

Ready, set, renew!

It's time for some of your patients to renew their Medicaid benefits.

As states begin to recommence Medicaid renewals, we want to ensure you have the information needed to help your Medicaid patients renew their healthcare coverage. Some patients have never had to renew their coverage at all, while other patients may have forgotten the process entirely.

We're here to help.

What steps do my patients need to take?



Ready:

Patient gets their documents ready.



Set:

Patient ensures their form is all set.

Renew:

Patient sends renewal form:

- Via web: [Fssabenefits.in.gov](https://fssabenefits.in.gov) (preferred)
- Via phone or fax: **800-403-0864**
- Via mail:
FSSA Document Center
P.O. Box 1810
Marion, IN 46952
- In person: Patients can find a local Division of Family Resources office at <https://bit.ly/3kVSxFW>.



Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials,* go to availity.com and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://providers.anthem.com/in>

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Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

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