



## QUICK REFERENCE GUIDE FOR PROVIDERS

Please visit [www.HealthyCT.org/providers](http://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"> <li>Confirm member eligibility</li> <li>Copayment</li> <li>Claims Information</li> <li>Inquiries/Disputes (non-clinical)</li> <li>Be prepared to enter your NPI.</li> </ul>	855-208-1641
Online:	<a href="http://www.HealthyCT.org/providers">www.HealthyCT.org/providers</a>
<b>Network Partnerships</b>	855-HLTHYCT
<ul style="list-style-type: none"> <li>Check the status of an application</li> <li>Add or Remove a Provider from your Practice</li> <li>Contractual Inquiries</li> </ul>	(855-458-4928)
Follow prompts to a Network Specialist or Provider Advocate	
<b>Fax Numbers</b>	
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	
<b>General Requests, Prior Authorization, Appeals (Medical Necessity) and Notification</b>	
Phone:	855-458-4928
<b>Case Management Services</b>	
Fax:	855-817-5701
<b>Appeals (Medical Necessity)</b>	
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.	
<b>Medical/Surgical, PT/OT, Chiropractic &amp; Radiology Services:</b>	
	855-817-5696
<b>Home Care and Home Care IV Fusion Services:</b>	
	855-817-5702
<b>Behavioral Health Services:</b>	
	855-817-5703
<b>In-Patient Services:</b>	
	855-817-5704

Electronic Claims Submission	
<b>Payer ID or Carrier Code:</b>	77180
EDI Phone Support:	800-952-0495
Or Email Support:	<a href="mailto:edicommercialsupportteam@xerox.com">edicommercialsupportteam@xerox.com</a>
<b>Electronically enroll:</b>	
<a href="http://www.acs-inc.com/edirect">http://www.acs-inc.com/edirect</a>	
(Select "Claims Gateway" then "Claims Payer List")	

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

Services Provided by Separate Vendors	
<b>Catamaran (Pharmacy Benefit Manager)</b>	
Customer Service:	855-577-6549
<b>Prior Authorization</b>	
Phone:	800-626-0072
Fax:	866-511-2202
<b>Delta Dental (Dental Benefit Manager)</b>	
<b>Customer Service</b>	
Phone:	800-663-6435
Online:	<a href="http://www.deltadentalnj.com/HealthyCT-AboutUs/">http://www.deltadentalnj.com/HealthyCT-AboutUs/</a>

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

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.