



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., local time, 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.

Phone: (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, and Provider Mailings.

Chelsea Certain

Provider Relations Specialist

(812) 314-2507

Provider.services@siho.org

Tina Elmore

Provider Relations Specialist

(812) 314-2504

Provider.services@siho.org

Jana Griner

Sr. Provider Relations Specialist

(812) 378-7018

Provider.services@siho.org

Cassie Claycamp

Provider Relations Specialist

(812) 925-9471

Provider.services@siho.org

Contracting Department

Diana Pierson

Network Contracting Associate

(812) 314-2523

Diana.pierson@siho.org

Electronic Claim Submission

Our submitter ID is **MTAMA**

For detailed information regarding electronic claim submission please contact:

Provider.services@siho.org

MyTruAdvantage Web Page: www.MyTruAdvantage.com