

# Provider Partners Advantage Plan

## Quick Reference Guide

### Customer Service

For Pre-authorization:  
Fax request to: (844) 593-6221  
Or  
Call our Toll free phone  
number: (855) 969-5907  
For Claims and Eligibility:  
(855) 969-5907  
(TTY for Hearing Impaired 711)

**800-405-9681 | TTY 711**  
**Hours of Operation:**

October 1 – March 31  
8 AM – 8 PM Daily

April 1 – September 30  
8 AM – 8 PM M–F

[pphealthplan.com](http://pphealthplan.com)

### Pharmacy Benefit Inquiry and Authorization

#### Pharmacy Claims

Optum Rx  
PO Box 650287  
Dallas, TX 752665  
Phone: (844) 368-8732  
Fax: (844) 403-1028

For prescription drug benefit questions or coverage determinations (drug authorizations) please call OptumRx at (844) 368-8732. Assistance is available 7 days a week, 24 hours a day.

Provider Partners expedites claim payments through VPay Payment Portal – Optum Financial, a secure and convenient platform for managing payments.

Your first payment will be issued via Mastercard Virtual Card (VCard) and sent by fax or USPS. Simply enter the 10-digit card number into your merchant terminal to receive payment.

If you accept VCard payments, standard processing fees from your acquiring bank apply.

If you prefer a different payment method:

- Before your first payment: You may contact Provider Partners at [providerrelations@providerpartnershealthplan.com](mailto:providerrelations@providerpartnershealthplan.com) or call 1-855-969-5907 to request payment by EFT/ACH or paper check and provide your banking information.
- After your first payment: You may contact VPay Optum at [support@vpayusa.com](mailto:support@vpayusa.com) or 1-844-343-3689 to change your payment preference.

Provider Partners and its payment partners comply with HIPAA EFT standards (45 CFR §162.1602) and ensure secure, timely transactions. Claims are processed in accordance with Medicare billing rules, fee schedules, CMS transmittals, and Provider Partners' Terms and Conditions of Payment. Providers may not bill members for amounts covered by Provider Partners or state Medicaid.

### Claims Submission

Illinois Payor ID: #31401  
Indiana Payor ID: #31407  
Kentucky Payor ID: #31408  
Maryland Payor ID: #31118  
Missouri Payor ID: #31404  
North Carolina Payor ID: #31406  
Pennsylvania Payor ID: #31400  
Texas Payor ID: #31405

Paper:  
Provider Partners Claims  
PO Box 21063  
Eagan, MN 55121

Appeals and Grievances  
Department:  
PO Box 21063  
Eagan, MN 55121  
Fax # 888-918-2989

### PRE-AUTHORIZATION

Notification of planned admissions should be submitted 10 days prior to the planned admission date. Unplanned admissions should be reported to Provider Partners within 24 hours. Weekend and holiday admissions should be reported by 5 pm next business day.

### SERVICES REQUIRING PRE-AUTHORIZATION

- Inpatient Admissions (including Partial Hospitalization)
- Skilled Nursing Facility (Transfer to SNF bed)
- Reconstructive/Potentially Cosmetic Procedures
- Transplant Services
- Durable Medical Equipment greater than \$750 billed charges per month
- Prosthetics/Medical Supplies greater than \$750 billed charges per month
- Hyperbaric Oxygen Therapy
- Intensive Cardiac Rehab
- Pulmonary Rehab Services
- Specialized Pain Management Services
- Home Health
- Outpatient Hospital Services
- Outpatient Diagnostic Procedures and Tests\*
- Ambulatory Surgical Centers
- Medical Supplies greater than \$750 billed charges per month
- Substance Abuse Programs and Treatment
- Part B drugs in excess of \$1,500
- Occupational, Physical, and Speech therapy
- Most services provided by a non-participating Provider require authorization. For questions regarding which services require authorization, please contact Provider Services at 855-969-5907

For a full list of authorization requirements, please reference our Evidence of Coverage that can be found on the Provider Partners website

*\* A limited number of Outpatient Diagnostic Procedures and Tests*

Additional online tools and resources, including the provider manual, billing tips and reimbursement methodologies are available at [pphealthplan.com](http://pphealthplan.com)