



Provider Contact Information

Provider Call Center

For: Benefits, Referrals, Precertification, Claim Payment Issues, and Coordination of Benefits.

(844) 425-4280 Toll Free

(812) 348-4576 Local

(800) 343-3333 x711 TTY

Memberservices@mytruadvantage.com

info@mytruadvantage.com

Our hours are 8 a.m. to 8 p.m., 7 days a week. On Thanksgiving and Christmas Day, and weekends and holidays from April 1 through September 30, alternate technologies (for example, voicemail) will be used and we will return your call within one business day.

Medical Management Department

For: Certification for hospital admissions, appropriate outpatient services, inpatient & outpatient mental health services and referral authorizations.

(812) 378-7050 or (800) 553-6027

Fax: (812) 378-7054

Provider Services Department

For: Credentialing, Provider Education, Quality of Care complaints, Federal Tax Identification Number changes, Contracting Requests or questions, and Provider Mailings.

Email: Provider.Services@siho.org

Provider.Contracting@siho.org

Chelsea Certain

Provider Relations Specialist

(812) 314-2507, ext. 1159

Tina Green

Provider Relations Specialist

(812) 314-2504, ext. 2504

Jana Griner

Sr. Provider Relations Specialist

(812) 378-7018, ext. 7018

Cassie Claycamp

Provider Relations Specialist

(812) 925-9471, ext. 1023

Casey Taylor

Provider Relations Specialist

(812) 314 -2512, ext. 1113

Allison Adkins

Provider Relations Specialist

(812) 378-7088, ext. 7088

Electronic Claim Submission

Our submitter ID is MTAMA

For detailed information regarding electronic claim submission please contact:

Provider.services@siho.org

MyTruAdvantage Website: www.MyTruAdvantage.com

MyTruAdvantage has HMO and PPO plans with a Medicare contract. Enrollment in MyTruAdvantage depends on contract renewal. Y0150_PS0022_C