



QUICK REFERENCE GUIDE FOR PROVIDERS

Please visit www.HealthyCT.org/providers for more information and services, including our Provider Manual, news/updates, forms, member eligibility, copayments/deductibles, detailed claims/payment information and more. You will need to log into our secure Provider Portal to perform many administrative services.

General Information	
<ul style="list-style-type: none"> Confirm member eligibility Copayment Claims Information Inquiries/Disputes (non-clinical) Be prepared to enter your NPI. 	855-208-1641
Online:	www.HealthyCT.org/providers
Network Partnerships	855-HLTHYCT
<ul style="list-style-type: none"> Check the status of an application Add or Remove a Provider from your Practice Contractual Inquiries 	(855-458-4928)
Follow prompts to a Network Specialist or Provider Advocate	
Fax Numbers	
New Provider Requests:	203-774-5731
Provider Updates:	203-774-5727
Provider Advocates:	203-774-5733
Note: All providers associated with a group must be participating.	

Medical Management	
General Requests, Prior Authorization, Appeals (Medical Necessity) and Notification	
Phone:	855-458-4928
Case Management Services	
Fax:	855-817-5701
Appeals (Medical Necessity)	
Fax:	855-817-5697

Prior Authorization & Notification	
The prior authorization list is available in the online Provider Manual. Fax requests to the appropriate area below.	
Medical/Surgical, PT/OT, Chiropractic Services Fax:	855-817-5696
Home Care and Home Care IV Fusion Services Fax:	
	855-817-5702
Behavioral Health Services Fax:	855-817-5703
In-Patient Services Fax:	855-817-5704

Electronic Claims Submission	
Payer ID or Carrier Code:	Xerox/ACS: 77180 Emdeon: 45336
EDI Phone Support:	800-952-0495
Or Email Support:	edicommercialsupportteam@xerox.com

Electronic Funds Transfer & Electronic Remittance Advice via Emdeon	
Phone:	866-506-2830
Fax:	615-238-9615
Electronically enroll in EFT: http://www.emdeon.com/epayment/	
Electronically enroll in ERA: http://www.emdeon.com/enrollment/	
<i>NOTE: You must be registered for ERA in order to enroll in EFT. For more information:</i> http://www.emdeon.com/resourcepdfs/ePaymentEnrollment.pdf	

Pharmacy / Dental Services	
Catamaran (Pharmacy Benefit Manager)	
Customer Service:	855-577-6549
Prior Authorization	
Phone:	800-626-0072
Fax:	866-511-2202
Delta Dental (Dental Benefit Manager)	
Customer Service	
Phone:	800-663-6435
Online:	http://www.deltadentalnj.com/HealthyCT-AboutUs/

Laboratory/Pathology	
HealthyCT has a preferred relationship with Quest Diagnostics and participating hospitals/hospital-affiliated laboratories or pathology groups.	

eviCore healthcare (Radiology Services)	
Online authorizations:	www.carecorenational.com
Phone:	800-298-4806
Fax: (request form available online)	800-540-2406

Services rendered outside the state of Connecticut will be considered in-network when utilizing the PHCS Healthy Directions network only. This guide also appears in our online Provider Manual.