



Provider Services Call Center Information Sheet

Provider Services Call Center

1-844-235-2387

To use our automated service, press one 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 X12 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. MST Monday, Tuesday, & Thursday

10 a.m. - 5 p.m. MST Wednesday & Friday

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