

TELEPHONE DIRECTORY

Service	Phone Number
<p>Provider Service: 8:30 AM – 4:30 PM (ET) Monday – Friday</p> <ul style="list-style-type: none"> Request copy of Provider Manual Request fee schedule allowable amounts Obtain education and training assistance Request assistance resolving fee schedule issues 	(800)-400-2814
<p>For questions regarding the following, use our customer service department's 24/7 Automated faxback system by calling the Customer Service Number on the back of the member's ID card.</p> <ul style="list-style-type: none"> Confirm member eligibility Confirm benefit information Verify copayment and deductibles 	<p>24/7 Automated System: See member ID card for automated number</p>
<p>Claim Inquires</p> <ul style="list-style-type: none"> For specific claim inquiries contact the customer service number on the back of the member's ID card. 	See member ID card for number
<p>Electronic Payments (<i>through electronic payment vendor - Zelis</i>)</p>	(877) 828-8770
<p>Utilization Management 8:30 AM – 5:00 PM (ET) Monday – Friday</p> <ul style="list-style-type: none"> Request Prior Authorization of service Notify carrier of in-patient admissions Report clinical information Questions regarding the Utilization Management Program 	<p>(800) 856-3775, Option 2</p> <p>Fax: (586) 693-4829</p>
<p>Submit Appeals To: 8220 Irving Road Sterling Heights, MI 48312</p>	<p>Or fax your appeal to Appeals Department: 586-693-4834</p>
<p>Pharmacy Benefits 24 hours / 7 days</p>	(800) 424-5850