



**Hoosier Alliance**

Hoosier Alliance Is An AmeriHealth Mercy Company

MDwise Hoosier Alliance  
Suite N  
5604 Fortune Circle South  
Indianapolis, Indiana 46241

Toll Free: 1-888-961-3100  
Fax: 1-888-465-5581  
[www.hoosieralliance.org](http://www.hoosieralliance.org)

Dear Provider,

Welcome to the MDwise Hoosier Alliance (Hoosier Alliance) network of participating providers. The effective date of your inclusion in the Hoosier Alliance program is **<effective date>** for **<product name>**.

As a participating provider, you will be the focus of our comprehensive approach to provider service, which includes:

- Internal office training for your staff
- A partnership with our Case Management Team
- Support from our health and disease management programs
- Secure Web-based technology tools that facilitate prior authorization (iExchange); provide practice management support (ikaProHEDIS); and deliver eligibility standing, claims status and administrative and clinical reports (NaviNet).
- Regional workshops on a variety of topics, such as claims processing, operating new technology tools, and aligning with HEDIS measures
- Access to Hoosier Alliance news, including *In The Know*, a provider newsletter that can be sent to your designated e-mail address
- Opportunities to provide input on Hoosier Alliance initiatives and business practices through participation in a variety of committees, work groups and workshops
- A dedicated Account Executive and Provider Relations staff, and much more!

We have enclosed a contact sheet with key contact phone numbers and addresses. If you have any questions, please contact your Account Executive **<Name>** at **<Contact Number>**. We look forward to a rewarding partnership with your office for the benefit of our members, your patients.

Sincerely,

Jim Shelton  
Director, Network Management



**Hoosier Alliance**

Hoosier Alliance Is An AmeriHealth Mercy Company

MDwise Hoosier Alliance  
Suite N  
5604 Fortune Circle South  
Indianapolis, Indiana 46241

Toll Free: 1-888-961-3100  
Fax: 1-888-465-5581  
[www.hoosieralliance.org](http://www.hoosieralliance.org)

---

## CONTACT SHEET

### Claims Inquiries:

800-581-2488

**EDI Payer ID:** 20475

### Medical Management & Prior Authorization:

*Phone:* 888-961-3100

*Fax:* 888-465-5581

### Claim Dept. Address:

MDwise Hoosier Alliance

P.O. Box 7303

London, KY 40742

EDI payer ID: **20475**

### Mailing Address:

MDwise Hoosier Alliance

P.O. Box 421637

Indianapolis, IN 46242-1637

### Pharmacy Prior Auth:

*Phone:* 800-558-1655

*Fax:* 877-234-4274

### Provider Representative:

*Phone:* 888-961-3100

*Fax:* 866-465-2985

### Family Planning Claims:

MDwise Family Planning Claims

P.O. Box 68970

Indianapolis, IN 46268-0970

EDI payer ID: **SX172**