

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202076 JUNE 23, 2020

FFS prior authorization telephone number change

The Indiana Health Coverage Programs (IHCP) announced in *Bulletin* [BT201957](#) that DXC Technology assumed responsibility of the fee-for-service (FFS) prior authorization (PA) and utilization management (UM) services that had been managed by Cooperative Managed Care Services (CMCS).

The DXC PA Unit continued to use the same telephone number as was used by CMCS. However, that number is being changed, and is now IHCP Customer Assistance line 1-800-457-4584, option 7.

Effective immediately, providers should use this new telephone number for PA services. The fax number will remain the same.

While the IHCP will accept PA requests by telephone, fax, or mail, providers are encouraged to use the IHCP Provider Healthcare Portal (Portal) to submit PA requests and supporting documentation.

Contact information:

Prior Authorization – FFS Medical
DXC Technology
P.O. Box 7256
Indianapolis, IN 46207-7256
Telephone number: 1-800-457-4584, option 7
Fax number: 1-800-689-2759

Providers with specific PA questions should call the FFS PA telephone number at 1-800-457-4584, option 7.



QUESTIONS?

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

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