**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.

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| General Information | |
| * Confirm member eligibility * Copayment * Claims Information * Administrative (non-clinical) Disputes * Be prepared to enter your NPI. | 855-208-1641 |
| Online: [www.HealthyCT.org/providers](http://www.HealthyCT.org/providers) | |
| Check the Status of an Application, Add or Remove a Provider from Your Practice or Connect to Provider Partnerships  Phone:  (Follow prompts to a Network Specialist or Provider Advocate)  Fax:  Note: All providers associated with a group must be participating. | 855-HLTHYCT  (855-458-4928)  203-774-5727 |

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| 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 |

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| Prior Authorization & Notification | |
| The prior authorization list is available in the online Provider Manual. Fax requests to the appropriate area below. | |
| Medical, Surgical: | 855-817-5696 |
| PT/OT, Chiropractic: | 855-817-5696 |
| Home Care and Home Care IV Fusion: | 855-817-5702 |
| Behavioral Health: | 855-817-5703 |
| In-Patient Services: | 855-817-5704 |
| Radiology requests online via secure Medicalis tool: [www.HealthyCT.org/providers](http://www.HealthyCT.org/providers)/resources | |

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| Electronic Claims Submission/Enrollment | |
| Payer ID or Carrier Code: | 77180 |
| EDI Phone Support: | 800-952-0495 |
| Or Email Support: [edicommercialsupportteam@xerox.com](mailto:edicommercialsupportteam@xerox.com)  Electronically enroll:  <http://www.acs-inc.com/edidirect>  (Select “Claims Gateway” then “Claims Payer List”) | |

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| 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/> | |
| *NOTE: You must be registered for ERA in order to enroll in EFT. For more information:* <http://www.emdeon.com/resourcepdfs/ePaymentEnrollment.pdf> | |

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| Services Provided by Separate Vendors | |
| Catamaran (Pharmacy Benefit Manager)  Customer Service: | 855-577-6549 |
| Prior Authorization  Phone: | 800-626-0072 |
| Online: <https://ctrx.benefits.catamaranrx.com/rxpublic/portal/memberMain?customer=HCT> | |
| Delta Dental (Dental Benefit Manager)  Customer Service  Phone: | 800-663-6435 |
| Online: <http://www.deltadentalnj.com/HealthyCT-AboutUs/> | |

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

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.