



Provider Quick Reference Guide



PROVIDER PORTAL

Scan QR Code or go to:
providers.metroplus.org



The MetroPlusHealth Salesforce Provider Portal is more convenient than ever before.

- Online Claims and Authorization Entry
- P4P Reports, Patient Gaps in Care, Utilization Reports, and much more
- Check Eligibility, Claims, Payment and Authorization Status
- Eliminates multiple logins - "one stop shop"
- Ask questions 24/7
- Fast, straightforward authorization requests:
 - Diagnosis and service code lookup
 - Clinical requirements check

CLAIM SUBMISSIONS - Scan QR Code or go to: bit.ly/MPH_Claims_Submit

Claims must be submitted within timelines defined in Provider contract.



- Allow 30 days for electronic/45 days for paper claims submission to receive payment
- Balance billing is prohibited
- Sign up for Electronic Funds Transfer (EFT) to receive claim payments electronically. Scan QR Code or go to: bit.ly/MPH_Provider_EFT_Enroll
- To check claim status, go to: providers.metroplus.org or call: 800.303.9626



METROPLUSHEALTH PRODUCT:		WHERE / HOW TO SUBMIT CLAIMS:	
		BY MAIL	ELECTRONICALLY
• Medicaid • Enhanced (HARP) • Partnership in Care (SNP) • Child Health Plus • Managed Long -Term Care	• Essential Plan • MetroPlus Gold • MetroPlus GoldCare	MetroPlusHealth P.O. Box 830480 Birmingham, AL 35283-0480	Payer ID# 13265 Availity 800.282.4548 availity.com or
	• Medicare Plans: Advantage / Platinum	MetroPlusHealth P.O. Box 381508 Birmingham, AL 35238-0480	Relay Health / OPTUM 800.527.8133
• Marketplace / Qualified Health Plans (QHP)		MetroPlusHealth P.O. Box 830480 Birmingham, AL 35238-1508	email: edienrollmentsupport@optum.com
WHERE TO SEND ADMINISTRATIVE CLAIM RECONSIDERATIONS / APPEALS:			
Requests for reconsiderations (claim appeals of an initial determination) can be made via telephone, mail, or provider portal. Written appeals must explain the reason for the appeal and include all pertinent information as well as a copy of the original claim. All claim determination appeals must be received within 45 calendar days of the date of the initial check or denial notification. For clinical appeals, see the Provider Manual.		BY CERTIFIED MAIL:	
		MetroPlusHealth, Attn.: Claims 50 Water Street, 7th Floor NY, NY 10004	
		BY REGULAR MAIL:	
		MetroPlusHealth PO Box 830480 Birmingham, AL 35283-0480	

NOTIFY US AS SOON AS POSSIBLE OF CHANGES IN YOUR PRACTICE:

- Change of address/new site/site closure
- Change of practice name/ownership
- Provider Retired or Moved out of NYC
- Change of tax ID number
- Change of providers in group practice
- Extended leave of absence

Scan QR Code or go to:
providers.metroplus.org



Call: 800.303.9626 | 212.908.3691

Email: providerupdate@metroplus.org

Mail: MetroPlusHealth Attn: Provider Services
50 Water Street, 7th Fl. • New York, NY 10038



PROVIDER SERVICES

Call: 800.303.9626 | TTY: 711/800.881.2812

Provider Portal:
Scan QR Code or go to:
providers.metroplus.org



PRIOR AUTHORIZATION REQUESTS

Medical and Radiology Services:

Find out more about services
requiring prior authorization.

Call: 800.303.9626
Scan QR Code or go to:
bit.ly/44ZTUUM



PROVIDER MANUAL

Includes medical coverage policies
and other information.
Scan QR code or go to:
providers.metroplus.org



MEMBER ELIGIBILITY & BENEFITS

Member coverage, PCP and any restrictions
must be verified before every encounter by
using either Member ID Card, photo ID, or
health plan.

Call: 800.303.9626
Scan QR Code or go to:
bit.ly/44ZTUUM



PHARMACY SERVICES

For the following Plans:

- Medicaid Managed Care
- Partnership in Care (SNP)
- Child Health Plus
- MetroPlus Enhanced (HARP)

Prior Authorization (NYRX):
Call: 877.433.7643 | Fax: 866.255.7569

For Medicare Plans:

- MetroPlus Advantage Plan (HMO D-SNP)
- MetroPlus UltraCare Plan (HMO D-SNP)
- MetroPlus Platinum Plan (HMO)

Call: 866.693.4615 | Fax: 855.633.7673

For all other Plans:

Call: 855.582.2022 | Fax: 855.245.8333

Specialty drugs for non-Medicare members:

MPH Pharmacy Department
Call: 800.303.9626 | Fax: 844.807.8455

DENTAL SERVICES

DentaQuest | Utilization Management:

For Utilization Management,
Call: 800.294.9650
Scan QR Code or go to:
dentaquest.com/en/providers



DURABLE MEDICAL EQUIPMENT (DME)

Integra
Call: 800.303.9626
Scan QR Code or go to:
bit.ly/49fwZYP



TRANSPORTATION SERVICES

Modvicare
Call: 800.303.9626
Scan QR Code or go to:
<https://www.modvicare.com>



PARTICIPATING LABORATORY SERVICES

Scan QR Code or go to:
bit.ly/44M8Dmn



Note: To perform in-office lab testing,
the location must have a CLIA certificate.

TRANSLATION SERVICES

Cyram International
Scan QR Code or go to:
cyraminternational.com



BEHAVIORAL HEALTH SERVICES

Scan QR Code or go to:
bit.ly/3rfpXT2

