

Provider Quick Reference Guide



Thank you for being a valued provider for members in one or more of our health plans: Health Partners Plans Medicaid and CHIP plans, Jefferson Health Plans Medicare Advantage, and/or Jefferson Health Plans Individual and Family Plans.

PROVIDER SUPPORT SERVICES

Our Provider Portal

Services available through our portal include:

- Eligibility and benefit verification
- Claim status inquiry
- Claims reconsiderations
- Authorization requests
- Access to reports/documents/
provider communications

Visit [HPPlans.com/providerportals](https://www.hpplans.com/providerportals) to learn more

Provider Services Helpline

(Mon-Fri 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

ONLINE RESOURCES

www.hpplans.com/providers

Provider News: www.hpplans.com/provnews

Online Provider Directory: www.healthpartnersplans.com/providers/resources/provider-directory

Eligibility and Claims: www.hpplans.com/eandb

Provider Trainings: www.healthpartnersplans.com/providers/training-and-education

Formularies: www.hpplans.com/formulary

Provider Manual: www.hpplans.com/providermanual

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
- **Magellan** (Behavioral Health Services): Please see the Behavioral Health Services section of this document
- **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 SERVICES

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

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

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

MEMBER RELATIONS

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

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

Jefferson Health Plans (Medicare): 1-866-901-8000

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

TTY: 1-877-454-8477

MEDICAL MANAGEMENT (UTILIZATION/PRIOR AUTHORIZATION)

1-866-500-4571

Ancillary Services (DME, home health care): prompts 2, 2

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

PHARMACY

Pharmacy Department: 1-866-841-7659

Fax (Medicaid): 1-866-371-3239

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

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.

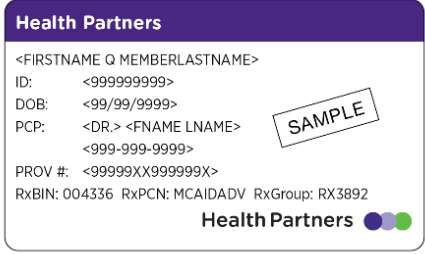
To report an actual or suspected Compliance, Privacy or Fraud, Waste or Abuse incident:

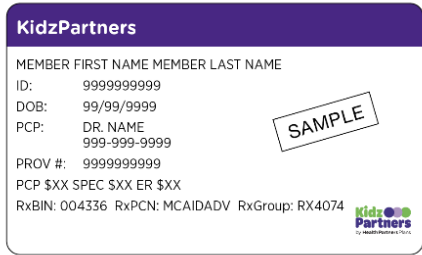
- Call the anonymous **Jefferson Health Plans Compliance Hotline** at 1-866-477-4848
- Email us at Compliance@jeffersonhealthplans.com, siutips@jeffersonhealthplans.com or specialinvestigationsunit@jeffersonhealthplans.com
- File an anonymous report through NAVEX Global's EthicsPoint webpage at <https://www.mycompliancereport.com/report?cid=JEFF>


CLAIMS SUBMISSIONS


Please note that Jefferson Health Plans recommends electronic claims submissions.

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

Product Name	ID Card
Health Partners Plans Medicaid	 <p>Medicaid: 9 characters long, starting with all numerical digits</p>
Plan Information	
<p>Payor ID: #80142</p> <p>Claims Submissions: Jefferson Health Plans, PO Box 981744 El Paso, TX 79998-1744</p> <p>Claims Reconsiderations: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Mailing to: Jefferson Health Plans Attn: Claims Reconsideration 1101 Market Street, Suite 3000 Philadelphia, PA 19107</p> <p>Claims Inquiries: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Calling Provider Services: 1-888-991-9023</p>	

Product Name	ID Card
<p>Health Partners Plans CHIP</p>	 <p>CHIP: 10 characters long, starting with a "3" or a "9"</p>
Plan Information	
<p>Payor ID: #80142</p> <p>Claims Submissions: Jefferson Health Plans, PO Box 981744 El Paso, TX 79998-1744</p> <p>Claims Reconsiderations: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Mailing to: Jefferson Health Plans Attn: Claims Reconsideration 1101 Market Street, Suite 3000 Philadelphia, PA 19107</p> <p>Claims Inquiries: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Calling Provider Services: 1-888-991-9023</p>	

Product Name	ID Card
<p>Jefferson Health Plans (Medicare) (HMO and PPO) *to be identified in the plan name on the card</p> <p>Medicare Advantage</p>	 <p>Medicaid: 7 characters long, starting with a "5"</p>
Plan Information	
<p>HMO: Payor ID: 80142</p> <p>Claims Submissions: Jefferson Health Plans, PO Box 981744 El Paso, TX 79998-1744</p> <p>Claims Reconsiderations: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Mailing to: Jefferson Health Plans Attn: Claims Reconsideration 1101 Market Street, Suite 3000 Philadelphia, PA 19107</p> <p>Claims Inquiries: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Calling Provider Services: 1-888-991-9023</p>	<p>PPO: Payor ID: #RP099</p> <p>Claims Submissions: Jefferson Health Plans, PO Box 981735 El Paso, TX 79998-1637</p> <p>Claims Reconsiderations: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Mailing to: Jefferson Health Plans Attn: Claims Reconsideration 1101 Market Street, Suite 3000 Philadelphia, PA 19107</p> <p>Claims Inquiries: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Calling Provider Services: 1-888-991-9023</p>

Product Name	ID Card
<p style="text-align: center;">Jefferson Health Plans (Individual and Family Plans) *(NEW IN 2024)</p>	<div style="text-align: center;">  </div> <p style="text-align: center;">Individual & Family Plans: 12 characters long, starting with a "J"</p>
Plan Information	
<p>Payor ID: #80142</p> <p>Claims Submissions: Jefferson Health Plans, PO Box 981744 El Paso, TX 79998-1744</p> <p>Claims Reconsiderations: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Mailing to: Jefferson Health Plans Attn: Claims Reconsideration 1101 Market Street, Suite 3000 Philadelphia, PA 19107</p> <p>Claims Inquiries: www.healthpartnersplans.com/providers/provider-portals</p> <p>Or by Calling Provider Services: 1-888-991-9023</p>	

Health Partners Plans, Inc. (HPP), uses Jefferson Health Plans as the marketing name for some of its lines of business. Current lines of business are: Jefferson Health Plans Individual and Family Plans, Jefferson Health Plans Medicare Advantage, Health Partners Plans Medicaid, and Health Partners Plans CHIP. All communications will specify the impacted line of business within the content of the message.