

Provider Quick Reference Guide



PROVIDER SUPPORT SERVICES

Our Provider Portal

Services available through our portal include:

- Eligibility and benefit verification
- Claim status inquiry
- Claim Processing Appeals
- Access to reports/documents
- Authorization requests

Visit HPPlans.com/providerportals to learn more

Provider Services Helpline

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

Medical provider: **prompt 1**

Pharmacies: **prompt 2**

Join our provider network: **prompt 3**

Members: **prompt 4**

Quality Management: 1-855-218-2314

CREDENTIALING

Credentialing Status, Correspondence & Enrollment:

Credentialing@jeffersonhealthplans.com, Fax: 215-967-4473

Data changes/Terminations: DataValidation@jeffersonhealthplans.com, Fax: 267-515-6650

Hospital/Facility Based and Physical/Occupational/Speech Therapy Linkages, Terminations & Changes:

ProviderData@jeffersonhealthplans.com, Fax: 215-967-9274

CARE COORDINATION FOR ALL LINES OF BUSINESS

Our Care Coordinators who are nurses, social workers and outreach coordinators are ready to assess and address all your patient's needs including behavioral health and SDOH and connecting them to the appropriate resources. These programs are based on collaboration with providers to promote self-management.

Call the Provider Services Helpline: 1-866-500-4571 Or email ClinicalConnections@jeffersonhealthplans.com to refer your patient

VENDOR INFORMATION

- **Avësis** (Dental): 1-800-952-6674, www.myavesis.com/providers/
- **ECHO Health** (Electronic funds transfer and remittance advice): 1-888-834-3511, www.echohealthinc.com
- **eviCore** (Radiology, Cardiology, MSK (Joint, Spine, Pain), Sleep): 1-888-693-3211, www.evicore.com/provider
- **eviCore** (Radiation Oncology, Medical Oncology and Therapies (PT, OT, Speech) and Chiropractic): 1-888-444-6178
- **Quest Diagnostics** (Jefferson Health Plans sole national preferred commercial laboratory): 1-866-697-8378
- **Davis Vision**: 1-800-773-2847, www.davisvision.com/eye-care-professionals

BEHAVIORAL HEALTH SERVICE

Medicare: 1-800-424-3706 (Magellan)

CHIP: 1-800-424-3702 (Magellan)

Medicaid: Visit <https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/BehavioralHealth-MCOs.aspx> for the complete listing

MEMBER RELATIONS

Health Partners (Medicaid): 1-800-553-0784

KidzPartners (CHIP): 1-888-888-1211

Health Partners Medicare: 1-866-901-8000

Jefferson Health Plans Individual and Family Plans:
1-833-422-4690

TTY: 1-877-454-8477

CLAIMS SUBMISSIONS

Please note that Jefferson Health Plans recommends electronic claims submissions.

Jefferson Health Plans Medicaid, CHIP and Medicare (HMO-POS and HMO SNP) Payer ID: #80142

Jefferson Health Plans (Medicare PPO) Payer ID: RP099

EDI (Electronic Data Interchange) Support: EDI@jeffersonhealthplans.com

Claims Submissions (Medicaid, CHIP and Medicare (HMO-POS and HMO SNP):

Jefferson Health Plans
PO Box 981744
El Paso, TX 79998-1744

Claims Submissions (Medicare PPO):

Jefferson Health Plans
P.O. Box 981735
El Paso, TX 79998-1637

Claims Inquiries: 1-888-991-9023

Claims Reconsiderations

Jefferson Health 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

Fax (Individual and Family Plans): 1-833-605-4407

Recipient Restriction Program Information:

215-991-4094

Fax: 267-515-6651

MEDICAL MANAGEMENT (UTILIZATION/PRIOR AUTHORIZATION)

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

Skilled Nursing Facilities and Rehabilitation:

Medicare: 215-991-4395

Medicaid: 267-385-3825

Fax: 215-991-4125

ONLINE RESOURCES

Jefferson Health Plans

Provider News: www.hpplans.com/provnews

Provider Webinars: www.hpplans.com/webinars

Provider Manual: www.hpplans.com/providermanual

Eligibility and Claims: www.hpplans.com/eandb

Formularies: www.hpplans.com/formulary

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 Jefferson Health 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 **Jefferson Health Plans Compliance Hotline** at 1-866-477-4848
- Email us at Compliance@jeffersonhealthplans.com, siutips@jeffersonhealthplans.com or specialinvestigationsunit@jeffersonhealthplans.com
- File an anonymous report through NAVEX Global's EthicsPoint webpage at www.healthpartnersplans.ethicspoint.com