

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: 215-991-4346

Special Investigations Unit (SIU):
1-866-HP-SIU-4U (477-4848)

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**



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 Services Helpline.

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 Services Helpline.

ALL MEMBERS

Complex Care Coordination: For members with multiple comorbidities



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

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

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

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 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**
- File an anonymous report through NAVEX Global's EthicsPoint webpage at **www.healthpartnersplans.ethicspoint.com**