

Member Services

Member Service Line
866-912-6285
877-725-7753 TDD/TTY
Monday thru Friday
8 am to 5 pm (CST)

Member Services is available to answer questions regarding the following:

- Find a Doctor
- Benefits Eligibility
- ID Card Replacement
- PCP changes

Claims Submission (Paper and EDI)

Magnolia encourages its providers to file claims electronically. Listed below are the instructions for submitting claims electronically and hard copy.

Clearinghouse Vendors (Payor ID for Magnolia Health Plan – 68062)

- Emdeon
- SSI
- Gateway EDI

Availity Payor ID: 421406317
Smart Data Solutions: Payor ID: 68069

PaySpan Health
Electronic EFT/ERA
1-877-331-7154 or
Register at
www.payspanhealth.com

Submit Paper Claims to:
Magnolia Health Plan
Attn: CLAIMS DEPARTMENT
P.O. Box 3090
Farmington, MO 63640-3825

Provider Services/ Claims Services

Provider Service Line
866-912-6285
Monday thru Friday
8 am to 5 pm (CST)

Contact Provider Services for assistance with the following services:

- Answer questions regarding claim status
- Provider education/ orientation
- Network participation
- Member eligibility/ verification
- Change, update or correct demographic information

Providers can visit Magnolia's Health Plan Provider Portal at www.magnoliahealthplan.com to access the following:

- Provider Manual
- Provider Forms
- Provider Newsletter (if you are not able to access the newsletter via web, please contact Provider Service)
- Wellness information
- Magnolia Health Plan news
- Clinical Guidelines

The following information is available via the secure portal:
Member Eligibility
PCP verification
Submit Claims
Claims Inquiry
View PCP Panel (patient list)

Vendor Services Behavioral Health Dental Vision Transportation NurseWise

Behavioral Health
Phone: 1-866-912-6285
24 hours / 7 days a week
Prior Authorization Fax: 1-866-694-3649
www.cenpatico.com

Behavioral Health Claims
Phone: 1-866-324-3632
PO Box 7600
Farmington, MO 63640-3834

DentaQuest
1-866-912-6285

Opticare
Customer Relations:
1-800-334-3937

Logisticare Transportation Services
Non-emergent Transportation
Phone: 1-866-331-6004

NurseWise®
1-866-912-6285

NurseWise is a 24 hour free health information phone line. The nurse triage service provides access to a broad range of health-related services including health education and crisis intervention.

National Imaging Associates
Radiology Benefits Manager
1-866-912-6285
www.RadMd.com
Prior Authorization required for Outpatient:

- CT/CTA/CCTA
- MRI/MRA
- PET Scan

***Visit www.RadMd.com for a complete listing

Value Added Member Benefits

Start Smart for Your Baby® is our special program designed to education women who are pregnant.

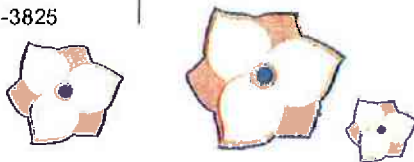
US Script Pharmacy Manager:
Prior Authorization:
Phone: 1-866-399-0928
Fax: 1-866-399-0929
Help Desk Line:
1-800-460-8988

Nurtur® provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as
Asthma
Congestive Heart Failure (CHF)
Diabetes
Hypertension
Obesity

CVS Caremark:
Phone: 1-800-237-2767
Prior Authorization Fax line:
1-800-323-2445

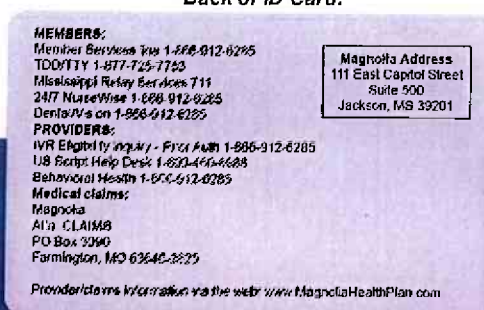
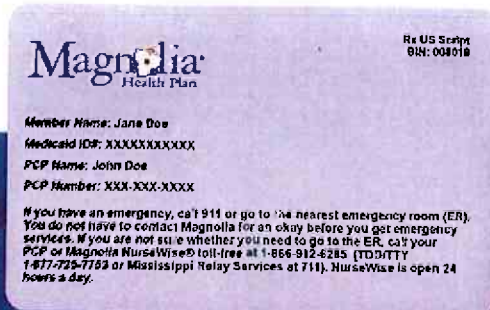
Univita
DME, except Orthotics & Prosthetics
Home Infusion
Home Health, Including therapies (PT, OT, ST)
Phone: 1-888-914-2201
Fax: 1-888-914-2202

MemberConnections® is an educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contact Member Services if you have a patient that needs help understanding the program.



Front of ID Card:

Back of ID Card:



Updates to this material can be found at:
www.magnoliahealthplan.com