



Changes to the Franciscan Alliance Frequently Asked Questions

Effective January 1, 2020, the agreement between Anthem and the Franciscan Alliance will end. Prior to this date, certain Anthem members received their Hoosier Healthwise health care benefits through the Franciscan network of providers. Starting January 1, these members will receive their benefits through the Anthem network.

Q: Will this change my health care benefits?

A: Your health care benefits are not changing. If you were among the Anthem members in the Franciscan network, you will still receive the same Hoosier Healthwise benefits with Anthem.

Q: Will I be able to see the same doctor?

A: Most of the doctors who deliver care through Franciscan will stay in the Anthem plan, so most members will continue seeing the same doctors. However, some doctors may not remain in the Anthem network. If your doctor doesn't stay with Anthem, you can choose a new doctor in the Anthem network. Or we can help find one near you who is taking new patients to make sure you have a doctor.

Q: Will I still use the same ID card?

A: Anthem will send you a new member ID card. The back of the card will have a new phone number for vision benefits through VSP, new phone numbers for doctors to call if they need assistance, and a new address for your doctor to file claims.

Q: Will I notice any changes to how I get my benefits?

A: Although you will still get the same Hoosier Healthwise benefits, there may be a few differences in how you get them.

If you were receiving case management services through Franciscan, you will be moved to an Anthem case manager. A case manager will reach out to you with more information. If you have any questions, you can call 1-866-902-1690 (TTY 711).

Some members with certain conditions like diabetes or high blood pressure receive disease management services. If you were receiving these services through Franciscan, you'll be moved to Anthem disease management services. To find out more, call 1-888-830-4300 (TTY 711).

Q: Some of the letters I received said Franciscan on them — will I still get these letters?

A: No, any letters or materials you receive now will only have the Anthem name and logo on them. The Franciscan name and logo will no longer be used.

Q: If I have an approval for treatment after January 1, 2020, will I need to get a new one?

A: If you have services that are already approved through Franciscan that extend beyond January 1, 2020, your doctor will need to fax the IHCP prior authorization form with the approval letter to 1-844-765-5157. These approved requests will be honored for 30 days. After the 30-day period, your doctor will need to file a new prior authorization.

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