



August 3, 2016

Dear Valued Provider,

Thank you for being our partner in care for Managed Health Services (MHS) to members enrolled in Hoosier Healthwise, the Healthy Indiana Plan (HIP), or Hoosier Care Connect. We would like to take this opportunity to inform you of recent changes to Cenpatico's provider overpayment/refund address and banking institution utilized to receive such payment. Please update your records with the new information below:

POST OFFICE ADDRESS

CENPATICO BEHAVIORAL HEALTH LLC
P.O. BOX 3656
CAROL STREAM, IL 60132-3656

EXPRESS MAIL ADDRESS

FIRST DATA – CHICAGO
CENPATICO BEHAVIORAL HEALTH LLC: LBX 3656
8430 W. BRYN MAWR AVE 3RD FLR
CHICAGO, IL 60631

INDIANA ASSIGNED LOCKBOX NUMBER IS 3656

The banking institution has transitioned from Bank of America to Citibank. Bank of America accounts will remain open for approximately six months after this notification. This will allow all remaining items to clear their respective accounts. Afterwards, these accounts will be closed, and items will be returned to the sender. We appreciate your cooperation and assistance in advance during this transition. If you have any questions, please contact provider services at 1-877-647-4848. Thank you for being our partner in care.

Best Regards,
Network Operations

1099 N. Meridian Street, Suite 400 • Indianapolis, IN 46204 • 1-877-647-4848 • mhsindiana.com
Members with speech or hearing disabilities call 1-800-743-3333 for TTY/TDD.

MHS is a health insurance provider that has been proudly serving Indiana residents for two decades through Hoosier Healthwise, the Healthy Indiana Plan and Hoosier Care Connect. MHS also offers a qualified health plan through the Health Insurance Marketplace called Ambetter from MHS. MHS is your choice for affordable health insurance. Learn more at mhsindiana.com.

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