

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201957 OCTOBER 1, 2019

DXC assumes fee-for-service Medicaid prior authorization and utilization management services

Beginning November 1, 2019, DXC Technology will assume responsibility of the fee-for-service (FFS) prior authorization (PA) and utilization management (UM) services previously provided by Cooperative Managed Care Services (CMCS).

To help ensure a smooth transition, providers will continue to use the Indiana Health Coverage Programs (IHCP) Provider Healthcare Portal (Portal) to submit their PA requests. There will be no change to the Portal process for PA submissions.



Providers are encouraged to use the Portal to submit PA requests. However, for providers choosing to mail paper PA requests or additional documentation for an existing PA request, the address will not change at this time:

**Prior Authorization – FFS Medical
DXC
P.O. Box 56017
Indianapolis, IN 46256**

Providers can also submit PA requests by telephone or fax using the current toll-free numbers:

**Telephone number: 1-800-269-5720
Fax number: 1-800-689-2759**

The *IHCP Prior Authorization Request Form* will be updated by November 1, 2019, to reflect the change of contractor for PA requests. This form is accessible from the [Forms](#) page at in.gov/medicaid/providers.

This transition will be seamless for providers. Providers with specific PA questions should call the FFS PA telephone number at 1-800-269-5720.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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