



Provider Contact Information

Provider Call Center

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

Phone: *Toll Free*: (844) 425-4280, *Local*: (812) 348-4576 or *TTY*: (800) 343-3333 x711

Email: 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.

Go to website at www.MyTruAdvantage.com

Phone: *Toll Free* (844) 425-4280 or *Local* (812) 348-4576

Fax: (812) 378-7054

Email: auth.submit@MyTruAdvantage.com

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 or Provider.Contracting@siho.org

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_4001_PS0055_C