



## Better Health Quick Reference Guide

Main Telephone	1-800-514-4561
Member Eligibility Verification -IVR	1-877-915-0551
Claim Status - AHCA	1-800-289-7799 option 7
EDI Claims issues - HP	1-866-586-0961
Provider Contract Inquiries – Better Health	1-800-514-4561 ext 6005
Fraud and Abuse Hotline	1-877-253-9251
Member Services	1-800-514-4561
Grievances & Appeals	
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TDD (For the hearing impaired):	711 Florida Relay

Following services are coordinated directly by the following providers, you may contact them directly:

Atlantic Dental, Inc. (ADI) a Doral Company	Providers	1-877-468-5581
	Members	1-800-964-7811
Psychare, Inc.		1-800-221-5487 305-630-1400
Transportation Services		1-866-867-0729
LabCorp		1-813-289-5227
All-Med Management Systems		1-800-393-7024
DME/Home Health/Infusion		

Send your Claims to:

Better Health, LLC  
PO Box 211665  
Eagan, MN 55121

*Electronic Submission #20488 (Emdeon)*

Authorization and Referral Services	1-800-887-6888 ext. 2271
Fax Number	305-408-5810

Authorization for the following services is not required:

- Emergency Services;
- Family Planning Services/participating or non-participating providers;
- Treatment of sexually transmitted diseases and other communicable diseases treated by county Health Departments;
- OB/GYN Services for one annual visit and follow up care. (Refer to Provider Manual for specific instructions);
- Chiropractic, Podiatry and Dermatology Services (Plan Provider must be utilized);
- Immunizations provided by County Health Departments

Medicaid Area 10 Office – Broward	954-202-3200
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[www.BetterHealthFlorida.com](http://www.BetterHealthFlorida.com)