



Provider Quick Reference Guide

Customer Service

For Pre-authorization:
1-800-405-9681
Demographic changes to
Provider@pphealthplan.com

For Claims and Eligibility:
1-800-405-9681

Monday through Friday
8 am – 8 pm EST
www.pphealthplan.com

Pharmacy Benefit Inquiry and Authorization

EnvisionRx 1-844-846-8007

For prescription drug benefit questions or coverage determinations (drug authorizations) please call EnvisionRx, Provider Partners Health Plans pharmacy benefit manager. Assistance is available 7 days a week, 24 hours a day.

Claims Submission

PPHP PAYER ID# 31118
PAPER: Provider Partner
Health Plans
HealthScope Benefits
PO Box 93660
Lubbock, TX 79493-3660

Claims will be processed in accordance with Original Medicare billing rules, Medicare fee schedules, prospective payment system requirements, local coverage determinations (LCDs) and the PPHP Terms and Conditions of Payment. All payment methodologies are updated in accordance with CMS final rules and correction notices published in the Federal Register and CMS transmittals. PPHP uses Correct Coding Initiative (CCI) for bundling/unbundling logic. Provider fees are updated at least quarterly as files become available on the CMS website.

PPHP applies effective dates as instructed per CMS transmittals. As an Institutional Special Needs Plan some members may be eligible for the cost of sharing benefits provided by Maryland Medicaid. Providers are not allowed to charge co-payments, co-insurance, or deductible charges that are the responsibility of PPHP or Maryland Medicaid.

PRE-AUTHORIZATION

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

SERVICES REQUIRING PRE-AUTHORIZATION

- Inpatient Admissions
- Rehabilitation Services, Specialized Structured Programs, Inpatient and Outpatient [beyond first eight OP visits]
- Planned and Unplanned Outpatient/ Observation Admissions
- Inpatient Behavioral Health/ Chemical Dependency [beyond the first eight OP visits]
- Outpatient Surgery Procedures (including those performed at a hospital, office or ASC)
- Reconstructive/potentially cosmetic procedures
- Transplant services
- Durable Medical Equipment (over \$500)
- Hyperbaric Oxygen Therapy
- Sleep Apnea services (including sleep studies and surgery)
- Specialized Pain Management Services

Additional online tools and resources, including the provider manual, billing tips and reimbursement methodologies are available at www.pphealthplan.com

ALWAYS REFER MEMBERS OF PPHP TO OTHER CONTRACTED PROVIDERS. PLEASE VISIT OUR WEBSITE TO DETERMINE WHICH PROVIDERS ARE CONTRACTED.