



**better health**

# Provider *Quick* Reference Guide

## Provider Services

### *Phone Numbers*

**Provider Services**  
1-877-915-0551

- Eligibility and Verification, **Prompt 1**
- Authorizations and Pre-Certifications, **Prompt 2**
- Claims Status, **Prompt 3**
- Other Provider Questions, **Prompt 4**
- Pharmacy Department, **Prompt 5**
- Case Management, **Prompt 6**
- Inpatient/Discharge Planning, **Prompt 7**

### *Fax Numbers*

**Utilization Management - Referrals**  
1-800-283-2117

**Pharmacy Department**  
*Prior Authorizations*  
1-877-577-9045

**Better Health**  
**Fraud and Abuse Hotline**  
1-877-253-9251

## Helpful Numbers for Assisting Members

We know from time to time members seek information about the plan from their providers. Below is contact information to assist you in responding to those inquiries.

### *Transportation Services*

**Provider: TMS**  
1-866-867-0729

Members must arrange for transportation 72 hours prior to their medical appointment.

### *Member Services*

*(also printed on the Member's ID card)*  
1-800-514-4561

## For information and inquiries about enrollment

**Better Health:**  
1-855-813-6619, TTY 711

**Choice Counseling:**  
1-877-711-3662

## Submitting Claims and Encounters

### *Electronic submission (EDI)*

**Availity**  
Better Health Payor ID# 01508  
**Emdeon**  
Better Health Payor ID# 20488

### *Paper submission*

Better Health  
PO Box 211665  
Eagan, MN 55121

### *Important reminders*

- Always include your NPI (National Provider Identification #)
- Always include your Taxonomy
- Always include the "Place of Service" (POS)



## Prior Authorizations

### SERVICES THAT REQUIRE PRIOR AUTHORIZATION

Requests for Prior Authorization should be submitted via our Provider Portal, or on the Prior Authorization Form, via fax. The form is available online and on the CD in your Provider In Service Kit.

### Instructions

#### Electronic submission

1. Go to [www.betterhealthflorida.com](http://www.betterhealthflorida.com). Click on "Providers" at the top of the page.
2. Click on the "Provider Portal" link.
3. Log in to the portal with your User ID and password. First-time users must register by clicking on "Provider Registration" on the left side of the page.
4. For outpatient services - Click on "Submit Referral or Authorization" from the menu on the right side of the page to begin the process.  
For inpatient services - Click on "Submit Inpatient Authorization" from the menu on the right side of the page to begin the process.

#### Paper submission via fax

1. Go to [www.betterhealthflorida.com](http://www.betterhealthflorida.com). Click on "Providers" at the top of the page.
2. Scroll down the page to "Provider Forms".
3. Click on "Better Health Referrals/Authorizations Form."
4. Print and complete the form.
5. Fax the completed form to Better Health at 1-800-283-2117.

For STAT/Urgent requests, please call the Better Health Pre-Certification line at 1-877-915-0551, Option 2.

### NO PRIOR AUTHORIZATION REQUIRED – Use the Quick Authorization Form (QAF)

**No Prior Authorization is required for items and services listed on the Quick Authorization Form (QAF).** The QAF is valid only for: 1) Specialist Consultations; 2) Listed Office Procedures; 3) Free-Standing Diagnostic Facilities. It is for use by participating providers ONLY.

### Instructions

**Fax the completed QAF directly to the Specialist and provide a copy to the member during the same office visit.** The QAF can be found on the CD included with your Provider In Service Kit.

There is no need to submit the QAF to the plan. Please note that the QAF form is NOT for services performed in a hospital.

If you have any questions about claims submission, authorizations or encounters please contact your Provider Network Consultant or call Provider Services at 1-877-915-0551.

## Exclusive Participating Provider Networks

*Please contact them directly to coordinate services*

To assist you in quickly identifying and coordinating services for your Better Health members, below is a list of exclusive participating provider networks that are contracted with our plan. Any referrals outside of these networks are considered referrals to non-participating providers.

**As a participating PCP for Better Health, it is critical that your physicians and staff members refer within the Plan's network.**

Staying within the network will ensure that members receive the best possible attention and service. Our Provider Relations Department as well as our Utilization Management Department will be monitoring compliance as it relates to referrals outside of the Better Health network. Please contact the networks listed below to coordinate contracted in-network services. This information will also be posted at [www.betterhealthflorida.com](http://www.betterhealthflorida.com)

Service	Exclusive Provider	Telephone/Fax
Behavioral Health	Psychcare	P: 1-800-221-5487, Option 5 F: 305-279-4344
Dental	DentaQuest	P: 1-877-468-5581
Diabetic Supplies	Neighborhood Diabetes	P: 1-866-784-5647
Durable Medical Equipment, HHC & Infusion	Univita	P: 1-888-914-2201 F: 1-888-914-2202
Hearing	HearUSA	P: 1-800-731-3277, Option 1
Laboratory Services	Quest Diagnostics	P: 1-866-697-8378, Option 1
Transportation	TMS	P: 1-866-867-0729
Routine Vision	Florida EyeCare	P: 1-877-359-9257
Vision/Ophthalmology	Premier Eye Care	P: 1-800-738-1889

**Eligibility, Claim Status, Referral & Authorizations, Provider Directory and Provider Manual can be accessed through the Better Health website at [www.betterhealthflorida.com](http://www.betterhealthflorida.com)**

