



## 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](mailto:Memberservices@mytruadvantage.com)

[info@mytruadvantage.com](mailto: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](mailto:Provider.Services@siho.org)

[Provider.Contracting@siho.org](mailto: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](mailto:Provider.services@siho.org)

**MyTruAdvantage Website:** [www.MyTruAdvantage.com](http://www.MyTruAdvantage.com)

MyTruAdvantage has HMO and PPO plans with a Medicare contract. Enrollment in MyTruAdvantage depends on contract renewal. Y0150\_PS0022\_C