

Family Planning Claims Submission Procedures

To receive timely payment for family planning claims, please follow these steps:

Step 1: Verify Member Eligibility Prior to Providing Services

MDwise Hoosier Alliance member eligibility may vary by month, so we encourage providers to verify eligibility by one of the following methods:

1. Online – visit EDS Web Interchange <https://interchange.indianamedicaid.com>.
2. Telephone – call the Automated Voice Response system at (800) 738-6700 or (317) 692-0819.
3. OMNI “swipe machine”
4. NaviMedix

Step 2: Submit Your Family Planning Claim

Please mail paper claims to the following address:

MDwise Family Planning Claims
P.O. Box 68970
Indianapolis, IN 46268-0970

Electronic Claims can be submitted using the IUMG EDI Payer ID **SX172**

Do not submit claims to MDwise Hoosier Alliance

Family planning claims must be submitted to the Plan’s subcontracted vendor, IUMG. Any family planning claims submitted to MDwise Hoosier Alliance will result in a denial stating “515 Resubmit claim to IUMG or 517 Claim forwarded to IUMG.”

Include Treatment Consent Forms for Sterilization Procedures

All claims for sterilization and termination procedures must be submitted with the appropriate Sterilization consent form (43614), available on the Indiana Medicaid web site, http://www.indianamedicaid.com/ihcp/HoosierHealthwise/content/MCO_Forms/SterilizationConsentForm.pdf and in this Provider Alert.

Members and providers must complete and comply with all terms and conditions of the consent forms thirty days prior to a procedure being provided. Providers must also ensure non-English speaking, visually impaired and/or hearing-impaired members understand the document and what they are signing.

Step 3: Check Claims Status Online

Once you have submitted a family planning claim to IUMG, you may review the status of your claims online. To access your claims via the IUMG web site call IUMG at (317) 871-8814 to have your practice set up for online access.

Step 4: Call Us with Questions

We are dedicated to helping you achieve maximum claims processing efficiency. Please contact IUMG at (800) 927-7927 or (317) 871-8814 with any questions or concerns regarding family planning claims and/or services.

Family Planning Appeals:

MDwise Hoosier Alliance provider appeals should be sent to:

MDwise Family Planning Claims
Attn: Appeals
P.O. Box 68970
Indianapolis, IN 46268-0970