

Provider Quick Reference Guide

Important Phone Numbers

Provider Services 844-865-8059
 Monday-Friday, 8 a.m. to 8 p.m. EST
Utilization Management Fax Numbers
 Behavioral Services 800-370-1116
 Medical Services 888-669-1763

Member Services 844-824-8771
Pharmacy Prior Authorization
 844-996-0326 (Phone) 866-427-7676 (Fax)
Clarion Compliance Hotline 800-345-2676

Subcontracted Services

Behavioral Health — Beacon Health Options
 888-710-2316 (24 hours/7 days/week)

Over-the-Counter Supplies — OTCHS (CVS)
 844-358-4459

Dental — Liberty
 Provider Services 888-352-7924
 Member Services 877-550-4437

Nurse Advice Line — Health Dialog
 844-990-0260 (24 hours/7 days/week)

DME, Home Health, Infusion Rx — Coastal Care Services, Inc.
 855-481-0505 (24 hours/7 days/week)
 855-481-0606 (Fax)
www.ccsi.care/providers/Provider Portal
<http://web.ccsi.care>

Vision — ICARE Health Solutions
 855-373-7627

Provider Support

Call Provider Services for
 Questions about claims, credentialing, network status • Requesting a free copy of the Provider Manual • Registering a provider complaint

Log into the Provider Portal at ClarionHealth.org for
 PCP Verification • Member Eligibility/Verification • Request Prior Authorization (PA) • Claim Submission Status

Claim Submission

Clarion Health encourages all providers to submit claims electronically

Claims Questions 844-865-8059
 EDI Clearinghouse — Change Healthcare
Clarion Health Payer ID 35456

Mail paper claim submissions to:
 Clarion Health
 P.O. Box 21405
 Eagan, MN 55121

All out-of-network physicians and hospital and ancillary service requests will require prior authorization.

Providers may file a claim dispute by:

Call Provider Services 844-865-8059

Mail paper claim submissions to:
 Clarion Health
 PO BOX 21405
 Eagan, MN 55121

Claims payment disputes including reconsiderations or adjustments must be received ninety (90) calendar days from the date of the notification of payment or denial (please refer to Provider Manual).

Unlisted procedure codes that are manually priced require prior authorization.