**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 PartnershipsPhone:(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 ServicesFax: | 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.comElectronically 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 AuthorizationPhone:  | 800-626-0072 |
| Online: <https://ctrx.benefits.catamaranrx.com/rxpublic/portal/memberMain?customer=HCT> |
| Delta Dental (Dental Benefit Manager)Customer ServicePhone: | 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.