Frequently Asked Questions

Who is PHP?
Physicians Health Plan of Northern Indiana (PHP) is a not for profit health plan, headquartered in Fort Wayne, Indiana. PHP was established in 1983 by local physicians and continues to be governed by Northern Indiana physicians and business leaders dedicated to serving our Indiana communities. (Refer to the enclosed 'PHP – Your Trusted Business Partner' document to learn more about us.)

How do I access a credentialing application?
You can access all credentialing applications on our website at www.phpni.com/providers.

What are PHP's reimbursement rates?
Please see the enclosed reimbursement schedule for more information.

Can I submit claims electronically with PHP?
Yes, you can submit claims electronically and electronic claim submission is actually the preferred method. PHP uses *CHANGE HEALTHCARE* as our clearinghouse (www.changehealthcare.com).

Can I be reimbursed electronically?
Yes, we utilize *INSTAMED* as our vendor for electronic reimbursement (www.instamed.com).

What services require prior authorization?
Services, procedures, and equipment that require prior authorization are outlined on the enclosed document. The most current list is always available online at www.phpni.com/prior-authorization.

How do I check eligibility and claim status?
You can contact PHP Customer Service at (260) 432-6690 or log in to your Provider Account on our website to access eligibility and claim status information.

How do I get access my Provider Account at phpni.com?
Select 'First Time User' on the Login screen to download the registration form to set-up your account.

Do you have a provider manual?
Administrative procedures, clinical policies, coding guidelines, forms, and other resources are available online at www.phpni.com.

What Lake and Porter County hospitals are in PHP's network?
We currently have Porter Hospital, Community Hospital Care Network, St. Mary's Medical Center, St. Catherine's Hospital, Methodist Hospital – North Campus, and Methodist Hospital – South Campus in our network.

Additional questions?
Contact Dawn Dager at (260) 421-4304 or Barbara Emerson at (260) 421-4383.