

Provider Quick Reference Guide



PROVIDER SUPPORT SERVICES

Provider Helpline (9:00 a.m. to 5:30 p.m.):

1-888-991-9023

Medical provider: **prompt 1**

Pharmacies: **prompt 2**

Join our HPP provider network: **prompt 3**

Members: **prompt 4**

Quality Management: 215-991-4102

Special Investigations Unit (SIU):

1-866-HP-SIU-4U (477-4848)

Member Hotlines:

Medicare: **1-866-901-8000**

Medicaid: **1-800-553-0784**

CHIP: **1-888-888-1211 (TTY/PA RELAY 711)**

Skilled Nursing Facilities and Rehabilitation:

215-991-4395 Fax: 215-991-4125



CREDENTIALING

Correspondence, Enrollment, Provider Terminations: **Credentialing@hplans.com Fax: 215-967-4473**

Data changes: **DataValidation@hplans.com Fax: 267-515-6650**



MEDICAID AND MEDICARE CARE COORDINATION

Specialized Clinical Programs: **215-845-4797**

Our care coordinators — nurses, social workers, health advisors and outreach coordinators — are ready to assess and address your patients' needs. These programs are based on collaboration with providers to promote self-management.

MEDICAID/CHIP

Baby Partners: For pregnant and postpartum members

Healthy Kids Program: For children up to age 21, including EPSDT services

Special Needs Unit: For coordination of care needs, including social services and behavioral health care integration

Medicare DSNP Program: Care Coordinator will assist members with scheduling appointments, arranging transportation, disease specific education, accessing behavioral health, social needs and other needs associated with their care. You may contact a Care Coordinator by calling the provider helpline number.

MEDICAID/MEDICARE

Medicare Non-DSNP Program: Care Coordinator will assist member to access care and will assist with coordinating their benefits and any behavioral and social services. You may contact a Care Coordinator by calling the provider helpline.

Complex Care Coordination: For members with multiple comorbidities



VENDOR INFORMATION

Avesis (Dental): **1-800-952-6674**

ECHO Health (Electronic funds transfer and remittance advice): **1-888-834-3511 www.echohealthinc.com**

eviCore (Radiology authorizations, PT, OT, ST, medical oncology authorizations and other services): **1-888-693-3211**

Quest Diagnostics: **1-866-697-8378**

Superior Vision: **1-800-879-6901**



BEHAVIORAL HEALTH SERVICES

MEDICARE

1-800-424-3706 (Magellan)

CHIP

1-800-424-3702 (Magellan)

MEDICAID

Bucks County: **1-877-769-9784 (Magellan)**

Chester County: **1-866-622-4228 (Community Care Behavioral Health)**

Delaware County: **1-888-207-2911 (Magellan)**

Montgomery County: **1-877-769-9782 (Magellan)**

Philadelphia County: **1-888-545-2600 (Community Behavioral Health)**



CLAIMS SUBMISSIONS

Please note that Health Partners Plans recommends electronic claims submissions.

Health Partners Plans Payer ID: **#80142** EDI (Electronic Data Interchange) Support: **EDI@hpplans.com**

Claims Submissions

Medicaid and Medicare

Health Partners Plans
Attn: Claims
P.O. Box 1220
Philadelphia, PA 19105-1220

KidzPartners (CHIP)

Health Partners Plans
Attn: Claims
P.O. Box 1230
Philadelphia, PA 19105-1230

Claims Reconsiderations

Medicaid and Medicare

Health Partners Plans
Attn: Claims Reconsideration
901 Market Street, Suite 500
Philadelphia, PA 19107

KidzPartners (CHIP)

Health Partners Plans
Attn: Claims Reconsideration
P.O. Box 1230
Philadelphia, PA 19105-1230



PHARMACY

Pharmacy Department:

1-866-841-7659

Fax (Medicaid): **1-866-240-3712**

Fax (Medicare): **1-866-371-3239**

Recipient Restriction Program Information:

215-991-4094 Fax: **267-515-6651**



MEDICAL MANAGEMENT

1-866-500-4571

Ancillary Services (DME, home health care,
and non-emergent transportation): **prompts 2, 2**
Claims: **prompts 2, 5**

Inpatient/Outpatient Services

(Prior authorizations): **prompts 2, 3**

Non-Par Service Requests: **prompts 2, 4**

Physician Peer-to-Peer Hotline: **prompts 2, 1**



ONLINE RESOURCES

Health Partners Plans

Provider News: **www.hpplans.com/provnews**

Provider Webinars: **www.hpplans.com/provwebinars**

Provider Manual: **www.hpplans.com/providermanual**

Eligibility and Claims: **www.hpplans.com/eandb**

Formularies: **www.hpplans.com/formulary**

Our Provider Portals

NaviNet (Eligibility & benefits, claim status

inquiry, practice level reports, etc.): **www.navinet.net**

NaviNet Customer Support: **1-888-482-8057**

HP Connect (Claims reconsideration, authorization
requests): **https://hpconnect.alderaplatform.com**



COMPLIANCE

Anyone who becomes aware of a compliance incident, issue or complaint, whether it has occurred or is about to occur, should report it to Health Partners Plans. There are several options listed below to report. If you wish to remain anonymous, you may do so by using the Compliance Hotline or Incident Reporting Form.

To report an actual or suspected Compliance, Privacy or Fraud, Waste or Abuse incident:

- Call the anonymous HPP Compliance Hotline at **1-866-477-4848**
- Email us at **Compliance@hpplans.com**
- File an anonymous report through NAVEX Global's EthicsPoint webpage at **www.healthpartnersplans.ethicspoint.com**