

Provider Quick Reference Guide



PROVIDER SUPPORT SERVICES

Provider Services Helpline (9:00 a.m. to 5:30 p.m.):
1-888-991-9023

Medical provider: **prompt 1**

Pharmacies: **prompt 2**

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

Members: **prompt 4**

Quality Management: 1-855-218-2314

Member Relations:

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

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

CHIP: **1-888-888-1211**

TTY: **1-877-454-8477**

Skilled Nursing Facilities and Rehabilitation:

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



CREDENTIALING

Credentialing Status, Correspondence & Enrollment: **Credentialing@hpplans.com Fax: 215-967-4473**

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

Hospital/Facility Based Applications & Changes: **ProviderData@hpplans.com Fax: 215-967-9274**



MEDICAID, CHIP AND MEDICARE CARE COORDINATION

Call **215-845-4797** or email **ClinicalConnections@hpplans.com** to refer patients for care coordination.

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

Complex Care Coordination: For members with multiple comorbidities

MEDICARE

DSNP Program: Care Coordination will assist members with scheduling appointments, arranging transportation, disease specific education, accessing behavioral health, reducing SDOH barriers, addressing care gaps, coordinating with Community Health Choices (CHC) and any other needs associated with health outcomes. You may contact a Care Coordinator by calling the Provider Services Helpline.

Non-DSNP Program: Care Coordinator will assist member to access care and will assist with coordinating benefits for physical, behavioral and SDOH and any other needs associated with health care outcomes. You may contact a Care Coordinator by calling the Provider Services Helpline.



VENDOR INFORMATION

• Avēsis (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**

• Davis Vision: **1-800-999-5431**



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

Health Partners Plans

PO Box 981744
El Paso, TX 79998-1744

Claims Inquiries: 1-888-991-9023

Claims Reconsiderations

Health Partners Plans

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



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, PRIVACY OR FRAUD, WASTE OR ABUSE (FWA)

Anyone who becomes aware of a compliance, privacy or fraud, waste or abuse incident, issue or complaint, whether it has occurred or is about to occur, should report it to Health Partners Plans. There are several ways to file a report. If you wish to remain anonymous, you can use 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**, **siutips@hpplans.com** or **specialinvestigationsunit@hpplans.com**
- File an anonymous report through NAVEX Global's EthicsPoint webpage at **www.healthpartnersplans.ethicspoint.com**