EVV). That consultant can be reached via email at INXIXEVV@gainwelltechnologies.com.

The consultants are available for assistance with FFS training, complex claim issues, enrollment concerns and much more. The Provider Relations consultant should be the first avenue of resolution before submitting large volumes of the same inquiries through the Secure Correspondence feature on the IHCP Provider Healthcare Portal or contacting the Office of Medicaid Policy and Planning (OMPP). Provider Relations consultants will respond within two business days.

Providers need to be aware that their current region may have changed. Be sure to check the map (Figure 1) to determine if you are in a new region, which may have a new consultant assigned. Emails and voicemails sent to the incorrect region will be forwarded to the appropriate region consultant's mailbox or voicemail.

All inquiries and messages must include the provider's name and office contact as well as a call-back phone number, National Provider Identifier (NPI) or IHCP Provider ID, and the specific reason and detailed information for the inquiry.

As a reminder, the IHCP Provider Relations consultant's email is not secure, so any emails that include protected health information (PHI) should be encrypted before sending.

For managed care entity (MCE) contact information, please see the [IHCP Quick Reference Guide](#).

Figure 1 – Map of Indiana regions for FFS Provider Relations consultants

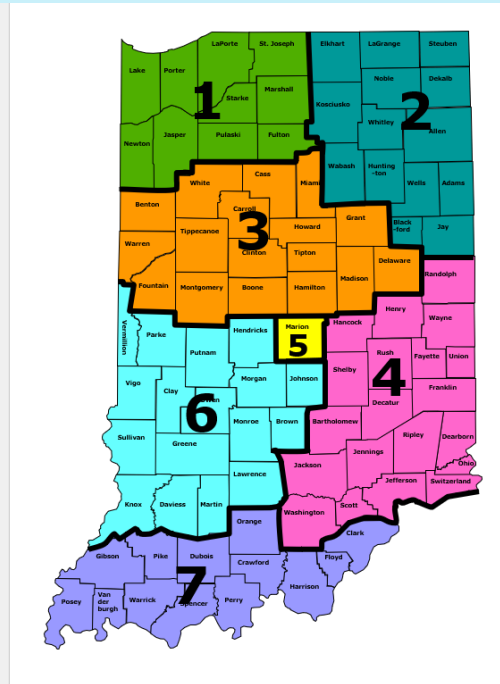


Table 1 – FFS Provider Relations consultants, contact information and counties served

Region	Consultant	Email	Phone	Counties served
1	Michelle Walls	INXIXRegion1@gainwelltechnologies.com	317-488-5071	Fulton, Jasper, Lake, LaPorte, Marshall, Newton, Porter, Pulaski, St. Joseph, Starke,
2	Jill Harris	INXIXRegion2@gainwelltechnologies.com	317-488-5080	Allen, Adams, Blackford, Dekalb, Elkhart, Huntington, Jay, Kosciusko, LaGrange, Noble, Steuben, Wabash, Wells, Whitley
3	Gabrielle Anderson	INXIXRegion3@gainwelltechnologies.com	317-488-5324	Benton, Boone, Carroll, Cass, Clinton, Delaware, Fountain, Grant, Howard, Hamilton, Madison, Miami, Montgomery, Tippecanoe, Tipton, Warren, White
4	Kassandra Johnson	INXIXRegion4@gainwelltechnologies.com	317-488-5153	Bartholomew, Dearborn, Decatur, Fayette, Franklin, Hancock, Henry, Jackson, Jefferson, Jennings, Ohio, Randolph, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne
5	Jeannette Moore	INXIXRegion5@gainwelltechnologies.com	317-488-5186	Marion
6	Emily Redman	INXIXRegion6@gainwelltechnologies.com	317-210-2618	Brown, Clay, Daviess, Greene, Hendricks, Johnson, Knox, Lawrence, Martin, Monroe, Morgan, Owen, Parke, Putnam, Sullivan, Vermillion, Vigo
7	Tami Foster	INXIXRegion7@gainwelltechnologies.com	317-286-6894	Clark, Crawford, Dubois, Floyd, Gibson, Harrison, Orange, Perry, Pike, Posey, Spencer, Vanderburgh, Warrick

QUESTIONS?

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