



Claims Processing and Credentialing Coordination

MDwise Behavioral Health

Exclusively serving Indiana families since 1994.



Claims Processing

- Claim Submission
 - Contracted providers must submit claims to MDwise within 90 days of the date of rendering the service
 - When MDwise is secondary, claim must be submitted within 90 days of the date on the primary EOB
- Claim Inquiry
 - One Form for all MDwise Programs
 - Claims Inquiry Forms
 - <http://www.mdwise.org/providers/forms/claims/>
 - Customer Service: 1.800.356.1204
- Claim Disputes
 - Submit dispute within 60 days of the date on EOB

Claims Disputes

Claim Dispute Process

The MDwise Claim Dispute team utilizes an electronic dispute process:

1. Provider completes the Claims Dispute Form found at www.mdwise.org on the For Providers page, under Claim Forms
2. Completed form and supporting documents are sent via email
 - cdticket@mdwise.org
 - One claim per form, one form per email please.
3. Received email is routed to a Claims Dispute work queue where a ticket number will be issued and an email notification will be sent back immediately
4. The Claim Dispute team will review the submitted dispute and work the cases to resolution (uphold or overturn)
5. Once a resolution is reached, the claims payer will be notified of the need to reprocess the claim, if necessary
6. An email notification will then be sent to the provider, referencing the dispute and ticket number, on the resolution determination

- Credentialing
 - MDwise credentials Community Mental Health Centers as organizations.
 - Participating providers need to be rostered, rosters are sent to the credentialing representative at each CMHC on a monthly basis.
 - Roster updates and enrollments need to be emailed to bhticket@mdwise.org

MDwise Behavioral Health Contacts

Contact Information

- Director, Stacy Tunon Watson, LCSW, LCAC
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