



# 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](https://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](https://bit.ly/MPH_Provider_EFT_Enroll)
- To check claim status, go to: [providers.metroplus.org](https://providers.metroplus.org) or call: 800.303.9626



### METROPLUSHEALTH PRODUCT:

- Medicaid
- Enhanced (HARP)
- Partnership in Care (SNP)
- Child Health Plus
- Managed Long -Term Care
- Essential Plan
- MetroPlus Gold
- MetroPlus GoldCare

- Medicare Plans: Advantage / Platinum

- Marketplace / Qualified Health Plans (QHP)

### WHERE / HOW TO SUBMIT CLAIMS:

#### BY MAIL

MetroPlusHealth  
P.O. Box 830480  
Birmingham, AL 35283-0480

MetroPlusHealth  
P.O. Box 381508  
Birmingham, AL 35238-0480

MetroPlusHealth  
P.O. Box 830480  
Birmingham, AL 35238-1508

#### ELECTRONICALLY

Payer ID# 13265

Availity  
800.282.4548  
[availity.com](https://www.availity.com)

or

Relay Health / OPTUM  
800.527.8133

email:  
[edienrollmentsupport@optum.com](mailto: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](mailto:providerupdate@metroplus.org)

Mail: MetroPlusHealth Attn: Provider Services  
50 Water Street, 7<sup>th</sup> 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](https://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](https://bit.ly/44ZTUUM)



## PROVIDER MANUAL

Includes medical coverage policies  
and other information.  
Scan QR code or go to:  
[providers.metroplus.org](https://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](https://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](https://dentaquest.com/en/providers)



## DURABLE MEDICAL EQUIPMENT (DME)

Integra  
Call: 800.303.9626  
Scan QR Code or go to:  
[bit.ly/49fwZYP](https://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](https://bit.ly/44M8Dmn)



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

## TRANSLATION SERVICES

Propio  
Scan QR Code or go to:  
<https://propio.com>



## BEHAVIORAL HEALTH SERVICES

Scan QR Code or go to:  
[bit.ly/3rfpXT2](https://bit.ly/3rfpXT2)

