



# Provider Services Call Center Information Sheet

## **Provider Services Call Center**

**1-844-235-2387**

To use our automated service, press 1 after the greeting. To speak with a representative about one of the following, press 2 and then select an option:

Option 1 - Member eligibility verification including benefit plans and Medicare and TPL information

Option 2 - Claim status, billing and payment assistance

Option 3 - Electronic Data Interchange assistance including batch submission, report retrieval and trading partner enrollment

Option 4 - Prior authorization assistance

Option 5 - Provider enrollment and revalidation assistance

Option 6 - Provider Web Portal password reset assistance

Option 7 - Provider Web Portal assistance, including MAPIR and EFT updates

**7 a.m. - 5 p.m. MT Monday - Thursday**

**10 a.m. - 5 p.m. MT Friday**

The Provider Services Call Center will be utilizing the time between 7 a.m. and 10 a.m. on Fridays to return calls to providers.